



**Minutes of GHA Board Meeting  
held on Tuesday 30 May 2023 at 6pm**

**PRESENT:** Mr G Maguire, Chair  
Mr Z Khan, Member  
Ms A Williamson, Member  
Ms A Connelly, Member  
Mr S McLachlan, Member  
Ms F Cochran, Co-optee

**IN ATTENDANCE:** Ms F McTaggart, CEO  
Ms KA Wallace, Director of Customer Services  
Ms N Salmon, Corporate Services/HR Team Leader

**1.0 Apologies**

1.1 The Chair advised that Ms A Fraser and Ms S Dingwall have submitted their apologies. Ms K Russell is on a leave of absence and Mr C Quigley was not at the meeting.

**2.0 Declarations of Interest, Gifts and Hospitality**

2.1 There were no declarations of interest, gifts and hospitality.

**3.0 Declaration of Receipt and Understanding**

3.1 Members confirmed receipt and understanding of their papers.

**4.0 Minutes for Approval and Information**

4.1 Minutes of the Health and Safety Working Group 10 November 2022

4.1.1 The Minutes of the Health and Safety Working Group meeting held virtually on 10 November 2022 were presented for information only.

#### 4.2 Draft Minutes of Management Committee Meeting 27 April 2023

4.2.1 The minutes of the Management Committee meeting held on 27 April 2023 were approved by Ms A Connelly and seconded by Mr Z Khan as a true reflection of the meeting.

#### 4.3 Matters Arising

4.3.1 The CEO clarified that in relation to section 7.1, the former Management Committee will become the Govan Housing Association (GHA) Board and will meet monthly. The former Management Committee will also become the Govan Housing Group (GHG) Board, this Board will meet between 2 and 4 times a year as appropriate to discuss and consider Group business.

4.3.2 The CEO explained that the GHA Board will discuss and consider only GHA business during their monthly meeting.

**Discussion points:**

**Action notes:**

**For redaction:**

#### 5.0 Reports for Decision/Approval

##### 5.1 Water Row Phase 1 - Update Report

5.1.1 The CEO presented the Water Row Phase 1 Update Report including KPI's at Appendix 1 and Risk Register at Appendix 2 on behalf of Ms L Edwards, Development Consultant who was unable to be at the meeting.

5.1.2 Redacted for confidentiality purposes.

5.1.3 Redacted for confidentiality purposes.

**Discussion points:**

**Action notes:**

Following discussion Members noted and approved the Water Row Phase 1 - Update Report

**For redaction:**

5.1.2, 5.1.3

## 5.2 Jim Stephen House - Feasibility Study Update

- 5.2.1 The CEO advised that the feasibility study of Jim Stephen House has been completed. The CEO noted that a paper copy of the full report is available for Members to view as the full report was unable to be loaded on to VBR or to be sent by email due to the size of the document.
- 5.2.2 The CEO advised that the outcome of the feasibility study is that the development is not affordable as a stand alone development; it would have to be included with another development to make it viable.
- 5.2.3 The CEO advised that the Director of Customer Services will provide an update on the use of Jim Stephen House as student accommodation which is better use of the facility.
- 5.2.4 The CEO stated that the Association will progress planning consent so that it is ready should the Board decide to include it with another development at a later time.
- 5.2.5 The CEO clarified that GCC funded the feasibility study.
- 5.2.6 Redacted for confidentiality purposes.
- 5.2.7 Redacted for confidentiality purposes.
- 5.2.8 Redacted for confidentiality purposes.

### **Discussion points:**

### **Action notes:**

Following discussion, Members noted the Jim Stephen House Feasibility Study Update and approved the recommendations at section 2 of the report.

### **For redaction:**

5.2.6, 5.2.7, 5.2.8

## 5.3 CEO Workplan 2023

- 5.3.1 The CEO presented the CEO Workplan and explained that it provided an update on tasks agreed by the Chair prior to her retirement.
- 5.3.2 The CEO went on to discuss each task in detail as well as the update as noted in the document.
- 5.3.3 The CEO advised that most actions were green. The CEO reflected that some of the actions will not be completed by the time she leaves however they have been allocated to other members of staff.

5.3.4 The CEO stated that the Executive Management Team (EMT) meet fortnightly and have a comprehensive action plan which they work through. The EMT action plan will form part of the handover to the new CEO.

**Discussion points:**

1. Process for submitting a note of interest for renting Water Row properties.
2. Process for determining the allocation of Water Row properties. This is currently being looked at however, it is anticipated that it will be on a first come basis subject to Board approval. From mid August 2023, potential tenants will be able to put a deposit on a plot subject to affordability checks.
3. Progress of recruitment of Board Members for subsidiary Boards in particular the Water Row Board noting that it would be beneficial for the Board to be established early so that it can be part of the journey.
4. Redacted for confidentiality purposes.

**Action notes:**

Following discussion, Members noted and approved the CEO Workplan 2023 Update

**For redaction:**

Discussion point 4

5.4 Governance Report

5.4.1 The CEO presented the monthly Governance report on behalf of the Director of Corporate Services/Deputy CEO and highlighted the following areas in the report:

- a) Notifiable events as described in section 4 of the report noting that there are 2 outstanding notifiable events; one for the Water Row Company and the other for the CEO recruitment;
- b) Complaints as mentioned in section 5 of the report noting that there are no new live complaints with SPSO;
- c) Board attendance as detailed in section 8 of the report, noting that attendance has improved in recent months. The CEO went on to thank Board Members for this improvement and advised that maximum attendance was currently important due to various strategic issues such as agreeing the corporate strategy etc.;
- d) Redacted for confidentiality purposes;
- e) Redacted for confidentiality purposes;
- f) Other governance matters as indicated in section 14 of the report noting the policy review update by Indigo House. A report will be presented to the Board detailing any policy gaps identified and timeframes for implementing subsequent policies;

- g) Board Business Planning will be discussed at the Special Board meeting following the today's monthly meeting;
- h) Tenant Service Improvement Group (TSIG) as mentioned in section 16 of the report. The CEO advised that she met with the TSIG to review the Corporate Strategy and will meet with them again in June 2023. The CEO reflected that the Group provided some good feedback regarding the Corporate Strategy.

**Discussion points:**

**Action notes:**  
Following discussion Members noted and approved the Monthly Governance Report and approved the recommendations at section 2 of the report.

**For redaction:**  
5.4.1.d, 5.4.1.e

5.5 Customer Service Report

5.5.1 The Director of Customer Services presented the Monthly Customer Services report and highlighted the following areas of the report:

- a) Cyclical compliance as detailed in section 4.1 of the report noting that Golspie Street cladding is still not included in the cyclical compliance report as this issue currently sits with the Scottish Government. The fire risk assessment for the Golspie Street development will be carried out in June 2023;
- b) Redacted for confidentiality purposes;
- c) Redacted for confidentiality purposes;
- d) Scrutiny Panel update as described in section 5.1 of the report noting that the group will focus on corporate strategy, communication, garden maintenance and housing allocations. Terms of reference will be agreed by the group.

**Discussion points:**

**Action notes:**  
1. Following discussion, Members noted and approved the Customer Service Report.

**For redaction:**  
5.5.1.b, 5.5.1.c

## 5.6 Overview of Customer Service Complaints

- 5.6.1 The Director of Customer Services presented the Overview of Customer Service Complaints report including Complaints Handling Procedure at Appendix 1 and Learnings and Action Plan at Appendix 2.
- 5.6.2 The Director of Customer Services advised that the report includes the number of complaints received at section 4 of the report; the resolution times at section 5 of the report and information regarding the types of complaints as described in section 6 of the report.
- 5.6.3 The Director of Customer Services reflected that a large proportion of complaints received related to Property Services which in effect are linked to the Home Team or other contractors.
- 5.6.4 The Director of Customer Services advised that changes to reactive repairs and factoring processes have been implemented following learnings from the complaints and went on to say that learnings from all complaints will be utilised to make improvements in service delivery to customers.
- 5.6.5 The Director of Customer Services noted that tenants meetings have been arranged in July and August 2023 to specifically address reactive repairs.

### **Discussion points:**

1. Reasons for factoring complaints.

### **Action notes:**

Following discussion, the Board noted and approved the Overview of Customer Service Complaints report.

### **For redaction:**

## 5.7 Procurement Update

- 5.7.1 The CEO presented the Procurement Update Report and noted that under window replacement at section 4.3, the report states supply and fit of windows following Heron pulling out of the contract. The CEO clarified that this is incorrect, the Association and Heron mutually agreed to end the contract as the service was poor and the prices kept increasing.
- 5.7.2 Redacted for confidentiality purposes.
- 5.7.3 Redacted for confidentiality purposes.

### **Discussion points:**

**Action notes:**

Following discussion, the Board noted the Procurement Update and approved the recommendations at section 2 of the report.

**For redaction:**

5.7.2, 5.7.3

5.8 Bi-Annual Review of Treasury Management Operations

5.8.1 The CEO presented the Bi-Annual Review of Treasury Management Operations report and noted that little had changed in the past 6 months.

5.8.2 The CEO drew the Boards attention to current borrowings at section 6 of the report and noted the interest rates for each loan. The CEO reflected that the Treasury Management Policy states the Association should have no more than 50/50 fixed and variable loans.

5.8.3 Redacted for confidentiality purposes.

5.8.4 The CEO advised that the report illustrates the anticipated changes to the interest rates as highlighted in section 4 of the report.

**Discussion points:**

**Action notes:**

Following discussion, the Board noted the Bi-Annual Review of Treasury Management Operations report and approved the recommendations at section 2 of the report.

**For redaction:**

5.8.3

**6. Reports for Discussion/Information**

6.1 Regulation Plan Update

6.1.1 The CEO provided an update on the Association's Regulation Plan from the Scottish Housing Regulator (SHR) noting that the following information will be sent to the SHR if approved at today's Special Board Meeting:

- a) Business Plan;
- b) Water Row Company Business Plan;

6.1.2 The CEO advised that the SHR has been updated regarding recruitment of the new CEO including timetable etc.

6.1.3 The CEO advised that in relation to the notifiable event concerning the Water Row Development, in October 2023 the SHR may ask for backdated reports

regarding the development. The CEO reminded Members that the Water Row development reports including the risk register are presented to the Board on a monthly basis.

- 6.1.4 The CEO reflected that most of the Regulation Plan will be closed off prior to her leaving the Association.

**Discussion points:**

**Action notes:**

Following discussion, the Board noted the Regulation Plan Update.

**For redaction:**

6.2 Annual Return on the Charter (ARC)

- 6.2.1 The CEO presented the figures for the Association's ARC return as at 31 March 2023 in the following areas:

- a) Staffing;
- b) Stock;
- c) Repairs;
- d) Scottish Housing Quality Standards (SHQS);
- e) Arrears;
- f) Allocations;
- g) Stage 3 Adaptations;
- h) Complaints.

- 6.2.2 The CEO noted that there are improvement plans in place where required to address performance concerns. Following discussion, the Board approved the submission of the Association's ARC return to the SHR.

**Discussion points:**

**Action notes:**

Following discussion Members noted the ARC return as at 31 March 2023.

**For redaction:**

**7.0 Any Other Competent Business**

- 7.1 There was no other competent business.



**8. Date of Next Meeting**

8.1 The date of the next full Management Committee meeting is Thursday 29 June May 2023 at 6.00pm.

CHAIRPERSON'S SIGNATURE:

A handwritten signature in black ink, appearing to read 'B. R. L. J.', is written above a horizontal dotted line.

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