



THE GLASGOW HOUSING ASSOCIATION LIMITED

GHA BOARD

**WHEATLEY HOUSE, 25 COCHRANE STREET, GLASGOW, G1 1HL
MINUTE OF MEETING – FRIDAY 17 SEPTEMBER 2021**

Present: Bernadette Hewitt (Chair), Professor Paddy Gray (Vice-Chair), Cathy McGrath, Jo Boaden, Councillor Kenny McLean, Councillor Frank McAveety, Andrew Clark and Robert Keir.

In attendance: Anthony Allison (Director of Governance), Martin Armstrong (Group Chief Executive), Steven Henderson (Group Director of Finance), Jehan Weerasinghe (GHA Managing Director), Steven Gray (W360 NET's Lead- item 5 only) and Jennifer Anderson (Group Liaison Protection Manager- item 6 only)

1. Apologies for Absence

Apologies were received from Jo Armstrong and Lara Lasisi. The Chair confirmed that a quorum was present under the Rules of Association.

2. Declarations of Interest

The Board noted the standing declarations of interest.

3. Minute of Friday 13 August 2021 and matters arising

Decided: The Board approved the minute of 13 August 2021.

4. New operating model - engagement update (presentation)

The Board received an update on our engagement with key stakeholders on our new operating model. It was confirmed that stakeholders have understood the rationale behind the proposals and how they will support the delivery of our strategy.

The Board reflected on the feedback and reaffirmed that our engagement model is designed to have the flexibility to take into account the specific engagement topic.

The Board discussed engagement more widely and the growing demand for the ability to engage and transact digitally, including areas such as repairs.

Decided: The Board noted the update.

5. NETs mobile working (presentation)

The Board received an update on the proposals to transform our Neighbourhood Environmental Services through the deployment of mobile technology.

The Board discussed the plans, including the anticipated costs, benefits for tenants and the efficiency of the service. It was explained that the main costs would be the initial technology hardware and software investment. The benefits for customers, in particular the enhanced visibility of service delivery and greater ability to draw down the service were set out in further detail.

The Board recognised the value of our NETS service, particularly for our tenants. The Board welcomed the ability to enhance communication with tenants regarding service delivery.

The Board considered the potential contribution of the NETS service to our wider sustainability objectives. It was explained that we already undertake a range of activities, such as promoting recycling and upcycling in bulk uplifts and engaging with Zero Waste Scotland. It was noted an opportunity also exists in terms of green waste.

Decided: The Board noted the presentation.

6. Revive project (presentation)

The Board received the presentation on the Revive project, which forms part of our wider approach to preventing homelessness and supporting victims of domestic violence.

The Board commended the work undertaken to date and welcomed the linkage to homelessness prevention.

Decided: The Board noted the presentation.

7. LIBOR Transition [paper redacted]

8. AOCB

There was no further competent business considered.

Signed Date
(Chair)