

## WHEATLEY HOMES GLASGOW

### MINUTE OF BOARD MEETING

**Wheatley House, 25 Cochrane Street, Glasgow  
on Friday 16 August 2024 at 10.30 am**

**Present:** Maureen Dowden (Chair), Andrew Clark, Allan Clow, Cathy McGrath, Robert Keir and Professor Paddy Gray.

**In Attendance:** Steven Henderson (Group Chief Executive), Anthony Allison (Group Director of Governance and Business Solutions), Pauline Turnock (Group Director of Finance), Alan Glasgow (Group Managing Director of RSLs) Aisling Mylrea (Director of WH Glasgow), Danny Lowe ( Director of Group Repairs, Investment and Compliance – item 5 only) and Alan Burns (Executive Director at City Building – item 5 only)

#### 1. Apologies for Absence

Apologies were received from Councillor Kenny McLean and Councillor Frank McAveety.

The Chair confirmed the meeting was quorate.

#### 2. Declarations of Interest

The Board noted the standing declarations of interest. No new declarations were made.

#### 3. Minute of the previous meeting held on Friday 17 May 2024, matters arising, and action list

**Decided: The Board approved the minutes of the meeting held on Friday 17 May 2024.**

#### 4. New Build and regeneration update

The Board received an update on the regeneration programme in Maryhill, including the ongoing engagement and the legal process.

The Board received an update on the national and Glasgow context in relation to new build grant funding, the grant funding status of our five-year programme, the anticipated implications for our future programme and the associated financial modelling.

The Board discussed the potential alternative models of funding we could explore, noting that there would be a full risk assessment for all models explored.

The Board discussed the range of factors which impact grant requirements, including the legal requirements in areas such as direct emissions. It was reiterated that all new build projects must be individually financially viable and existing rental income did not fund new build.

**Decided: The Board noted the report.**

## **5. Repairs update**

The Board were provided with an update on progress with repairs service enhancements, ongoing customer engagement and the repairs budget update for 2024/25.

The Board were updated on the early impact of the change in the operating model within City Building for appointed repairs, in particular higher first-time completion and lower levels of no access.

The Board were updated on tenant satisfaction levels and how we intend to improve satisfaction in areas that are lower than the overall citywide average. The Board emphasised the need to use all tenant feedback to understand what is driving the variance and inform our response.

The Board were updated on the progress of transitioning a higher proportion of jobs to appointed and how this will support repairs being delivered quicker for tenants.

The Board were updated on work underway within City Building to consider where long term demand merits investing in in-house capacity and reducing the use of sub-contractors.

The Board welcomed the progress being made with the service and agreed that the focus on reducing variation in satisfaction levels and increasing efficiency remained priorities.

**Decided: The Board:**

**1) Noted the progress with repairs service enhancements;**

**2) Noted ongoing customer engagement to inform future service enhancements; and**

**3) Noted the update on the repairs budget position for 2024/25.**

## **6. Homelessness update**

The Board were provided with an update on our progress towards the key commitments within our Homelessness Policy, our contribution to preventing and alleviating homelessness and our response following the declaration of a housing emergency by the Scottish Government on 15 May 2024.

The Board welcomed our position as a strong contributor to the national objective of alleviating homelessness and that we are on track to support the delivery of key homelessness policy commitments.

The Board discussed the ongoing challenge of balancing letting with balancing communities and the need to monitor this on an ongoing basis. It was confirmed that tenancy sustainment amongst lets to homeless households is very high.

The Board discussed the options being considered to add supply, such as the repurposing of non-residential buildings. It noted that there are associated challenges with building conversions, such as ensuring value for money.

**Decided: The Board noted the report.**

## **7. Performance report**

The Board were provided with an update on performance delivery against targets and the key areas of ongoing focus, namely arrears, days to let and anti-social behaviour.

The Board discussed the number of mould inspections carried out and it was explained that this was driven by the high level of awareness of our policy and our zero-tolerance approach. It was noted that in nearly 20% of cases no mould was found and that where there was any mould present 98% were the lowest level category under our policy.

The Board noted that the customer satisfaction within the CFC had yet to achieve its target. It was explained that our analysis has identified the survey responses from customers with lower satisfaction are more strongly linked to a specific individual issue than the service from the CFC.

The Board discussed our performance in relation to invoices and procurement and noted that we were clear on areas which could deliver further incremental improvement.

**Decided: The Board noted the report.**

## **8. 2023/24 Financial Statements**

The Board received the financial statements and was updated on the adjustments made between the year-end management accounts and the final audited accounts.

The Board reviewed the financial statements and noted they had been prepared in line with the relevant accounting standards.

The Board discussed the revaluation of the stock and the positive movement from the prior year. The implications of this for what can be securitised, or not, were also further explained.

**Decided: The Board**

- 1) Approved the 2023/24 financial statements;**
- 2) Confirmed the preparation of the financial statements using the going concern basis;**
- 3) Delegated authority to the Chair and Group Director of Finance to approve any non-material changes to the accounts; and**
- 4) Approved the letter of representation from the auditors and noted the related letter of representation from management.**

## **9. Annual Internal Audit report and opinion**

The Board were presented with the Internal Audit Annual Report and Opinion 2023/24. The Board noted that the Internal Audit team had completed its planned work for 2023/24 and the annual opinion.

**Decided: The Board noted the report.**

## **10. Finance report**

The Board were provided with an overview of the financial results for the period to 30 June 2024 and the quarter-one forecast.

The Board noted that our repair costs continued to be stable and that there were no unexpected adverse variances.

**Decided: The Board noted the report.**

## **11. [redacted]**

## **12. Governance update**

The Board were presented with an update on constitutional governance-related matters, an update on Board appointments and a request to consider a Chair's urgent action related to a property lease.

The Board noted that our tenant pathway programme has been a critical element in supporting our longer-term succession planning and ensuring we maintain a strong tenant voice on the Board.

The Board also considered the annual assurance self-assessment, noting that we remained materially compliant.

**Decided: The Board**

- 1) Noted the use of the Chair's urgent action to lease a property to SAMH;**
- 2) Approved the proposed change to our Disposals and Acquisitions Policy;**
- 3) Instructed the Secretary to call the Annual General Meeting for Friday 13 September at 10.00am;**
- 4) Noted the Secretary's Report under Rule 68;**
- 5) Approved the appointments of Rhona Paterson and Mary-Ann Amiwero to the Board;**
- 6) Approved the re-appointment of Councillor McLean for a further one-year term, subject to the approval by the Group Remuneration, Appointments, Appraisal and Governance Committee;**
- 7) Noted the outcome of our annual self-assessment against the SHR's Regulatory Framework and proposed Annual Assurance Statement for agreement by the Group Board; and**
- 8) Noted the update on our review of policies, including the amendment to our Group Complaints Policy.**

**13. AOCB**

No other items of competent business were raised.

**Signed:** ..... **(Chair)**

**Date:** .....