

**WHEATLEY HOMES GLASGOW BOARD
AT WHEATLEY HOUSE, 25 COCHRANE STREET, GLASGOW**

MINUTE OF MEETING – FRIDAY 16 SEPTEMBER 2022

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

In attendance: Anthony Allison (Group Director of Governance and Business Solutions), Steven Henderson (Group Chief Executive Officer), Hazel Young (Group Director of Housing and Property), Jehan Weerasinghe (Managing Director) and Frank McCafferty (Group Director of Repairs and Assets – items 7,11 and 12 only), Laura Pluck (Group Director of Communities – item 12 only), Laura Henderson (Managing Director -Dunedin Canmore – items 8 and 9 only) and Lewis McGregor (Director of IT and Digital Services – item 10)

1. Welcome to new Board member

The Board welcomed Maureen Dowden to the Board.

2. Apologies for Absence

Apologies were received from Andrew Clark.

3. Declarations of Interest

The Board noted the standing declarations of interest.

4. Minute of Friday 12 August 2022 and matters arising

Decided: The Board approved the minute of 12 August 2022.

5. Here for You Fund – supporting our tenants with the cost of living crisis

The Board were provided with an outline of the expected impact of the cost-of-living crisis on our tenants and communities and the current support in place to help support them.

The Board strongly supported the proposed approach, in particular the Here for You Fund and the level of support we are putting in place to recognise the challenges tenants will face.

The Board discussed the anticipated demand for the fund, which may be wider than has been the case with previous similar funds. It was confirmed we will closely monitor demand, as well as what is driving demand, for the fund. The opportunity to use our annual customer conversations to reinforce the support available was further reinforced.

It was further explained that we will have a strong focus on signposting tenants to any sources of support available such as through the Local Authority or Scottish Government.

The Board were updated on our engagement with stakeholders on the rent freeze announced in the Programme for Government and the work underway to evaluate the impact of a freeze, or any cap, being extended into 2023/24.

The Board discussed our business plan assumptions more widely, in particular the level of prudence and headroom we have.

The Board discussed the importance of how we communicate with tenants and importance of having a clear, consistent message over all our activities in the coming months.

Decided: The Board note the revised approach to supporting tenants and households throughout the cost-of-living crisis including the £6m Here For You Fund, which is expected to support up to 14,000 of our tenants.

6. [redacted]

7. Sustainability update (Presentation)

The Board received an update on the proposed structure and themes of our sustainability strategy and the timeline for its development.

The Board discussed the different challenge for existing and new homes, the level of grant funding which will be required and our continued focus on fabric first.

The Board recognised that our existing income source will not be sufficient to deliver all elements of the strategy, or even some of the investment that is required to meet national standards such as EESSH 2.

The Board reflected on the high standard of our existing stock given the significant levels of investment post stock transfer.

The Board considered the importance of heating systems in relation to energy efficiency and sustainability, including the use of district heating systems.

Decided: The Board noted the presentation.

8. Allocations policy review

The Board received a summary of the feedback from the consultation on our Housing Information Advice and Letting Policy.

The Board discussed the feedback, which indicated support for all of the key changes. The Board sought confirmation on when the system changes would be in place. It was confirmed they would be completed by the end of the financial year.

Decided: The Board

- 1) **Noted the work undertaken during the formal consultation and levels of customer engagement;**
- 2) **Noted the new Group Housing Information Advice and Letting Policy Framework and approve the Wheatley Homes Glasgow Housing Information Advice and Letting Policy.**

9. MyHousing update (presentation)

The Board received a presentation and visual demonstration of our housing application system MyHousing.

Decided: The Board noted the presentation.

10. Digital housing services update

The Board were updated on next steps in improving our digital services and how we will engage customers on these.

The Board strongly welcomed the focus on engaging tenants and understanding the user experience before making any changes.

Decided: The Board

- 1) **noted the contents of this report; and**
- 2) **noted the changes to strategy measures, which will be incorporated in the strategy updates later this year**

11. Development programme – mid year update

The Board were provided with update on progress delivering our new build programme.

The Board discussed the potential impact of the current operating environment on us delivering our target. It was explained that inflation was a challenge, but an equally significant issue is labour availability.

The Board discussed the risk associated with contractors holding their prices. It was confirmed we have a strong focus on fixed price contracts as a means of minimising our exposure.

Decided: The Board noted the contents of the report.

12. Bellgrove update (Presentation)

The Board received an update on progress since the decommissioning of the Bellgrove, including the move on destinations and subsequent journeys of the residents; reflections on the overall change; and the future plans for developing the site into new homes.

The Board discussed the development options, how they aligned with the views of the community and the need to be cognisant of how communications to tenants on a final proposal explain how their voice has been heard.

It was agreed that the Board would continue to be updated as the plans develop.

Decided: The Board noted the presentation.

13. Governance update

The Board were updated the Board on the following governance related matters: Chair re-appointment; Board recruitment update; 2023 schedule of meetings; and Modern slavery statement. The Board noted they were all consistent with previous discussions and periodic requirements.

Decided The Board

- 1) Re-elected Bernadette Hewitt as Chair;**
- 2) Noted the update on Board recruitment;**
- 3) Approved the schedule of meetings for 2023;and**
- 4) Noted the Modern Slavery Statement, approved by the Group Board on our behalf.**

14. AOCB

There was no further business considered.

Signed
(Chair)