

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

MINUTE OF MEETING – 25 NOVEMBER 2022

Present: Bernadette Hewitt (Chair), Andrew Clark, Councillor Frank McAveety, Maureen Dowden, Councillor Kenny McLean, Cathy McGrath, Robert Keir and Derek Treanor.

In attendance: Anthony Allison (Group Director of Governance and Business Solutions), Steven Henderson (Group Chief Executive), Pauline Turnock (Group Director of Finance), Hazel Young (Group Director of Housing and Property) and Frank McCafferty (Group Director of Repairs and Assets)

1. Apologies for Absence

Apologies were received from Professor Paddy Gray.

2. Declarations of Interest

The Board noted the standing declarations of interest.

**3. a) Minute of Friday 16 September 2022 and matters arising
b) Draft AGM Minute Friday 16 September 2022
c) Action List**

Decided: The Board approved the minutes of the Board and Annual General Meetings on 16 September 2022.

4. Chair's update

The Chair provided an update on the following:

- discussions at the CBG Glasgow Board on the results of the tenant feedback on the repairs service;
- the Group Board feedback on item 5, in particular the need for this Board to consider it within our own service context;
- the Group Board's discussion on succession planning and its desire to maintain a strong tenant voice; and
- recent stakeholder engagement with the Scottish Government

5. Customer value and insight

The Board were updated on: sector wide customer satisfaction insight; recent customer insight and research in relation to repairs and families and our planned response to the key findings; and how we will ensure the customer voice and insight being embedded in our future strategic planning and decision making.

The Board discussed the results of the pulse survey, in particular the areas identified by tenants where they want us to prioritise refining our service delivery. The Board further discussed the proposals for how we respond to those priorities and incorporate them into a continuous improvement rather than transformation programme.

The Board were given a more detailed update on plans underway to enhance our repairs service, including co-location with City Building planners and a different resourcing model.

The Board discussed the feedback from the families research, in particular how some of the issues would require us to balance priorities in areas such as our new build and investment programme.

The Board discussed the different priorities across our customer segments more widely. It was explained that we do consider how we respond to the differing priorities for example in areas such as property types and sizes in our development programme.

Decided: The Board provide feedback on and note the proposed customer insight programme.

6. 2023/24 rent and service charges – consultation and engagement

The Board updated on the pre consultation engagement undertaken to date, the feedback from tenants which showed tenants supported a rent increase to maintain services and investment. It was also confirmed feedback to date showed the majority of tenants did not support a rent freeze.

The Board discussed at length the tenant feedback and the recognition of the trade off between the rent increase level and how much we can continue to invest in services and homes. The Board further discussed the continuing challenges in the economic environment, the impact on our fixed costs and balancing rent affordability and these challenges.

The Board discussed the range of support we continue to offer tenants, such as the Here for You Fund, in dealing with the cost of living crisis and the likelihood our indicative options will be at the lower end of the sector.

Decided: The Board

- 1) approved in principle the proposed rent and service charge increase level set out in the report;**
- 2) noted the current position in relation to ongoing discussion with Scottish Government on a potential freeze/cap on rents; and**
- 3) noted that an additional Board meeting will be convened once the Scottish government confirm the rent cap position for 2023/24.**

7. [redacted]

8. Annual Assurance statement and governance update

The Board received an update on and considered the Group's Annual Assurance Statement, Board recruitment and the final approvals being sought for Strathclyde Camphill Housing Society Transfer of Engagement.

Decided: The Board

- 1) noted the 2022 Annual Assurance Statement submitted to the Scottish Housing Regulator;**
- 2) noted the appointment of Derek Treanor as a Wheatley Group appointee;**
- 3) noted our approach to tenant Board member recruitment; and**
- 4) approved the transfer of engagements from SCHS, having regard to their duties Board member and as charity trustees and considering the legal advice received and financial review carried out.**

9. Asset assurance approach

The Board received an update on our refined approach to property condition assurance and the range of work underway to further enhance our processes in relation to damp and mould.

The Board discussed the improvements to our processes and focus on areas such as staff training and reporting. The Board further discussed how our investment programme can include activity targeted at addressing any underlying structural issues where required.

It was reiterated that all our communications and staff training have clear messaging that we have a zero tolerance approach and that lifestyle is not a factor and tenants are not, in any way, responsible for the occurrence of mould.

The Board discussed the proposed policy update to force access where required and agreed that this was a necessary step when all other engagement had been exhausted. It was explained that we expect this to be a very small proportion of cases.

Decided: The Board:

- 1) approved the approach and criteria for forcing access for mould and damp as set out in 4.10; and**
- 2) otherwise noted the contents of this report**

10. Performance report – quarter 2

The Board were updated on performance delivering against targets and strategic projects for 2022/23 as of the end of quarter two.

The Board were provided with a more detailed update on the range of support for customers at Sighthill and engagement with the contractor to rectify the issues and secure adequate compensation for customers.

The Board were provided with an update on progress developing a strategic agreement with Glasgow City Council.

Decided: The Board noted the contents of this report.

11. Equality, Diversity, Inclusion and Human Rights policy

The Board received an update on Equality, Diversity and Inclusion (“EDI”) activity across the group, the updated Group EDI and Human Rights policy and the results of the tenant survey.

Decided: The Board

- 1) Noted the range of EDI related activity already underway and in progress; and**
- 2) Noted the reviewed EDI and Human Rights policy and its designation as a group wide policy.**

12. Arrears and debtors policy

The Board received a summary of the updates to the Group Arrears and Debtors Framework and our own individual policy. The Board considered the changes which reflected operational changes and our operating model.

Decided: The Board

- 1) noted the content of the report and updates to the Policy; and**
- 2) approved the Wheatley Homes Glasgow Arrears and Debtors Policy**

13. Finance report

The Board received a summary of and reviewed financial performance for the year to date and the outcome of the review of the new build appraisal target return rate.

Decided: The Board

- 1) Noted the management accounts for the period ended 30 September 2022 at Appendix 1; and**
- 2) Noted the revision to the target return rate for new build social and mid market rent developments; and**
- 3) agreed the criteria for Wheatley Development Scotland approving projects on our behalf be updated to reflect this.**

14. Risk register

The Board reviewed the proposed changes to our Risk Register and agreed they reflected our current risk profile and operating context.

Decided: The Board approved the updates to the corporate risk register.

15. Assurance update

The Board were updated internal audit work performed during the first two periods of 2022/23 and the rolling Internal Audit Plan.

Decided: The Board noted the contents of this report.

16. AOCB

There was no further business considered.

Signed
(Chair)