

WHEATLEY HOMES GLASGOW

MINUTE OF BOARD MEETING

Wheatley House, 25 Cochrane Street, Glasgow
on Friday 6 February 2026 at 10.30am

Present: Maureen Dowden (Chair), Andrew Clark, Allan Clow, Professor Paddy Gray, Cathy McGrath, Rhona Conteh and Councillor Ruairi Kelly.

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 Director of Housing), Aisling Mylrea (Managing Director, Wheatley Homes Glasgow), Charli Griffin (Director of My repairs – item 5 only) and Lindsay Lauder (Director of Development and Regeneration – item 9 only).

1. Apologies for Absence

Apologies were received from Chris Quinn, Mary Ann Amiwero and Councillor Paul Carey.

The Chair confirmed that the meeting was quorate.

2. Declarations of Interest

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

3. a) Minute of the Previous Meeting Held on Friday, 21 November 2025 – Matters Arising

Decided: The Board approved the minutes of the meeting held on Friday, 21 November 2025.

b) Action List

Decided: The Board noted the action list.

4. Chair's Update

The Chair provided an update on the key issues discussed at the December 2025 Group Board, including the Group Board's discussion with the Cabinet Secretary for Housing.

5. Awaab's Law

The Board received a detailed update on the Scottish Government's introduction of the Scottish equivalent of Awaab's Law, including the key elements of the proposed Regulations and our preparedness for the new statutory requirements.

The Board reiterated that tackling damp and mould quickly is a key priority alongside a focus on prevention.

The Board discussed the importance of having appropriate capacity to respond to instances of damp and mould. It was confirmed that our capacity is regularly reviewed, including relevant skills and experience, and staff levels within both the organisation and City Building (Glasgow).

The Board was updated on areas of the legislation where further guidance or clarity is awaited. It was confirmed that staff training and, where appropriate, certification will be a key focus in preparation for the Regulations coming into effect.

The Board noted the strong focus on prevention, particularly in the management of leaks, which have a higher potential to lead to damp or mould.

The Board discussed the need to continue refining the approach to reflect the different types of housing stock and the relative risks associated with each. It was confirmed that this is being addressed through a data-enabled approach, identifying stock types with higher volumes of damp and mould cases or a higher proportion of repeat cases.

The Board discussed the potential impact of the Regulations in terms of increased reporting of damp or mould. It was explained that, while this is possible, the organisation already takes a proactive approach to identifying cases and encourages customers to report issues promptly.

The Board reviewed the key elements of the refreshed approach, particularly the customer risk assessment at the diagnosis stage and the assurance checks at the end of the process, and how these enhance existing arrangements. The Board strongly supported the enhancements, including the increased focus on post-completion assurance.

The Board discussed the compensation framework under the Regulations and the likelihood of litigation seeking compensation beyond that framework.

The Board considered how the approach aligns with our Strategic Asset Investment Plan, a future Wheatley Standard, and the particular challenges within multi-storey flats, including issues such as ventilation. It was agreed that these matters would form the basis of a future strategy workshop.

The Board was updated on how technology will support the approach, including in relation to data, diagnosis, treatment and monitoring.

The Board discussed how the approach will be applied in mixed-tenure blocks. It was acknowledged that this may present challenges and that further consideration will be given to this area.

The Board noted that further updates will be provided as clarity emerges from the Scottish Government on outstanding issues, including the definition of “substantially free”.

Decided: The Board:

- 1) Noted the contents of the report and the implications of the Regulations; and**
- 2) Provided feedback on the proposed approach to the implementation and the update to the Group Managing Dampness, Mould and Condensation Policy.**

6. 2026–2031 Strategy

The Board received a summary of the key priority areas within the strategy and the proposed approach to launch and implementation. It was confirmed that, following the Board’s initial review in November, there were no material changes arising from further customer engagement.

The Board was provided with feedback from staff engagement sessions on the draft strategy, which was very positive regarding the key themes and priorities. It was noted that a key area of reflection was the need for the Wheatley Standard, when agreed, to be clearly understood by staff.

The Board agreed that the strategy reflected both customer feedback and the Board’s own views on the key priorities.

Decided: The Board approved the 2026–2031 Strategy and endorsed the approach to launch and implementation.

7. City Centre Strategic Neighbourhood Plan

The Board received a summary of the key areas of focus within the proposed City Centre Strategic Neighbourhood Plan.

The Board discussed the level of investment assumed and sought clarification on whether this applied to all stock and what it included. It was confirmed that the investment covered all stock and reflected the component costs.

The Board emphasised the importance of partnership working and collaboration, including with the Business Improvement District, and the need to address issues rather than risk displacing them elsewhere in the city.

The Board discussed how customer satisfaction and insight are gathered at an appropriately segmented level to inform decision-making. It was confirmed that a targeted customer satisfaction survey will be undertaken in the city centre to establish a baseline.

The Board welcomed the focus on issues such as security and lighting, noting that customers have highlighted these as critical to their sense of safety and wellbeing.

Decided: The Board approved the City Centre Strategic Neighbourhood Plan.

8. Rent and Service Charges 2026/27

The Board received the results of the tenant consultation on the proposed 2026/27 rent, service and other charge increases, including feedback received in addition to a preference for one of the formal consultation options.

The Board discussed the consultation feedback and key themes and agreed, taking this into account, to approve a 6.9% increase.

The Board was also updated on the proposed tariff changes, which are based on the agreed Group Pricing and Charging Policy.

Decided: The Board:

- 1) Considered the feedback received through the tenant consultation on the 2026/27 rent, service and other charge increases;**
- 2) Approved a 6.9% increase in rent and service charges (including garages and lock-ups) for all tenants for 2026/27, effective from the first Monday in April, and from 28 March 2026 for ex-Cube properties; and**
- 3) Approved a 5.9% increase in the tariff charged for district heating schemes.**

9. 2026/27 Financial Projections

The Board received a summary of the context within which the updated financial projections were developed, including key economic assumptions, reinvestment of income, investment in assets, repairs and new-build projects, operating costs and interest cover projections.

The Board discussed the underlying surplus projections, the investment profile and future development capacity under revised debt-per-unit assumptions. It was confirmed that the investment profile reflects an acceleration of investment in the first five years and that loan-to-value will be a key driver of future development capacity.

The Board discussed projected spend on repairs and the assumed increase relative to income. It was confirmed that this reflects differences between rent assumptions, inflation and repairs cost assumptions, and that some repairs costs are cyclical, such as five-year electrical compliance works.

The Board discussed the assumptions relating to acquisitions, noting the challenges in making longer term assumptions regarding the availability of funding.

The Board noted work underway within City Building (Glasgow) to identify opportunities for improved value through bringing additional activity in-house.

Decided: The Board:

- 1) Approved the updated projections for investment in assets and services over the five-year period to 2031;**
- 2) Approved the five-year Capital Investment Plan summarised in Appendix 2;**
- 3) Approved the five-year Development Programme summarised in Appendix 3;**

- 4) Noted that the financial projections, Capital Investment Plan and Development Programme will form the Group Plan and Programme and be presented to the Group Board in February 2026; and
- 5) Agreed that the projected 2026/27 figures will form the basis of the annual budget to be presented to this Board for approval in March 2026.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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- | [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

11. Strategic Governance Review

The Board received an update on the findings of the independent strategic governance review and progress in implementing its recommendations. An update was also provided on the planned transition to a Strategic Partnership with Wheatley Care.

The Board supported plans to sequence more activity for review by subsidiary Boards in advance of any Group-level discussion or decision.

Decided: The Board:

- 1) Noted the agreed approach to implementing the Campbell Tickell recommendations (Appendix 2);
- 2) Noted the status of the transition to a Strategic Partnership with Wheatley Care;
- 3) Approved delegation of authority to the Group Director of Development and City Building to conclude legal drafting and execute the Transforming Communities: Glasgow (TC:G) Activation Agreement for the East Govan/Ibrox Transformational Regeneration Area; and
- 4) Approved the Board Planner for 2026.

12. Finance Report

The Board received an overview of financial performance to the end of Quarter 3 and the forecast year-end out-turn.

The Board sought further information on the variance against budget for void expenditure. It was explained that this is primarily driven by property condition. It was confirmed that this is under review, including how the scope of void-related work is agreed.

Decided: The Board noted the Finance Report for the period ended 31 December 2025 and the Q3 forecast at Appendix 1.

13. Performance Report

The Board received an update on performance against targets and strategic projects for 2025/26 to the end of Quarter 3.

The Board discussed absence levels within the NETS teams relative to other teams. It was confirmed that work is underway to analyse the drivers of the higher absence rate, which is expected to be higher than in other areas, but not at the current variance.

Decided: The Board noted the contents of the report.

14. Group Assurance Update

The Board received an update on internal audit activity reported to the Group Audit Committee for the year to date.

The Board noted that no material issues had been identified during the year that required escalation.

Decided: The Board noted the contents of this report.

15. Any Other Competent Business

There was no other competent business raised.

Signed:(Chair)

Date: