

WHEATLEY HOMES GLASGOW

MINUTE OF BOARD MEETING

**Wheatley House, 25 Cochrane Street, Glasgow
on Friday 12 September 2025 at 10.30am**

Present: Maureen Dowden (Chair), Andrew Clark, Allan Clow, Professor Paddy Gray, Cathy McGrath, Rhona Conteh, Mary Ann Amiwero, Chris Quinn 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), Frank McCafferty (Group Director of Repairs and Assets), Alan Glasgow (Group Director of Housing), Aisling Mylrea (Managing Director, Wheatley Homes Glasgow) and Lorna Shaw (Research Resource – item 4 only).

1. Apologies for Absence

There were no apologies for absence.

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. a) Minute of the previous meeting held on Friday 12 September 2025, matters arising

Decided: The Board approved the minutes of the meeting held on Friday 12 September 2025.

4. Independent tenant satisfaction survey (presentation)

The Board received a presentation on the results of the Independent Tenant Satisfaction Survey, with overall satisfaction of 90% being achieved. The Board was provided with an update on satisfaction across the Annual Return on the Charter initiators at city-wide and area level as well as how these compared to the previous survey and national average.

The Board discussed the sampling approach and it was explained that interviews were carried out with tenants using a face-to-face methodology and a clustered sampling approach to ensure that interviews were spread across each area and stock.

The Board discussed how we explore the results at locality and stock type level and it was confirmed that we have specific satisfaction levels for both and that these are analysed and used to direct our future focus.

The Board acknowledged the major contribution of our staff and the services they deliver each day to achieving such high satisfaction levels.

Decided: The Board noted the update

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6. **Sustainability update**

The Board was provided with an update on progress toward our sustainability objectives and the ongoing development of the Social Housing Net Zero (“SHNZ”) Standard for our existing homes.

The Board discussed our estimates and assumptions for the cost to achieve the standard and it was confirmed that our key priority has been ensuring we have provision within our business plan to cover the fabric element.

The Board discussed how the standard will take into account properties where achieving the standard would have disproportionately high costs. It was confirmed that there will be the ability to define exemptions, including those based on the work necessary to achieve the standard not being technically or economically feasible.

Decided: The Board noted this update.

7. Governance update

The Board was provided with an update on governance-related matters including the Strategic Governance Review, the Modern slavery statement and the pension clause amendment.

The Board discussed how we can increase awareness amongst our customers on how to identify the signs of modern slavery and ways to report it. It was agreed that we would explore opportunities

Decided: The Board:

- 1) Confirmed the re-appointment of Andrew Clark;**
- 2) Approved the amendment to the wording of the pension clause in the WFL1 funding arrangements for the Syndicate, RBS, Barclays and M&G to incorporate the membership of CBG in SPF and delegate authority to the Group Director of Finance and the Director of Treasury to finalise the legal documentation for the amendment agreements and to execute on behalf of this Board; and**
- 3) Otherwise note the contents of the report.**

8. AOCB

There was no other competent business raised.

Signed:(Chair)

Date: