

WHEATLEY HOMES GLASGOW

MINUTE OF BOARD MEETING

**Wheatley House, 25 Cochrane Street, Glasgow
on Friday 21 November 2025 at 10.30am**

Present: Maureen Dowden (Chair), Andrew Clark, Allan Clow, Professor Paddy Gray, Cathy McGrath, Rhona Conteh, Mary Ann Amiwero, Chris Quinn, Councillor Ruairi Kelly and Councillor Paul Carey.

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), Laura Pluck – Group Director of Communities) and Mike Burns (Programme Lead for Glasgow City Council on Poverty Pathfinder – item 5 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, an updated declaration of interest for Maureen Dowden who has been appointed the Chair of City Building (Glasgow) and that Councillor Paul Carey is a member of the City Building (Glasgow) Board.

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.

b) Minutes of AGM meeting held on 12 September 2025 (for noting)

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

4. 2026-31 strategy update

The Board was provided with a summary of the draft 2026-2031 strategy, the feedback from the second phase of customer engagement and the refinement of the vision.

The Board welcomed the high level of customer support the survey results demonstrated for the key priorities set out in the strategy.

The Board discussed the key strategic results, whether they were sufficiently stretching and how we would benchmark them. It was explained that the strategic results were a mix of targets which are stretching and we are not currently achieving, such as 90% repairs satisfaction, and the elevation of the target such as satisfaction with neighbourhoods now being at locality as well as city wide level.

It was noted that strategic results will be reviewed annually, taking into account areas such as current performance and benchmarking information, and can be adjusted where considered appropriate.

The Board considered the key strategic themes and priorities and agreed that they reflected their discussions and feedback to date, with tenant satisfaction, investment in homes and neighbourhoods and damp and mould remaining the highest priority.

Decided: The Board provided feedback on the draft 2026-2031 strategy.

5. Strategy thematic update partnership working- Child Poverty Pathfinder (presentation)

The Board received a presentation providing an update on plans for tackling child poverty in Glasgow and the Demonstration of Change project in Drumchapel.

The Board discussed how the work supports addressing the underlying drivers of poverty, such as employment and the support networks required to make employment possible. It was confirmed that the project is linked into other partners such as Clyde Gateway, pre-school care and childcare more generally in recognition that a whole family approach is essential.

The Board discussed the issues identified in Drumchapel, many of which are present in other areas of the city. The Board discussed the particular challenges associated with providing the necessary support for single parent families and how their circumstances can be changed sufficiently to alleviate poverty in a sustained way.

The Board discussed wider factors, such as the cost of transport and access to amenities, which can both drive and reinforce poverty.

The Board discussed how factors such as group living and children entering the care system can face long-term disadvantages that make it harder to break the cycle of poverty

Decided: The Board noted the presentation.

6. Neighbourhood improvements (Presentation)

The Board was updated on the range of activity underway to support our focus on improving our neighbourhoods, in particular the external environment and common areas.

It was explained that we are continuing to work closely with Glasgow City Council to ensure our work is aligned and provides the greatest overall benefit in our neighbourhoods.

The Board discussed the outcomes we expect the improvements to support, such as reducing anti-social behaviour, increasing customer satisfaction, and helping customers feel safe and secure.

The Board discussed how we continue to support customers through the option of additional services such as garden maintenance.

Decided: The Board noted the presentation.

7. 2026/27 rent setting and service charges

The Board was provided with the range for the 2026-27 rent and general service charge increases for initial consultation with tenant focus groups; the proposed timetable and the full tenant consultation; and the mid-year update on the financial projections and key financial indicators.

The Board discussed at length the proposed options, how they would support us delivering our key priorities such as maintaining service levels, investment in customers' homes and meeting our compliance obligations whilst retaining our overall financial viability.

The Board discussed the balance with ensuring rents remain affordable for tenants and our continuation of the package of support for tenants who have challenges with affordability.

The Board recognised that the proposals were for consultation and that a final decision will be made within the context of tenant feedback from the consultation.

Decided: The Board:

- 1) Agreed that we undertake an initial consultation with rent focus groups on a 6.9% increase with an additional option of 7.4% for the 2026/27 rent and service charge increase;**
- 2) Noted that the final approval of the rent increase for consultation with all tenants will be presented for approval at the Group Board December 2025 meeting and that any changes will be notified to the Board in advance of the consultation commencing; and**
- 3) Noted the Board has delegated authority to agree the 2026/27 rent and service charge increase where it is within the agreed range.**

8. Housing Bill update

The Board was provided with an update on the implications of the Housing (Scotland) Bill 2025 ("**the Bill**") and the steps we are taking, or already have in place, to comply with statutory duties and compliance requirements for Registered Social Landlords ("**RSLs**").

The Board agreed that a key priority will be ensuring we are prepared for Awaab's law which is likely to require the greatest level of change to our existing policy and approach.

Decided: The Board noted the report.

9. Performance report

The Board was provided with an update on sector comparisons for Annual Return on the Charter (“**ARC**”) indicators following the publication of 2024/25 sector-wide data by the Scottish Housing Regulator (“**SHR**”); and on performance against targets and strategic projects for 2025/26 to the end of quarter two.

The Board discussed the assurance we can draw from the sector benchmarking, which indicates that for over 80% of ARC measures we are outperforming the sector average.

The Board noted the continued focus on reducing days to let and the associated void management process. It was confirmed we expect to sustain this improvement over the remainder of the year, however the overall year end figure will exceed our 16 day target.

Decided: The Board noted the report.

10. Group Unacceptable Actions Policy update

The Board was provided with an update on the revised Group Unacceptable Actions Policy (“**the Policy**”).

The Board reviewed the updates and agreed that they supported the policy’s function of ensuring that we are clear with customers the types of behaviour we will not tolerate and what actions we will take to protect our staff, stakeholders and the organisation as part of a zero-tolerance approach.

Decided: The Board noted the revised Unacceptable Actions Policy.

[REDACTED]

12. Finance report

The Board was provided with an overview of financial performance for the period to 30 September and Q2 forecast financial out-turn.

The Board discussed repairs costs for the year to date and forecast for the remainder of the year. It was explained that a concerted effort to reduce live job numbers to a lower baseline level increased costs, along with inflationary pressures and higher demand.

The Board discussed the expenditure level on voids and sought an update on whether this was driven by the condition of the properties or by the higher standard we aim to deliver. It was confirmed that condition has been the main driver with expenditure required has been greater than expected.

Decided: The Board:

- 1) Noted the Finance Report for the period ended 30 September 2025 and Q2 forecast at Appendix 1; and
- 2) Noted the revision to the target rate of return for social and mid-market rent new build developments and agree the criteria used by Wheatley Developments Scotland for the approval of projects on our behalf is updated to reflect this, subject to Group Board approval.

■ [REDACTED]

14. Risk Register

The Board was provided with a summary of the proposed updates to the strategic risk register. The Board discussed the risk relating to cyber security and the dynamic landscape which prevents us from maintaining the risk rating below our risk-appetite level.

Decided: The Board:

- 1) Approved the proposed changes to the Risk Register; and
- 2) Identified any further changes required to the Risk Register.

15. AOCB

There was no other competent business raised.

Signed:(Chair)

Date: