

**WHEATLEY HOMES EAST
MINUTE OF BOARD MEETING
held on Thursday 19 March 2026 at 5pm**

New Mart Road, Edinburgh

Members Present: Ken Barclay (Chair), David Hare, Heather Macnaughton, Fiona Burden and Jack Cadell (from item 7).

In Attendance: Alan Glasgow (Group Director of Housing), Laura Henderson (Managing Director), Helen Berry (Director of Governance), Lyndsay Brown (Director of Financial Reporting), Stephen Devine (Director of Assets and Sustainability – Items 5 and 6 only), Lynne Mitchell (Director of Wheatley Foundation - Item 11 only), Lewis McGregor (Director of IT and Digital Services – Item 13 only), and Laurie Carberry (Director of Procurement, Fleet and Utilities - Item 14 only).

1. Apologies for Absence

Apologies for absence were received from Judith McGlashan, Pamela Paton and Michelle Meldrum. The Chair confirmed the meeting was quorate.

2. Declarations of Interest

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

3. Minutes and Matters Arising

a) Minutes of the previous meeting held on 12 February 2026.

Decided: The Board approved the minutes of the above meeting.

b) Action List

Decided: The Board noted the action list and progress to date.

4. Chair and Managing Director Update

The Chair updated the Board on the key issues considered at the February 2026 Group Board, including discussion of the Wheatley Care strategic partnership and the process for appointing the Group Chair Designate in advance of the current Group Chair's retirement in September 2026.

The Managing Director confirmed that there were no additional matters to report beyond those included on the agenda.

5. Single Building Assessment Programme

The Board received an update on the Single Building Assessment ('SBA') programme introduced through the Housing (Cladding Remediation) (Scotland) Act 2024, including progress on remedial works for properties within scope.

The Board noted the criteria for inclusion in the SBA programme, which is overseen by the Scottish Government, and comprises an External Wall System Assessment ("EWSA") and an Internal Fire Risk Assessment ("FRA").

An update was provided on improvement works at Marine Drive / Waterfront Park, where an SBA had previously been completed. The Board noted that all FRA-related improvements had been completed and ESA remediation works were progressing in partnership with West Granton Housing Cooperative and the Scottish Government.

The Board noted that improvement works included rehousing a small number of tenants where this was the most appropriate outcome for those tenants and supporting any private owners to complete required actions. It was noted that, although the SBA assessed the risk level as "moderate", it also confirmed that customers were able to remain in their homes.

The Board discussed the timescales for completion of the EWSA remedial works and noted that, due to planning and building control requirements and market pressures arising from the national SBA programme, a 12-month completion period was considered realistic.

The Board received assurance that a review of the 11 WHE blocks between 11m and 18m confirmed that no further SBAs were required, as they did not fall within the programme's criteria.

Decided: The Board noted the contents of the report.

6. Home Safety building compliance update

The Board received an update on the annual home safety building compliance workstreams for 2025/26, including gas servicing and electrical safety checks.

The Board noted that 100% of gas safety inspections were completed within required timelines for the 5,636 homes with gas.

The Board discussed requirements in relation to electrical inspections, noting that landlords must make "reasonable efforts" to complete inspections within a five-year cycle. Reasonable efforts may include forced entry where appropriate. However, each case is assessed individually, taking account of tenancy circumstances and associated housing management requirements.

Of the 7,168 qualifying addresses, 13 (0.18%) inspections were not completed within the five-year timeframe. Assurance was provided that the Housing team was actively managing these tenancies to enable the inspections to take place.

Decided: The Board noted the contents of the report.

7. **Wheatley Care Strategic partnership – services agreement**

The Board received an update on the progress towards a strategic partnership with Wheatley Care, including proposals for a Services Agreement covering delivery of the Livingwell Service and management of the Retirement Housing Service for a three-year contract period.

The Board was advised that all key workstreams remained on track for agreement by 1 April 2026, including engagement with staff, trade unions, and customers; novation of third-party contracts; and agreement of contracts between Wheatley Care and Group entities, including this Board.

An update was provided on proposals to reduce the number of bed spaces at Carlyle Road, in line with a review undertaken by Wheatley Care and Fife Health and Social Care Partnership.

The Board discussed staff transfer arrangements and noted that affected staff were offered a range of options, including redeployment within the Group.

The Board considered the financial implications of the proposed agreements and was advised there were no VAT implications for WHE. VAT payable by Wheatley Care on services provided by Wheatley Solutions had been included within business plans and would not be passed on to customers.

Decided: The Board:

- 1) **Noted the progress to date;**
- 2) **Approved to enter a Services Agreement with Wheatley Care for the provision of the Livingwell and Retirement Service to the value of £571,300 over the term of the contract exclusive of future growth and potential annual inflationary uplifts.**
- 3) **Approved the reduction of lettable rooms at Carlyle Road from ten to eight.**

8. **Arrears, Income and Debtors Policy**

The Board received a summary of the triennial review of the Income, Arrears and Debtors Policy (“**the Policy**”), with key changes including updated references to relevant legislation and a refreshed suite of advisory services available to customers.

The Board discussed the approach to eviction within the Policy, noting that eviction is used only as a last resort where all other interventions have been unsuccessful. It was confirmed that Housing Officers are supported by a toolkit providing guidance on escalation, taking account of individual circumstances.

The Board noted that the Policy is published on the website and that customer communications clearly explain the process and potential consequences of non-payment.

Decided: The Board:

- 1) **Noted the contents of the report and updates to the Policy.**
- 2) **Approved the Wheatley Homes East Arrears and Debtors Policy subject to approval by the Group Board of the Group Income, Arrears and Debtors Framework.**

9. Lock-up and Garages Policy

The Board received a summary of the new Lock-up and Garage Policy, developed to formalise existing practice. The Board noted that there are 12 garages and lock-ups across Edinburgh, with high demand and low turnover.

The Policy has been aligned with the Group policies and will be reviewed on a three-year cycle unless significant change is required earlier.

The Board discussed leaseholder responsibilities relating to stored items, particularly batteries. It was noted that permitted and prohibited items are clearly set out in the Policy, and that a Group-wide review of this issue is underway.

Decided: The Board approved the new Lock-up and Garage Policy.

10. Customer engagement framework

The Board received an update on the revised Customer Engagement Framework (“**the Framework**”), refreshed to reflect the 2026-31 Strategy and a more digital approach to engagement.

The Board commended the clarity of the Framework and noted that next steps include customer consultation and submission to the Group Board for approval. A further update will be provided to this Board at its meeting in August 2026.

Decided: The Board provided feedback on the revised Customer Engagement Framework and agreed it that it should progress to the Group Board for approval.

11. Protecting People Policies

The Board received an update on the revised Protecting People policy suite.

It was noted that the Adult Support and Protection Policy, the Child Protection Policy and the Multi-Agency Public Protection Arrangements Policy had minor amendments to reflect organisational changes and updated terminology.

The Domestic Abuse Policy was updated to reflect the Housing (Scotland) Act 2025. A further review will be required once the Domestic Abuse (Protection) (Scotland) Act 2021 comes into force and sector guidance is available.

The Suicide Risk Policy was developed following review of the Group Suicide Prevention Framework and remains aligned with the national strategy.

The Board discussed the policies, providing drafting comments for amendment ahead of submission to the Group Board, and discussed escalation processes, training arrangements and partnership working.

Decided: The Board noted and provided comment on the updated suite of Protecting People Policies.

14. Procurement Strategy and policy

The Board received an update on the annual review of the Procurement Strategy, Policy and Statements.

Updates reflected the new Group Strategy, revised tender thresholds, refreshed pipeline information, enhanced contract management processes, updated sustainability targets, and increased community benefit contributions via the Wheatley Foundation JustGiving page.

The Board discussed payment practices, noting that while standard terms are 30 days, earlier payments are made where required. Performance is reported monthly to the Executive Team.

The Board noted that Community Benefit impact is measured using social impact tools and reported by Wheatley Foundation.

Decided: The Board noted the contents of this report.

15. AOCB

There was one further item of business:

- i) **Gender Pay Gap Report 2025/26:** The Chair updated the Board on the key messages contained within the Board's annual Gender Pay Gap Report.

Signed: **(Chair)**

Date: