

**WHEATLEY HOMES EAST  
MINUTE OF BOARD MEETING  
held at 5pm on Thursday 21 August 2025**

**New Mart Road, Edinburgh**

**Members Present:** Alastair Murray (Chair), Heather Macnaughton, Jack Cadell, Judith McGlashan, Pamela Paton, Fiona Burden, Ruth Kynoch, Michelle Meldrum

**In Attendance:** Alan Glasgow (Group Managing Director of RSLs), Laura Henderson (Managing Director), Anne-Marie Hallett (Head of Governance), Lyndsay Brown (Director of Financial Reporting), Stephen Devine (Director of Assets and Sustainability – items 7, 11 and 12), Helen Berry (Head of Assurance – item 10 only)

**1. Apologies for Absence**

Apologies for absence were received from Anne McGovern and Ken Barclay.

**2. Declarations of Interest**

The Board noted the standing declarations.

**3. a) Minute of the previous meeting held on 22 May 2025, matters arising and action list**

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

**b) Action List**

The Board noted the outstanding actions.

**Decided: The Board noted the action list.**

**4. Chair and Managing Director update**

The Chair provided an update on discussions from the last Group Board meeting.

The Managing Director provided an update. The Board noted that there had been a complaint upheld by the SPSO. All recommendations from the SPSO have been completed. A formal response has also been sent to the tenant.

**Decided: The Board noted the update.**

**5. 2026-2031 strategy update**

The Board were provided an update on progress to the strategy since the last meeting. Feedback was received from tenants and staff.

The vision wording is being revised for clarity and conciseness, including changing the value "Communities" to "Inclusion" to reflect a broader audience, such as staff. The next step is to consult further with the Group Board, tenants, and staff.

The Board discussed and agreed with the proposed changes. There was further discussion regarding whether the vision should be viewed through an environmental lens, considering how to reflect the people element and also that any pictures used within the strategy documents are a true reflection of WHE properties.

**Decided: The Board provided feedback on the proposed changes.**

#### **6. Performance report, Q1 2025/26**

The Board were provided with an update on performance in Q1. The Board noted that there had been a strong performance against the targets set. There had been an increase in call abandonment levels due to staff levels and a 4 day outage. The introduction of a callback service is expected to improve call abandonment levels.

Work continues on improving the letting, repairs completion timescales and rent arrears.

**Decided: The Board noted the report.**

#### **7. Radio Teleswitch switch off update**

The Board was provided with an update on Radio Teleswitch ("RTS") switch off. The switch off will now be completed on a phased basis. The meters to be switched off will be based on meter codes. To date there has been a small number of Group customers in Glasgow who were affected with the switch off. There has been no impact on those customers and the meters continue to work as before.

A review of the meter codes highlighted that there are no customers who will be impacted now until March 2026. In the meantime, we continue to proactively contact customers and encourage customers to switch meters.

**Decided: The Board noted the report.**

#### **8a. 2024/25 Financial Statements**

The Board were provided with the financial statements to 31 March 2025.

The Board noted that customers remain central to decision making and that customer satisfaction remains high. Tenancy sustainability remains above the Scottish average and there has been significant investment in homes and repairs.

**Decided: The Board**

**1. Approved the 2024/25 financial statements;**

- 2. Confirmed the preparation of the financial statements using the going concern basis;**
- 3. Delegated authority to the Chair and Group Director of Finance to approve any non-material changes to the accounts; and**
- 4. Approved the letter of representation from the auditors and noted the related letter of comfort from management.**

#### **8b. Finance report**

The Board were provided with a financial update to 30 June 2025. It was noted that there continues to be a strong performance in Q1. Due to grant income some figures are higher than budget but this is positive meaning that new build completions are ahead of schedule. Overall, the business is performing in line with budget.

**Decided: The Board noted the report.**

#### **10. Assurance update/Annual Internal Audit Report and opinion**

The Board were provided an update on the work that has been completed to date. There has been a substantial level of assurance work completed. There are no material issues to highlight. All minor issues are being addressed.

**Decided: The Board noted the report.**

#### **11. Stock condition assurance**

The Board were provided with an update on the stock condition surveys that are carried out. Work has been carried out to validate the surveys that have been carried out by a 3<sup>rd</sup> party. In order to build on this work, it has been agreed that stock condition surveys will be carried out internally. This will allow us to prioritise the surveys and target the investment plan accordingly.

The Board discussed how the surveys complement the work being carried out in neighbourhoods. It was noted that the asset management plan allows for work to be carried out where it is deemed necessary and that discussions are regularly held with all parties.

**Decided: The Board noted the report.**

#### **12. Marine Drive update**

The Board were provided an update on progress at Marine Drive. It was noted that all actions from the Fire Risk Assessment have been completed. The tenants have been updated and provided information.

Discussions remain ongoing with all relevant parties including the owner of the other part of the property to agree on an approach for completing the remedial work.

**Decided: The Board noted the update.**

#### **13. Governance update**

The Board were provided with an update on the governance matters. The Board noted that it is necessary to hold an AGM within 6 months of the end of the financial year and it is proposed to hold the AGM at the September meeting. The Board noted that the necessary paperwork has been submitted and that the Secretary's report is included.

The Board noted the proposed dates for 2026 and where asked to highlight any dates that they are unable to attend.

The Board further noted that the Annual Assurance Statement has been reviewed by a 3<sup>rd</sup> party, Campbell Tickell. Campbell Tickell confirmed that there are no areas of non-compliance and that the self-assessment that was carried out was comprehensive and "*clearly evidences compliance with the SHR Regulatory Standards, Requirements of RSLs and the Constitutional Requirements.*" The Annual Assurance Statement will be presented to the Group board for approval.

#### **Decided: The Board**

- 1. Instructed the Secretary to call the Annual General Meeting for 18 September at 5 pm;**
- 2. Noted the Secretary's Report under Rule 68; and**
- 3. Note the outcome of our annual self-assessment against the SHR's Regulatory Framework and proposed Annual Assurance Statement for agreement by the Group Board.**

#### **14. AOCB**

##### **Stock Tour**

The Board agreed that we would look at alternative arrangements for the stock tour in March to maximise attendance.

##### **Retirement of Non-Executive Director**

The Board thanked Ruth for her support and guidance during her tenure as a Non-Executive Director. Having served 9 years, she is now due to step down from the Board. The Board wished Ruth all the best for the future.

**Signed:** ..... **(Chair)**

**Date:** .....