

**WHEATLEY HOMES EAST
MINUTE OF BOARD MEETING
held at 3pm on Thursday 22 May 2025**

New Mart Road, Edinburgh

Members Present: Alastair Murray (Chair), Heather Macnaughton, Jack Cadell, Judith McGlashan, Pamela Paton, Ruth Kynoch and Kenneth Barclay

In Attendance: Alan Glasgow (Group Managing Director of Housing), Laura Henderson (Managing Director), Anne-Marie Hallett (Head of Governance), Lyndsay Brown (Director of Financial Reporting), (Head of Housing), Jonny Green (Head of Housing), Sarah Selcraig (Head of Housing), Lynne Mitchell (Director of Wheatley Foundation) (item 7 only), Jennifer Anderson (Director of neighbourhoods) (item 8 only), Stephen Devine (Director of Assets and Sustainability) (item 9, 10, 11, 12 only), Emma Thomson (item 13 only)

1. Apologies for Absence

Apologies for absence were received from Michelle Meldrum, Fiona Burden and Anne McGovern.

2. Declarations of Interest

The Board noted the standing declarations.

3. a) Minute of the previous meeting held on 27 March 2025, matters arising and action list

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

b) Action List

Decided: The Board noted the action list.

4. Chair update

The Chair provided an update on the key issues considered by the Group Board including progress of Wynford, RTS and the Delivery Plan.

Decided: The Board noted the update.

5. 2024/25 year-end performance updates and Annual Return on the Charter

The Board were provided on the year end performance for 2024/25. The Board discussed the performance noting that overall we continue to perform strongly against an ever-evolving landscape and relative to the wider sector benchmark.

The Board noted that our Gross Rent Arrears are consistently better than the Scottish average benchmark. Our Day to Re-Let performance has ended strong and also above benchmark. The Board were pleased to note the level of Client Financial Gain secured with 30% helping to prevent rent arrears.

The Board further noted that work will continue on the Customer First Centre (“CFC”) offering. The Board discussed the rating of the CFC and whether it accurately reflects our customers' perceptions. The Board also considered whether it would be beneficial to reassess this target in the future.

The Board noted the new build programme and requested that the Local Authority is included on Table 14.

Decided: The Board

- 1. Approved the draft Annual Return on the Charter results for submission to the Scottish Housing Regulator;**
- 2. Delegated authority to the Group Director of Housing or any member of the Group Executive Team to make any non-material updates to finalise the results before submission; and**
- 3. Noted the outturn year-end performance against non-Charter measures and strategic projects.**

6. 2025/26 Delivery Plan and performance measures

The Board were provided an update on the agreed 2025/26 Group Delivery Plan. This included strategic projects reported during 2025/26 and specific performance measures and corresponding targets for approval.

The Board discussed the significant progress that has been made over the 4 years of our strategy and are well placed to deliver the key elements by the end of the 5 years.

The Board further noted that we further progressed areas such as customer insight, shaping how we deliver services and drive improved customer satisfaction. There remains a strong focus on key performance measures such as day to lets to homeless households, arrears, tenancy sustainment, damp and mould, repairs timescales, building compliance and tenant safety.

The Board observed that the measures and targets for 2025/26 are based on the performance of 2024/25 and, where relevant, include a broader sector analysis.

Decided: The Board

- 1. Noted the Group 2025/26 Delivery Plan and provided feedback on the proposed strategic projects which will be reported in the quarterly performance paper strategic project dashboards as indicated in Appendix 1; and**
- 2. Approved the proposed measures and corresponding targets for 2025/26.**

7. Supporting our customers and communities – Wheatley Foundation Annual Report 2024/25

The Board were provided an update on the work of Wheatley Foundation in 2024/25. The Wheatley Foundation met its target for the year and continues to deliver services to our customers and communities.

The Board discussed the work of the Wheatley Foundation for our customers and communities including offering jobs, apprenticeship and training opportunities; targeted education/skills programme and bursary awards to study at university/college. It was further noted that Home Comforts has supported the greatest number of customers since it opened.

The Board were pleased to note that there are dedicated Wheatley Foundation staff who are focussed on the local customers and communities in the East. The Board noted the focus and challenges for 2025/26 including securing external funding and continue to strengthen partnerships.

The Board thanked the team for the positive contribution to customers and communities.

Decided: The Board noted the activity undertaken during 2024/25 that supports our customers and communities.

8. Neighbourhood Management and Antisocial Behaviour Policy

The Board were provided with an update one year on from the implementation of the first Neighbourhood Management Policy and revised Antisocial Behaviour Policy.

The Board observed that the implementation of the two policies has enabled teams to allocate resources effectively, advancing our goal to decrease the incidence of repeat antisocial behaviour cases within our communities. An analysis of service requests for neighbourhood management over a 9-month period revealed that 48% of reported requests pertained to domestic noise and 35% of noise complaints did not meet the criteria for antisocial behaviour. These cases continue to be handled directly by housing officers.

The Board were pleased to note the positive feedback from staff and customers on the policies and implementation.

Decided: The Board

- 1) Noted the activity and data in the year since the Neighbourhood Management Policy was approved; and**
- 2) Approved the minor changes to the Neighbourhood Management Policy.**

9. Radio Teleswitch

The Board were provided an update on progress of the planned switch-off of the Radio Teleswitch system.

The Board noted that there had been a small improvement on number of appointments booked since the report was issued.

The teams continue to engage with the Energy Commission and energy companies. There has been an increased social media campaign and housing officers are working with customers to help them with the switchover.

The Board noted that work has started on a contingency plan for those customers that are not switched to a suitable meter before the switch off. The Board noted that there are a high concentration of customers who are reliant on electric heating and therefore would be highly affected by the switch off.

Decided: The Board noted the update.

10. Marine Drive update (presentation)

The Board received an update on Marine Drive, noting good progress and several planned works. The Board noted that 45 properties are affected and the issue is not with the whole external wall but relates to sections of the building. Customers have been sent a letter to remind that protected zones should be kept clear of combustible items and obstructions. Housing Officers and NET teams are monitoring the area. The Board noted that we have met with the Scottish Fire and Rescue Service who did not raise any issues and are continuing discussions with the other affected housing company who has flats in the area.

The Board appreciated the ongoing management to address this matter.

Decided: The Board noted the presentation.

11. Health and Safety: year-end report

The Board were provided an update on health and safety performance during 2024/25.

The Board noted that there has been improvements to the Health & Safety Policy to provide more detail on the Health and Safety Management Arrangements, expanded duties of the Health and Safety Team and revised reporting and monitoring arrangements. These improvements reflect best practice guidance.

The Board noted the 2 reported RIDDOR incidents. Neither incident resulted in further investigation by the Health & Safety Executive. The 30 working days lost due to accidents at work were attributable to the 2 RIDDOR incidents.

Decided: The Board noted the report.

12. Fire prevention and mitigation update

The Board were provided with an update on the progress of the Person-Centred Fire Risk Assessment (“**PCFRA**”) programme; Accidental Dwelling Fires (“**ADFs**”), Fire Risk Assessment (“**FRA**”) programme and compliance with the requirements of the Single Building Assessment (“**SBA**”).

The Board noted:

- There had been 71 PCFRA. A PCFRA forms part of our support for vulnerable tenants;
- In 2024/25 there were 22 ADFs compared to 9 in the previous year. There was 2 that were considered significant which were subject to a post-fire investigation visit by the Group Fire Safety team and no underlying serious concerns were identified. Due to the increase in ADFs additional actions will be carried out;
- All relevant premises have valid FRA; and
- SBA desktop reviews are being carried out across the Group on those properties that falls within the scope. There are potentially 2 of our properties that may require a SBA review.

Decided: The Board noted the update.

13.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

14. Finance update

The Board were provided with a financial update to 31 March 2025 and the Loan Portfolio and Five Year Financial Projections returns to the Scottish Housing Regulator.

The Board discussed the full year financial results with a surplus of £48.3m. The Board requested additional information to show a breakdown of any underlying surplus. The overall operating expenditure is unfavourable to budget mainly driven by additional revenue repairs and maintenance costs. Grant income is favourable to budget due to the earlier budgeted completions in the year and recognition of additional grant funding.

Decided: The Board

- 1. Noted the Finance Report for the year ended 31 March 2025 at Appendix 1.**
- 2. Approved the summary sheet and accompanying financial data and projections at Appendix 2 and authorised these to be submitted to the Scottish Housing Regulator and delegated authority to the Group Director of Finance to undertake any factual data updates required to the data in advance of the submission.**

3. **Approved the loan portfolio submission in Appendix 3 and authorise this to be submitted to the Scottish Housing Regulator and delegated to the Group Director of Finance authority to approve any factual data updates required to the data in advance of the submission.**

15. Governance update

The Board were provided with an update on the annual monitoring of gifts & hospitality, expenses and register of interests.

Decided: The Board noted the update

16. Risk update

The Board were provided with an update on the Risk Appetite statement and proposed changes to the Risk Register.

The Board discussed the Risk Appetite Statements and noted that there are no proposed changes for 2025/26.

The Board discussed the Risk Register and the 4 risks that are outwith risk appetite including the new risk in response to Radio Teleswitch. The Board noted that any actions identified for these 4 risks will be monitored and the risks will be reviewed quarterly. The Board reviewed the changes to five risks highlighted in the Risk Register.

Decided: The Board approved the Risk Appetite Statements for 2025/26 and the proposed changes to the Risk Register.

17. AOCB

Signed: **(Chair)**

Date: