



**WHEATLEY HOUSING GROUP LIMITED
SC426094
MEETING OF THE BOARD OF DIRECTORS**

**Wheatley House, Glasgow
on Wednesday 26 February 2025 at 10.30 am**

Directors Present: Jo Armstrong (Chair), Maureen Dowden, Lindsey Cartwright, Bernadette Hewitt, Alison McLaughlin, Bryan Duncan, Iain Macaulay, Alastair Murray, Jo Boaden and Manish Joshi.

In Attendance: Steven Henderson (Group Chief Executive), Anthony Allison (Group Director of Governance and Business Solutions), Pauline Turnock (Group Director of Finance), and Frank McCafferty (Group Director of Repairs and Assets). Helen Shaw and Kirsty Porter (Scottish Housing Regulator)

1. Welcome to the Scottish Housing Regulator

The Board welcomed representatives from the Scottish Housing Regulator.

2. Apologies for absence

Apologies for absence were received from Caroline Gardner and John McCraw.

3. Declarations of interest

The Board noted the standing declarations of interest.

4. a) Minutes of meeting held on 18 December 2024 and matters arising.

Decided: The Board approved the minutes of the meeting held on 18 December 2024.

b) Action List

Decided: The Board noted that there were no outstanding actions.

5. Group CEO update

The Board were provided with an update on a range of matters including: our response to Storm Eowyn, City Building Glasgow, Private Rental Sector (“**PRS**”) rent controls and the Wynford demolition legal appeal.

6. Chair updates (RAAG, Audit and WDSL)

The Board received updates from the Chairs of the Group Remuneration, Appointments, Appraisals and Governance (“**RAAG**”) Committee, the Group Audit Committee and Wheatley Developments Scotland Limited (“**WDSL**”) on activity since the last meeting.

No matters were identified by any Chair for escalation to the Board.

7. 2025/2026 rent and service charges

The Board were provided with an update on the 2025/26 rent and service charges consultation, where we received the highest response levels for any consultation.

It was noted that the consultation feedback was reviewed by each Registered Social Landlord (“RSL”) Board and a common theme in their discussions was ensuring we communicate to tenants the wraparound support we have available.

The Board recognised that our rent increase is geared towards responding to tenant feedback, with a strong focus on delivering more investment, delivering a high-quality repairs service and a focus on our neighbourhoods. The Board acknowledged and supported our continued investment in wraparound services to support tenants alongside the provision of a Helping Hand Fund.

Decided: The Board noted the rent increases, approved by RSL Boards, under delegated authority, having considered the results of their respective tenant consultations.

8. Financial projections 2025/26

The Board were provided with an update on the 2025/26 Group and subsidiary financial projections and related key financial ratios; noting that the first year of the updated projections forms the budget for 2025/26.

The Board noted that keeping our rents affordable remains a key strategic aim whilst ensuring an appropriate balance between affordability for our tenants, the ongoing financial viability of our operations and the appropriate levels of investment in our homes and services to customers.

It was reiterated that our development programme is self-funding through borrowing and grant and not through existing tenants’ rent.

[REDACTED]

[REDACTED]

Decided: The Board

- 1) Approved the updated projections for investment in assets and services in support of our strategy, *Your Home, Your Community, Your Future*;**
- 2) Approved the RSL Borrower Group and Lowther financial Golden Rules set out in paragraph 4.25 to paragraph 4.37 respectively;**
- 3) Approved the financial projections for each of the subsidiaries attached; and**
- 4) Agreed that the projected 2025/26 figures form the basis of next year’s annual budgets for each subsidiary and the Group overall.**

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Response	Percentage
Yes, the U.S. should take action to address climate change	85%
No, the U.S. should not take action to address climate change	15%

Five-year capital investment plan

The Board were provided with an update on the five-year capital investment plan in our existing homes for the period 2025-2030.

The Board discussed how our investment programme is proactively targeted to prevent damp and mould and were updated on how repairs and survey data are used to achieve this.

The Board discussed how we communicate our investment priorities and plans to customers, particularly given that they were a key driver of the rent increase consultation. It was noted that all RSL boards have considered how this can improve, in particular, how it is targeted at a local level.

The Board received assurance that we will continue to explore external funding opportunities, such as from the Scottish Government and Energy Company Obligation, to bolster our existing programme and further support the delivery of our sustainability ambitions.

Decided: The Board approved the Group's five-year capital investment plan 2025-2030.

11. Radio Teleswitch

The Board were provided with an update on the implications of the planned switch-off of the Radio Teleswitch (RTS) systems for customers and the actions being taken to address this situation.

The Board were advised that we will keep this situation under close scrutiny and take whatever action we can to ensure that we mitigate any impact of this national issue on our customers. The Board noted that they will be further updated at meetings between now and June.

Decided: The Board noted the report.

12. Group Pension Strategy

The Board were provided with an update on the Group Pension Strategy.

The Board discussed the report noting the reviews and benchmarking exercises undertaken. The Board also considered the factors that could impact the achievement of the strategy objectives including employer contribution rates.

The Board were updated on the Strathclyde Pension fund employer contribution rate and the anticipated timescale for this being restored to the standard level.

Decided: The Board approved the updated Group Pensions Strategy.

[REDACTED]

14. Finance report

The Board were provided with an update on the financial results for the period ending 31 December 2024 and the forecast for the full year 2024/25.

It was noted that no unexpected material variations were expected to arise over the remainder of the financial year.

Decided: The Board

- 1) Noted the Group management accounts for the period ended 31 December 2024;
- 2) Noted the forecast full-year out-turn for 2024/25 at Appendix 1; and
- 3) Approved the RSL Borrower Group accounts at Appendix 2 for submission to the Group's lenders.

15. Performance report

The Board were provided with an update on performance against targets and strategic projects for 2024/25 to the end of quarter three.

The Board noted the assurance of the strong performance and positive trends across a range of customer satisfaction measures including within the CFC and allocations.

The Board recognised that Storm Eowyn would impact repairs performance between now and the year-end but welcomed the continued focus on streamlining the void handover process and the benefit this would have on our days to let. The Board reiterated that making properties available as soon as possible is a key priority at a time of significant demand.

The Board discussed our approach to managing repeat cases of damp or mould and it was confirmed such cases would be escalated into more intense monitoring and more detailed technical inspections.

The Board discussed the use of forced access for electrical testing checks. It was confirmed this was an area we explore as part of our compliance approach, but as it necessitates access to the full property this is not always a guarantee of completion.

Our core performance in areas which support alleviating the national housing emergency, such as tenancy sustainment and allocations to homeless households also continues to be strong.

The Board noted the positive repairs performance in terms of average days for appointed repairs in Wheatley Homes Glasgow which has now delivered sustained performance at or below target.

The Board were advised that a key focus for the remainder of 2024/25 will be maintaining the quicker turnaround of voids, which will enable an improvement in average days to let. Arrears, as well as signposting customers to access any support they would benefit from, will also remain an area of continued focus.

Decided: The Board

1) Noted the contents of this report; and

2) Approved two Wyndford strategic project milestones moving to 2025/26.

16. Group Contract for Supply of Furniture and White Goods

The Board were provided with a paper seeking approval for awarding a contract to The Furnishing Service Ltd for the supply and delivery of furniture and white goods for four years.

Decided: The Board approved the award of the contract group-wide contract worth £2.5m to The Furnishing Service Ltd for the supply and delivery of Furniture and White Goods for a contracted period of four years.

17. Kitchen and bathroom investment work – Wheatley Homes South

The Board were provided with a paper seeking approval for kitchen and bathroom investment works for Wheatley Homes South to CCG (Scotland) Limited for three years. It was noted that we will seek to, wherever possible, engage RSBi to provide the kitchens.

Decided: The Board approved the award of the contract for the provision of kitchen and bathroom investment works to CCG (Scotland) Ltd for three years starting April 2025 to a maximum contract value, including VAT, of £6m.

18. AOCB

There was no other competent business raised.

Signed: (Chair)

Date: