

**WHEATLEY HOMES SOUTH LIMITED
MINUTE OF BOARD MEETING
held on Wednesday 21 August 2024
Brasswell Office**

Members Present: Jo Boaden (Chair), John Henderson, Karen Hunter, Martin Dorby, and John McCraw.

In Attendance: Pauline Turnock (Group Director of Finance), Alan Glasgow (Group Managing Director RSLs), Alex Lamb (Wheatley Homes South Managing Director), Eilidh Mowat (Governance Business Partner), Lindsey Dryden (Financial Controller)

In Part: Lorna McCubbin (Head of Asset Investment and Compliance) - Item 8

1. Apologies for Absence

Apologies for absence were received from Hugh Martin, Gary Legg and Michael Greaves Mackintosh.

The Chair confirmed the meeting was quorate.

2. Declarations of Interest

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

3. a) Minute of 29 May 2024 and matters arising

Decided: The Board approved the minutes of the meeting of 29 May 2024.

b) Action list

Decided: The Board noted the action list.

4. Chair and Managing Director updates

The Chair gave an update on matters arising from the Group Board meeting and updated the Board on the discussions on national policy and economic recovery together with an update on the progress of the Wheatley Homes South Board pathway programme and Board appraisals.

The Managing Director gave an update on the recent results of the Tenant Satisfaction survey which would be considered in detail elsewhere on this Agenda. The Board were also updated on engagement visits to our Lochside development from members of the South of Scotland Enterprise.

Decided: The Board noted the updates

5. Tenant Satisfaction Presentation

The Board were provided with a presentation on the results of the Tenant Satisfaction survey which was carried out by Research Resource, an external research agency. The Board considered the results of the survey in detail and noted the increase in satisfaction results in comparison to previous years.

The Board discussed the results noting the satisfaction levels were 94.74% in respect of the overall service provided by us as a Landlord. The Board discussed the face to face interview method used to carry out the survey, noting that the methods are those recommended by the Scottish Housing Regulator and analysis showed the respondents as being broadly representative by geography, property size and property type. The Board sought confirmation that the survey reflected a spread across age groups within our tenancies. The Board discussed the satisfaction indicators reported and noted the results were all in excess of 90% satisfied.

The Board congratulated officers and staff on the excellent results and asked that the detailed feedback and comments from the surveys be shared with the teams.

Decided: The Board noted the presentation and the results of the Tenant satisfaction survey.

6. 2023/24 Financial Statements

The Board were provided with a report on the overview of Wheatley Homes South 2023/24 Financial Statements.

The Board discussed the report and took note of the audited financial statements for 2023/24.

The Board discussed the investment spend in existing homes which had to be balanced against our rent increases and in light of our challenging economic operating environment.

Decided: The Board;

- 1) Approved the 2023/24 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 note the related letter of comfort from the Chief Executive.**

7. Annual Internal Audit Report and opinion

The Board were provided with the Internal Audit Annual report and opinion for the financial year 2023/24.

The Board noted the Internal Audit Annual report for the financial year 2023/24. The Board noted that the Audit team has completed its planned work for 2023/24 and the Director of Assurance has issued his opinion.

The Board discussed generally the importance of the assurance received from the Internal Audit team.

Decision: The Board noted the Annual Internal Report, Including the Annual Internal Audit opinion.

8. Repairs update

The Board were provided with an update on the progress on repairs service enhancements, ongoing customer engagement and the repairs budget update for 2024/25.

The Board were updated on the high tenant satisfaction levels with repairs following the implementation of Book it, Track, Rate It. The Board were updated on improved communication with customers and integration of systems which has been crucial to the high levels of satisfaction.

The Board discussed the approach to component replacement and the balance of sustainability and cost noting that we carry out an assessment of the component together with analysis of data and trends across the Group.

Decided: The Board;

- 1) Noted the progress with repairs service enhancements;**
- 2) Noted ongoing customer engagement to inform future service enhancements; and**
- 3) Noted the update on the repairs budget position for 2024/25.**

9. Homelessness update

The Board were provided with an update on our progress towards the key commitments within our Homelessness Policy, our contribution to preventing and alleviating homelessness and our response following the declaration of a housing emergency by the Scottish Government.

The Board welcomed our position as a strong contributor to the national objective of alleviating homelessness and that we are on track to support the delivery of key homelessness policy commitments.

Decided: The Board noted the contents of the Homelessness update.

10. Performance update

The Board were provided with an update on performance delivery against targets and the key areas of ongoing focus.

The Board noted the strong performance in several key areas.

The Board discussed the Fire Risk Assessment (FRA) targets. The Board asked that overdue actions are flagged within the report to provide assurance on how we are monitoring the FRA raised through to compliance.

The Board also sought to monitor our control of asbestos requesting that we provide assurance of how it is being managed within the report.

The Board discussed the Health and Safety target requesting that we record 'near misses' and an analysis of those near misses. The Board discussed how 'near misses' are categorised.

The Board discussed aids and adaptations performance querying the process to categorise aids and adaptations works. The Board noted that the process is enhanced by the strong working relationships with the Occupational Therapists involved in the assessments.

Decided: The Board noted the contents of the Performance update.

11. Finance Report

The Board were provided with an overview of the management accounts for the period to 30 June 2024 and the quarter one forecast.

The Board noted that there were no unexpected adverse variances.

Decided: The Board noted the Finance report.

12. [redacted]

13. Governance update

The Board were provided with an update on governance-related matters including the final schedule of meetings for the remainder of 2024, membership updates, Board appointments, Annual Assurance statement and Policy framework and proposed policy updates.

The Board also considered the annual assurance self – assessment, noting that we remained materially compliant.

Decided: The Board;

- 1) Instructed the Secretary to call the Annual General Meeting for Wednesday 18 September 2024 at 10am to be held online;**
- 2) Approved the re-appointment of John Henderson as a Board member for a further 3-year term; and**
- 3) Noted the outcome of our annual self-assessment against the SHRs Regulatory Framework and proposed Annual Assurance Statement for agreement by the Group Board;**
- 4) Approved the 137 members to be removed as members;**
- 5) Noted the update on our review of policies, including the amendment to our Group Complaints Policy.**

14. AOCB

No other items of business were raised.

Signed:.....(Chair)