

MINUTES OF THE MEETING OF THE COMMITTEE OF MANAGEMENT OF WHITEINCH AND SCOTSTOUN
HOUSING ASSOCIATION LTD HELD AT 7.30PM ON WEDNESDAY 24th SEPTEMBER 2025 at WSHA OFFICES

Present: J Haughey (Vice-Chairperson)
D Keaveney
E Dorrian
E McShane
G Johnston

In Attendance: S Harper Change HR (Item 1.0) only
J Ward Chief Executive Officer
A Reid Director of Finance & ICT
R Clegg Director of Property Services
P Latham Director of Corporate Services
M Greig Director of Housing and Communities
N Adams Corporate Services Officer

1. TRAINING SESSION: INVESTIGATIONS / GRIEVANCES (6.30pm – 7.30pm)

Stephanie Harper from Change HR conducted Committee Training on handling investigations / grievances.

2. WELCOME & APOLOGIES

The Vice-Chairperson welcomed everyone to the meeting.

Apologies were received from L. Stevenson, E Howat, S Conlin and L. Mimnagh.

J. Simon, M. Burke and R. Brown were not present.

2.1 DECLARATIONS OF INTEREST

None to note.

3. CHAIRPERSON'S REMARKS / COMMITTEE & STAFF NEWS

The Director of Corporate Services congratulated [REDACTED].

4. MINUTES OF THE PREVIOUS MEETINGS & MATTERS ARISING

4.1 The confidential minutes of the meeting on 25th June 2025 were **APPROVED** by the Committee.

4.2 The minutes of the meeting on 25th June 2025 were **APPROVED** by the Committee.

4.3 The minutes of the AGM on 27th August 2025 were **NOTED** by the Committee.

4.4 The minutes of the Post-AGM meeting on 27th August 2025 were **APPROVED** by the Committee.

4.5 The minutes of the WSHA Audit and Risk Sub-Committee meeting on 20th August 2025 were **NOTED** by the Committee.

4.6 The WSHA Committee Work Plan Update was **NOTED AND APPROVED** by the Committee.

4.7 The Director of Corporate Services advised Committee that appointments to the sub-committees are usually confirmed at this meeting. However, due to the number of absences and apologies for the meeting, this will be tabled for October and an email will be circulated in the interim for members to register their interest in joining a Sub-Committee.

The Association requires three committee members – in addition to the Chairperson for the Sub-Committee – to serve on each sub-committee. There are two sub-committees: Audit and Risk, and Staffing and Health and Safety.

There were no other matters arising.

5. FINANCE & ICT REPORT

The Director of Finance & ICT advised Committee that the Financial Reports and Management Accounts have been scrutinised by the Audit & Risk Sub-Committee and are being presented to the Management Committee for approval.

Committee confirmed they remain happy with the format and presentation of the financial reports. The Director of Finance & ICT advised Committee the reports can be amended to reflect Committee preferences and feedback, and if any member has supplementary questions, please contact the Department at any time.

Committee **NOTED and APPROVED** the Finance & ICT Report.

5.1 FINANCIAL REPORTS (Q1: 2025/26)

The Director of Finance & ICT advised the balance sheet and management accounts to 30th June 2025 have been provided with narrative.

Committee **NOTED and APPROVED** the Financial Reports (Q1: 2025/26)

5.2 SHR AFS FINANCIAL RETURN 2024-25

The Director of Finance & ICT advised this report constitutes the final return of the year. This is in a set format which translates the financial statements into the AFS format. Narrative is included in the report.

Committee asked the Director of Finance & ICT to explain the responsive repairs to planned maintenance ratio, and it was confirmed that this figure is positive as there has been more spend on planned maintenance this year. The Director of Finance & ICT also confirmed the income from non-rental activities relates to factoring. Expenditure for this is made through WSHA, which is then charged out. This includes: service charges, insurance charges, recovery of common repairs and common works (for example: close painting). A sales invoice is raised which is charged to WSPM, who then re-charge owners to get the money back.

Committee **NOTED and APPROVED** the SHR AFS Financial Return 2024-25 for submission to the Regulator.

5.2.1 AFS REPORTING CHECKLIST 2025

The Director of Finance & ICT noted this report shows Committee the steps in place for AFS Reporting.

Committee **NOTED** the AFS Reporting Checklist 2025.

Director of Finance & ICT confirmed the statutory accounts, accounts and subsidiary accounts have been uploaded onto the portal in accordance with the SHR requirements.

6. CORPORATE SERVICES REPORT

The Director of Corporate Services presented the report, noting one new staff member has joined the Association (Receptionist).

Committee were advised that their training and development needs have been reviewed and there will be a brief training session at start of next 4-5 Committee Meetings which will give more information on each department. This will address training needs from the Committee appraisals.

Committee **NOTED and APPROVED** the Corporate Services Report.

6.1 ASSURANCE STATEMENT – WORK PLAN AND UPDATE

The Director of Corporate Services reminded Committee that the Assurance Statement is the Committee's assurance to the SHR. Committee must be fully comfortable and confident that the information they receive is enough to provide assurance to the Regulator.

An independent internal auditor has reviewed a detailed and lengthy evidence bank and has assessed WSHA as compliant. The internal auditor will attend the October Committee Meeting to provide Committee with the opportunity to ask any questions regarding their report.

The Annual Assurance Statement will take into account tenant health and safety, and Committee were advised there has been an independent audit on this recently which highlighted a couple of

best practice recommendations.

It was noted that the standard agenda for meetings may be amended in the future to ensure there is a rolling assurance element covered at each meeting, enabling the committee to be confident they have continuous assurance throughout the year.

In addition, a condensed version of the Scottish Housing Network performance analysis visit will be submitted to the Committee.

The Director of Corporate Services confirmed there is a large evidence bank that is given to the internal auditor, with internal auditor validation through 'compliant' status.

Committee **NOTED** the Assurance Statement – Work Plan and Update.

6.2 RISK REGISTER UPDATE

The Director of Corporate Services noted both the summary report and full risk register were provided in the papers. No questions had been received in advance of the meeting.

It was highlighted that Committee can view the risk register at any time through Decision Time.

It was confirmed the register is reviewed regularly by each Director, monthly by the CEO and quarterly by the Audit & Risk Sub-Committee.

Committee **NOTED** the Risk Register Update.

6.3 SHARE REGISTER UPDATE

The Director of Corporate Services summarised the report, noting the ask for was Committee to approve the cancellation of two shares, in line with the Rules. This enables our membership list to be up to date.

Committee **APPROVED** the Share Register Update and cancellation of two shares.

7. PROPERTY SERVICES REPORT

Committee **NOTED and APPROVED** the Property Services Report.

7.1 TENANT HEALTH & SAFETY HANDBOOK

The Director of Property Services advised Committee the purpose of the Tenant Health & Safety Handbook is to ensure tenants are healthy, safe and secure in their own homes. The Handbook details what action WSHA will take to ensure each home is safe, and it also provides helpful hints and tips for general safety within the home.

The Director of Property Services thanked the Tenants' Voice Panel who provided input and valuable feedback.

It was noted that the handbook will be rolled out in a digital format and will be issued to new tenants. It will be available on the new website and will also sit within the new tenant portal.

Committee were very impressed with the handbook and noted it is excellent. Committee asked if the section on damp and mould could be expanded - specifically on mould - to highlight it can be the symptom of something else, highlight the risk associated with mould in your property, and noting the Association take this seriously. It was suggested the section could outline the process the Association follows.

Committee **APPROVED** the Tenant Health & Safety Handbook, subject to minor amendments re Damp & Mould.

7.2 RECHARGEABLE REPAIRS POLICY

The Director of Property Services presented the Rechargeable Repairs Policy to Committee for approval, noting that the policy ensures awareness and clear communication to tenants and will assist with debt recovery and debt maximisation.

Committee asked - if a tenant is deceased, would WSHA look to recover costs from the estate. The Director of Property Services confirmed it depends on the situation. It would be examined to identify if it is a rechargeable repair and speak to Housing regarding what is feasible to pursue. It was noted it would be judged on a case by case basis, however the Association would not actively pursue a debt for someone who has passed away, to pursue it would need to be justifiable.

It was noted the policy will enable more information to be gathered to allow more detailed reporting to Committee on the breakdown of voids and rechargeable repairs. Once the data is available, it is a decision as to whether to pursue.

Committee **APPROVED** the Rechargeable Repairs Policy.

8. HOUSING AND COMMUNITIES REPORT

The Director of Housing & Communities reminded Committee that Parliament is currently in session discussing the Housing (Scotland) Bill.

The Director of Housing & Communities presented two new policies based on the Housing (Scotland) Bill.

Committee **NOTED and APPROVED** the Housing and Communities Report.

8.1 HOUSING (SCOTLAND) BILL – UPDATE

Committee **NOTED** the Housing (Scotland) Bill Update.

8.2 DOMESTIC ABUSE POLICY

The Director of Housing & Communities presented the Domestic Abuse Policy for Approval and advised the Housing Management Team and one member of Property Services had recently received training from Women's Aid.

Committee **APPROVED** the Domestic Abuse Policy.

8.3 PETS POLICY

The Director of Housing & Communities presented the Pets Policy, which is a new standalone policy. It was confirmed that the policy had been created in consultation with staff and the Tenants' Voice Panel. Currently, policy reviews are only issued to staff and the Tenants' Voice Panel. However, once the new website is in place we will widen consultation to the full tenant base.

It was noted the Annual Tenant Visit will look to inform and gather the necessary information from tenants as per the policy.

Committee **APPROVED** the Pets Policy.

8.4 TENANTS SATISFACTION SURVEY 2025

Committee noted the strong results of the survey and commended staff on the exemplary results.

Committee **NOTED** the Tenants Satisfaction Survey 2025.

8.5 TENANTS SATISFACTION ACTION PLAN 2025

It was noted that the Action Plan will be aimed to be published at the end of March 2026.

Committee noted the action plan is comprehensive and collates comments and tenant priorities and aligns this to a timeline and strategy.

It was noted the action plan makes it easier to identify any trends.

Committee **NOTED and APPROVED** the Tenants Satisfaction Action Plan 2025.

8.6 EVICTION CASE - T988641304

The Director of Housing & Communities advised Committee that the tenant is not engaging and may have abandoned the property. Pre-Decree and Post-Decree actions were highlighted. There is no more support that can be provided by WSHA that will be taken up.

It was noted that if the Housing (Scotland) Bill goes through, the proposed amendment is that an eviction should take no longer than 4 months from the date of commencing proceedings. If this happens, Committee approval may need to be sought out with the normal meeting cycle to allow Sheriff Officers to be booked and action decrees.

Committee **NOTED and GRANTED APPROVED** for Eviction Case - T988641304.

9. UPDATES & INFORMATION FOR COMMITTEE

9.1 SFHA ROAD TO 2026, HOMES FIT FOR THE FUTURE

Committee **NOTED** the SFHA Road to 2026, Homes Fit for the Future.

9.2 SHR NATIONAL PANEL OF TENANTS AND SERVICE USERS REPORT 2024-25

Committee **NOTED** the SHR National Panel Of Tenants And Service Users Report 2024-25.

9.3 GLASGOW CITY HSCP – LOCAL LETTING PLAN 2025/26.

Committee **NOTED** the Glasgow City HSCP – Local Letting Plan 2025/26.

10. AOB

None.

11. DATE AND TIME OF NEXT MEETING

29TH October 2025 @ 7pm.