

MINUTES OF THE MEETING OF THE COMMITTEE OF MANAGEMENT OF WHITEINCH AND SCOTSTOUN HOUSING ASSOCIATION LTD HELD AT 7.30PM ON WEDNESDAY 29th OCTOBER 2025 at WSHA OFFICES

Present:
L Stevenson (Chairperson)
R Brown
E McShane
D Keaveney
L Mimmagh
E Howat
J Simon

In Attendance:
[REDACTED] Quinns Internal Auditor (to present AAS Report)
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
K Szulc Corporate Services Manager

1. TRAINING SESSION: CORPORATE SERVICES

The Director of Corporate Services presented a five-minute video summarising the role of the Corporate Services team.

2. WELCOME & APOLOGIES

The Chairperson welcomed everyone to the meeting.

Apologies were received from J. Haughey, G. Johnston and E. Dorrian.

M. Burke & S. Conlin were not present.

3. DECLARATIONS OF INTEREST

None.

4. CHAIRPERSON'S REMARKS / COMMITTEE & STAFF NEWS

None.

5. MINUTES OF THE PREVIOUS MEETINGS & MATTERS ARISING

The minutes of the meeting on 24th September 2025 were **APPROVED** by the Committee.

There were no matters arising.

6. FINANCE & ICT REPORT – CYBER SECURITY ACCREDITATION

The Director of Finance & ICT advised Committee the organisation was progressing to Cyber Security Accreditation. Cybersmart had been installed in PC's and is currently being rolled out to laptops and mobile phones (work and personal devices that are used for work) to ensure compliance and protect the network from attacks. This is a step towards Cyber Essentials, and the aim is to get Cyber Essentials Plus accreditation by end of financial year.

There was a discussion around testing staff's ability to recognise phishing emails and the once rolled out, the software can send out false phishing to help with that training. Committee's tablets will require installation at the next meeting. It was confirmed that the app has no access to personal information, it does not monitor activity and staff have authenticator app to allow them access to network. The Cybersmart information would be circulated to Committee.

Cyber Essentials is carried out internally and assessed for accreditation. Cyber Essentials Plus requires a 3rd party assessor who has not been identified yet.

The Chief Executive added that there will be 1 scenario for business interruption carried out annually and summary report would be shared with Committee.

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

7. CORPORATE SERVICES REPORT

Committee **APPROVED** the membership of the Staffing & Health & Safety Sub-Committee & the Audit & Risk Sub-Committee as detailed in Corporate Services Report.

Committee **APPROVED** leave of absence request for Committee Member, E Dorrian from now until AGM 2026 [REDACTED]

7.1 INTERNAL AUDIT REPORT - ANNUAL ASSURANCE STATEMENT 2025

[REDACTED] Quinn Internal Auditors provided an overview of the report and confirmed that we are compliant with regulatory standard of the charter 3. There were 7 low level recommended enhancements for future consideration and 3 observations. He has carried out 8 reviews this year and 12 last year. He summarised the recommended enhancements as detailed in report and reported that overall, it had been a smooth audit and congratulated the compliance. Committee had no questions.

Committee **NOTED and APPROVED** the internal audit report.

7.2 ANNUAL ASSURANCE STATEMENT

The Director of Corporate Services explained that all aspects of the assurance statement had been prepared, with a particular emphasis on tenant H&S and that it had passed internal audit and would go to the Audit & Risk Sub-Committee in November. He reminded Committee that they need to be assured and that the plan going forward would be to assure Committee through the year in smaller chunks and it would be helpful if Committee could tell us what their view was of what they wanted to be assured of. The Chief Executive confirmed that the recommended enhancements would be considered.

Committee **APPROVED** the final version of the annual assurance statement, authorising it to be signed by the Chair and for it to be submitted to regulator before 31/10/25.

7.3 POLICIES FOR APPROVAL

There was a discussion about the pros and cons of internal recruitment being the first step in the recruitment process within the Recruitment Policy.

Committee **APPROVED** the Recruitment Policy.

Committee **APPROVED** the Disclosure Policy.

Committee **APPROVED** the Neonatal Care Leave and Pay Policy.

7.4 ANNUAL REPORT 2024-25

There were no questions about annual report.

Committee **NOTED** the Annual Report.

8. PROPERTY SERVICES REPORT

Committee **NOTED** the Property Services Report.

9. HOUSING AND COMMUNITIES REPORT

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

9.1 ESTATE MANAGEMENT POLICY

There was a discussion about the procedures, and it was agreed that reference to procedures would be made within policy.

Committee **APPROVED** the Estate Management Policy with the agreed changes.

9.2 ALLOCATIONS & LETTINGS POLICY

There was a discussion about the 2.6, 2.10, 2.13 and it was agreed that changes at these points would be made within policy.

Committee **APPROVED** the Allocation & Letting Policy with agreed changes.

9.3 RENT INCREASE CONSULTATION LEAFLET – 2026-27

The Director of Housing & Communities explained that most RSL's were looking at an increase within the range of 5% - 7.5%, but that one has gone as high as 12.5%. We have used SFHA's affordability toolkit. We have not provided tenants with options this year, we have identified 5.5% through budget planning. We have also listened to what tenants have asked for in previous years and have shown them what we have done in response. There are 2 events scheduled in relation to the rent consultation and a survey that staff are going through at every interaction with tenants to ensure as much participation as possible. We have considered people affected by rent harmonisation and may be able to use a tenant grant fund to subsidise where necessary.

Committee **APPROVED** the leaflet.

9.4 TENANT ENGAGEMENT & PARTICIPATION STRATEGY

The Director of Housing & Communities explained how the strategy had been developed; through the H&C strategy day, executive team consultation, wider staff consultation, tenant satisfaction survey results and consultation with the Tenant's Voice Panel. It was clarified that the strategy was an internal customer journey, but we had to reduce the parameters and couldn't consider more widely and would not rename this to a tenant journey.

Committee **APPROVED** the Tenant Engagement & Participation Strategy.

9.5 EVICTION CASE

The Director of Housing & Communities explained that there was a static balance. The tenant isn't engaging. There was a detailed discussion about what had been done to this point and whilst the policy says full payment, in the spirit of sustaining the tenancy an arrangement could be considered. There may be scope for the GCC Tenant Grant Fund to assist and that eviction would be last resort.

Committee **APPROVED** the implementation of the decree for eviction with expenses, but if GCC support financially and the tenant engages, a payment arrangement could be agreed thus avoiding eviction.

10. HOUSING & COMMUNITIES – PERFORMANCE REPORT

The Director of Housing & Communities highlighted that ASB cases were significantly below target, that we are serving notice to bring this back inhouse as the external agency is not adhering to our timescales and it is reflected in the satisfaction survey.

Committee **NOTED** the H&C – Performance Report.

11. GWSF SUMMARY ON AWAAB'S LAW IN SCOTLAND

Committee **NOTED** this summary report.

12. GWSF MEMBERSHIP UPDATE

Committee **NOTED** this update.

13. NOTIFIABLE EVENT UPDATE

The Chief Executive explained that a data breach had been highlighted today, and a further notifiable event would be raised tomorrow. It is considered to be [REDACTED]

[REDACTED]
Further information will be reported to the Committee in due course.

14. AOB

The Chief Executive Informed Committee that GCC has announced potential funding of £12m to extend the acquisition programme which would be applied as 70% of purchase price funding, 85% legal fee funding and 50% internal work funding. We would hope to have 4-5 acquisitions by end of financial year. [REDACTED]

Committee **APPROVED** delegated authority to Chief Executive to explore these 4-5 properties in line with the funding opportunity.

Committee were reminded to complete and return outstanding Declaration of Interests, Code of Conduct & Privacy Notice forms to Corporate Services as soon as possible.

15. DATE & TIME OF NEXT MEETING

26th November 2025 @ 7pm.