

MINUTES OF THE MEETING OF THE COMMITTEE OF MANAGEMENT OF WHITEINCH AND SCOTSTOUN HOUSING ASSOCIATION LTD HELD AT 7.00PM ON WEDNESDAY 28th JANUARY 2026 at WSHA OFFICES and ONLINE VIA MICROSOFT TEAMS.

Present (In Person): L Stevenson (Chairperson)

E McShane

E Howat

G Johnston

S Conlin

D Keaveney

Present (Remotely): L Mimmagh

In Attendance:

J Ward Chief Executive Officer

A Reid Director of Finance & ICT

P Latham Director of Corporate Services

R Clegg Director of Property Services

M Greig Director of Housing and Communities

D Allan Communities Manager

N Adams Corporate Services Officer

Leave of Absence:

E Dorrian

M Burke

Observer:

K McGregor

1. WELCOME & APOLOGIES

The Chairperson welcomed everyone to the meeting.

No apologies were received.

R. Brown was not in attendance.

A leave of absence was noted for E. Dorrian and M. Burke.

The Chair welcomed [REDACTED] to the meeting as an observer.

2. DECLARATIONS OF INTEREST

None.

3. CHAIRPERSON'S REMARKS / COMMITTEE & STAFF NEWS

The Chairperson announced to Committee that [REDACTED] has resigned from the Management Committee with immediate effect.

Committee acknowledged the resignation and thanked [REDACTED] for [REDACTED] service over the years.

It was noted that this left the Vice-Chairperson position vacant, and a vote would follow later in proceedings.

Committee APPROVED a [REDACTED] for [REDACTED] up to the next AGM.

With a number of vacancies on the Committee, Committee APPROVED delegated authority to the CEO to recruit for new members.

4. MINUTES OF THE PREVIOUS MEETINGS

4.1 WSHA MANAGEMENT COMMITTEE MINUTES – 26th NOVEMBER 2025

The minutes of the WSHA Committee Meeting on 26th November 2025 were **APPROVED** by Committee.

4.2 MATTERS ARISING

There were no matters arising.

5. TRAINING: CEO OVERVIEW

The CEO presented a short video summarising the role of the CEO.

6. FINANCE & ICT REPORT

6.1 INSURANCE

The Director of Finance & ICT provided Committee with an update on insurance services. It was noted that it was the intention to go out to tender this year, however following conversations with AJ Gallagher, other brokers, a review by GWSF and conversations with the Executive Team, the proposal is to not go to tender this year due to a hard market with not many insurers with regards to property stock. Due to WSHA's claims history, it is likely the premium will reduce. Committee noted the timeline included in report for going to market for broker services, and the proposal to continue with AJ Gallagher for another year.

It was noted that there had been a fire at commercial premises approximately 10 days prior to the Management Committee meeting which has impacted on owner occupiers and tenants. This may impact on the insurance premium.

Committee **NOTED** the Finance & ICT Report and **APPROVED** a 1-Year extension for Insurance Banking Services provided by AJ Gallagher.

6.2 DIGITAL STRATEGY

The Director of Finance & ICT advised Committee that the Digital Strategy has been developed with staff and through a consultant. The strategy details how WSHA sees the

future of continual investment in technology and how WSHA will continue to develop its infrastructure. Some of the investment to date includes: change of data management system from Capita to HomeMaster, reduced third party software, staff training on software, investment in staff laptops, PCs and screens and a move to Microsoft v11. The Digital Strategy outlines the path WSHA will follow to 2029. It was noted that this is a fast-moving area, and there can be areas of concern for example security of information. Committee noted WSHA's Cyber Essentials accreditation, and the Director of Finance & ICT advised Committee that WSHA will be working towards the Cyber Essentials Plus accreditation. CyberSmart software is also being used. The strategy includes looking at uses for AI and it was noted that, if used properly, AI has the potential to make certain tasks more efficient, which in turn will allow staff to concentrate on other areas of work.

Committee asked about staff training and highlighted the importance of staff knowing how to use the technology. It was noted a third-party consultant has been supporting the delivery of training and there is continual investment in training and support for staff as part of the Corporate Services learning and development programme.

The CEO noted a consultant has been providing bitesize sessions for staff, and there is potential for a staff post which involves data insight analysis and IT support including supporting staff with follow up and refresher training on systems.

The strategy covers a 3-year period. This is intentional due to the fast pace of the digital landscape. The strategy also ties back into the strategic priorities of the business plan.

Committee asked if the strategy had been written in consultation with staff and tenants. Committee were advised that the strategy is primarily focussed on staff, and tenants would be consulted on how they want WSHA to shape services through the Tenants Voice Panel.

The Director of Finance & ICT advised Committee that AI use is not actively encouraged at present due to its flaws and inaccuracies. It was confirmed that an AI Policy will be created and brought to the next Committee meeting for approval. The policy will detail which sites can be used (Co-pilot), how they can be used and what they can be used for. It will create boundaries and include safeguarding practices.

Committee noted that AI has been trialled through the use of Wyser Assist for transcribing calls. It was confirmed this is a closed loop system and has a positive impact on staff time. Committee **NOTED & APPROVED** the Digital Strategy.

7. CORPORATE SERVICES REPORT

The Director of Corporate Services gave a brief HR update.

It was noted that in the redesign of the Housing Services structure, one post (Housing Manager) is not being filled at present.

Committee **NOTED** the Corporate Services Report.

7.1 FLEXIBLE WORKING POLICY

The Director of Corporate Services advised Committee that the amendments to the Flexible Working Policy bring the policy in line with the revised EVH model policy and updates have also been included to align with the Domestic Abuse Policy.

Committee **APPROVED** the Flexible Working Policy.

7.2 HYBRID WORKING REVIEW

Committee noted the hybrid working model continues to work well, with all staff in the office Monday and Wednesday and 50% of staff in the office on a Tuesday and Thursday. All staff work from home on a Friday.

Committee **APPROVED** the continuation of the current Hybrid Working arrangements for a further 12 months.

7.3 INTERNAL AUDITORS (NAME CHANGE)

The Director of Corporate Services advised Committee the name change for the internal auditors is a notifiable event, and this has been raised in line with regulatory requirements.

Committee **NOTED AND APPROVED** the Internal Auditors name change from Quinn Internal Audit to Cameron Audit Ltd.

8. PROPERTY SERVICES REPORT

Committee **NOTED** the Property Services Report.

8.1 HEALTH AND SAFETY STATEMENT FOR 2026

The Director of Property Services advised Committee the Health & Safety policy statement is to be signed by Chairperson and CEO.

Committee **APPROVED** the Health and Safety Statement for 2026.

8.2 ACQUISITIONS FUNDING UPDATE

The Director of Property Services provided an overview of the acquisitions report, noting there has been a good return on investment for WSHA. A number of acquisitions have been concluded, with two to conclude mid-February, and two compulsory purchases in progress.

Committee noted the significant work done by the Property Services Team and thanked them for their work which will have a huge positive impact for the Association, adding value.

Committee **NOTED** the Acquisitions Funding Update.

9. HOUSING AND COMMUNITIES REPORT

Committee **NOTED** the Housing and Communities Report, including information on a recent eviction case: tenancy is still in place.

9.1 RENT INCREASE

The Director of Housing & Communities provided Committee with an update on the rent consultation (5.5%) which ended in November. It was noted there was a slight increase in responses this year. This year's process will shape next year's rent consultations. For example, there is a need to do more for people to understand why their rent must be increased. Committee noted WSHA are on par with the sector in terms of the rent increase for this year.

It was noted the rent harmonisation process continues and is currently in year 5 of 7. As noted in the report, WSHA are looking to offset the increased costs for 13 properties impacted by the rent harmonisation process. This would be covered by the budget in the housing and communities tenant fund.

Committee asked if a tenant - affected by the rent harmonisation process - circumstances changed during the year to be in receipt of full housing benefit or universal credit, would this be covered. The Director of Housing and Communities confirmed it would.

Committee discussed the metrics used to explain the rent increase to tenants and noted emphasis should be put on why individuals should choose to stay in a WSHA property, with a focus on communicating levels of investment, the quality of the property and investment in communities. It was noted that there are limitations to the HACT social value toolkit including no measurement to reflect the impact of TWC as a vaccination centre.

The CEO noted a conversation has been initiated with SHN to develop something that organisations can feed in to for benchmarking.

Committee **APPROVED** a Rent Increase of 5.5% for 2026/27.

Committee **APPROVED** the £3,900 for 13 properties for 2026/27 to assist tenants as part of the rent harmonisation process.

9.1.1 GWSF RENT CONSULTATION SURVEY

Committee **NOTED** the GWSF Rent Consultation Survey.

9.1.2 SHN RENT CONSULTATION SURVEY

Committee **NOTED** the SHN Rent Consultation Survey.

9.2 ANTI-SOCIAL BEHAVIOUR POLICY

Committee noted the current ASB Policy expires at 31st March 2026.

The policy has been updated to reflect changes to the Housing & Communities Team. If approved, it will go live at 1st April 2026.

Committee **APPROVED** the Anti-Social Behaviour Policy.

9.3 COMMUNITIES UPDATE REPORT

The Communities Manager provided Committee with an overview of the report, noting key points, including:

- A 3-year funding stream of circa £139k has been secured from the Glasgow Communities Fund for April 2026 – March 2029. This will be used to provide additional staff members to support on the ground operations of the Centre (TWC) and enhancements and adjustments to current roles to strengthen the position of TWC. These include:
 - Recruitment of a 3-year Community Projects Worker post. This will reduce outsourcing of buying in provision.
 - Increase of 7 hours a week for the Communities Manager post (28 hours to 35 hours).
 - Consolidation of Community Projects Co-Ordinator Responsibility Allowance post to Community Projects Officer.
- Funding of £20k has also been secured to support the refurbishment of the new community kitchen at TWC. This will increase the food offering available and will utilise surplus food from the community shop.

Committee thanked [REDACTED] for their hard work in securing the funding.

Committee **NOTED** the Communities Update Report and **APPROVED** the proposed outline spend for the Glasgow Communities Funding including: Creation of role and Recruitment of Communities Projects Worker, Increase Communities Manager hours by 7 per week, Consolidate Community Projects Co-ordinator responsibility post to Community Projects Officer.

10. ASSURANCE

10.1 SHARE - SHR RISK PRIORITIES FOR 2025-2026

Committee **NOTED** the SHR Risk Priorities for 2025-2026.

This will be put in the Decision Time Resource Library.

10.2 SUBSIDIARY REVIEW (WSES & WSPM)

The CEO advised Committee that a review of WSES and WSPM had been conducted over the last 6 months. This highlighted concerning levels of factoring arrears (exceeding six figures) and high agency costs for WSES which are beginning to become a financial drain.

It was noted that consultation with WSES on updates to their terms and conditions started prior to Christmas. The proposed changes include reduced hours (42 hours to 40 hours per week) with no change to salary, and additional annual leave. There would be no compromise to the service levels.

An independent governance review has been undertaken which highlighted that over the past 4-5 years every Director has had responsibility for one of the subsidiaries. This is not good for continuity. In December the Executive Team met to look at options. Initially a merger was looked at, but due to the de minimis rule, factoring debt would be absorbed into WSES which would undermine the profitability of WSES. The subsidiaries must remain separate. Consideration was given to recruiting a new position which would run the two organisations to take the businesses forward. This post would report in to the Director of Finance & ICT. This was the agreed recommendation to take forward. This proposal has been taken to the WSES & WSPM Boards and has been approved. Consultation has started with staff and both staff teams are supportive of the plans. There is no impact to WSPM other than a new strategic manager. For WSES, [REDACTED]

Committee asked if the composition of the subsidiary Boards is going to change. The CEO confirmed this would be the case. [REDACTED]

[REDACTED]. As part of the governance review, new Board members will be appointed. Committee members who do not sit on a sub-committee will be asked to join a subsidiary Board. There will be 3 remote meetings a year lasting approximately 45mins. For the WSPM Board, representation will be sought from owners outwith the Management Committee. For the WSES Board, tenant representation will be sought. There will be a campaign for more tenant representation across committee and boards.

Committee **NOTED** the Subsidiary Review (WSES and WSPM).

11. CEO REPORT

11.1 WSHA COMMITTEE WORK PLAN

The CEO advised Committee the AI Policy will be added to February's meeting for

approval.

The CEO noted a new version of the Committee Work Plan will be presented for approval at the March meeting for the next year, along with meeting schedule.

Committee **NOTED and APPROVED** the WSHA Committee Work Plan.

11.2 SOCIAL LUDO

The CEO noted the Social Ludo report “Humanising the Housing System: What changes when people and community are at the centre” will be shared with Committee when available.

Committee **NOTED** the Social Ludo outcomes.

11.3 GWSF MANIFESTO FOR SCOTTISH ELECTION 2026

Committee **NOTED** the GWSF Manifesto for Scottish Election 2026.

12. AOB

Committee voted to elect a new Vice-Chairperson.

Committee **APPROVED** the election of Gavin Johnston to the Office Bearer position of Vice-Chairperson. This was proposed by Emma McShane and seconded by Emma Howat.

There was no other business.

13. DATE & TIME OF NEXT MEETING

25th February 2026 @ 7pm.