West of Scotland Housing Association
Minutes of the Board Meeting
Hybrid Meeting via Microsoft Teams and Camlachie Boardroom
Wednesday 24th June 2026

Present (In Person): Jim Williamson (Vice-Chair), Kenneth Fee, Ann Reid, Morag Kilbride, Rehana Faqir **Present (Online): George Kpodo, Alison Calder (from item 3)** **In Attendance (In person): Simon Fitzpatrick (CEO), Valerie Wilson (Director of Finance), Robert Campbell (Director of Housing & Community Services), Kerry Clayton (Director of Corporate Services), Alistair Reid (Corporate Services Manager), Gemma Butler (Corporate Services Officer), Lynn Clark (TAG Member, until item 4), Barbara McGarrie (TAG Member, until item 4), Stephen Baxter (Housing Manager, from item 13)** **Apologies: Michael Sozansky (Chair), James Edgar Wilson, Lynsey Hamilton, Graeme Middleton, Kelly Adams, Karen Shaw (Director of Development & Asset Management)**	
Disclosure of Interests There were no disclosures of interest.	
1. Approval of Minutes SF noted on item 8 there was a typo ‘VW co’ this should’ve been ‘VW’ The minutes of the previous meeting of 27th March 2026 with the above amendments were approved as a true and accurate record. They were proposed by Morag and seconded by Ann.	
2. Matters Arising SF advised members that Q4 Management Accounts for 25/26 had now been added to the BoardEffect library.	

3. TAG Annual Report AC joined the meeting at this point AR presented this report. He advised Members what the group do and their key priorities for the year ahead. JW asked how the group retain interest. AR advised by ensuring good relationships within the group and keeping things interesting such as stock tours. JW asked if the recruitment policy for the group needs improved. AR advised this is something they are going to look at and is a priority as looking to increase the membership. MK asked if the group offer meetings hybrid. AR advised this is something that was done previously but due to technical issues causing difficulty it was in person meetings only. AR noted this is something to look at in the future and may enhance recruitment. Both TAG members (LC and BM) left the meeting at this point. The Board noted the report.	
4. Loan Portfolio VW presented this report. VW advised on the basis that Board have read the report the submission should be approved. The Board approved the attached return (Appendix 2) for submission. The Board authorised the Director of Finance to submit the return by 30th June 2026.	
5. Board Annual Review Report and Succession Plan KC presented this report. KC advised Board of the process on the annual reviews. She highlighted the key findings from the report including key themes, improvements and any risks.	

The Board approved the recommendations for development. The Board approved the Succession Plan.	
6. Business Plan Timetable SF presented this report. SF advised of the processes for the next key stages in Year 3. He advised that the Scottish Housing Regulator (SHR) recommend that when in Year 3 to review the objectives to ensure they are still relevant. SF advised of the key strategic items for the Sub-Committees, Subsidiaries and TAG. Ann R advised that Rehana previously expressed interest in joining DAMSC and if this was taken forward as there is still a vacancy. SF advised he will pick this up with Rehana following Board appraisal.	
7. Extension of Gas Servicing Contract SF presented this report. SF advised that reprocuring for this has taken longer than expected due to a delay in the tender documentation being restructured and clarified. The Board approved a three-month extension to the current gas servicing contract to support completion of the procurement process and maintain compliance.	
8. Value for Money Strategy Extension KC presented this report. KC advised there is no risks of extending this and will be working closely with VW to review the strategy. KC advised the extension highlights bringing an update on the strategy extension to Board in January 2027. GK asked how we plan on measuring and demonstrating to deliver initiative. SF advised this can be done through performance although value for money can be difficult to measure. He advised we can also assess this against Scottish Housing Networks Value for money.	

KC advised it notes in the report there will be an impact assessment carried out before the project and at certain points throughout. The Board approved the extension of the strategy for a 12-month period.	
9. Board Brief SF presented this report. He advised on the recent mandatory changes that will come into effect this year due to the Housing (Scotland) Act 2025. He advised this will be brought back to Board on the impact these changes are having. SF advised Board that in the run up to the Staff & Board Conference there will be a series of neighbourhood tours for Board members and staff. He advised that the theme for the conference is 'Growth Mindset' **[REDACTED -COMMERCIALLY SENSATIVE DATA]** SF advised The Estates Team is launching next week (w/c 29.6.26). SF advised on the New Business Update that the factoring service is growing and have received a verbal agreement to provide this service at the Commonwealth Games Village. SF advised of the interest from Glasgow City Council (GCC) on the offer for Private Rented Sector design. He advised that he and DoH&CS are meeting with GCC next week. **[REDACTED -COMMERCIALLY SENSATIVE DATA]**	
10. New Loan Agreement Approval **[REDACTED - PERSONAL DATA]** joined on behalf of our Treasury Advisors DTP at this point. VW presented this report and AG supported the presentation VW advised there will be a paper issued later this week about this to members and a single-issue special meeting held next week for approval of the agreement. AG stated he had no concerns about WSHA entering into thia agreegment from a value for money perspective and noted that it	

was com[arable or slightly favourable to terms widely obtained by the sector SF advised we will receive regular updates advice from DTP which will determine when or if we fix the loan during the 1st 12 months. AG left the meeting at this point. The Board noted the change to RBS policy on fixed rate lending. The Board noted the potential impact to the current WSHA re-financing and that a recommendation will be presented to Board in early July. The Board noted that our treasury advisors will attend the Board meeting to provide expert external advice and assurance to Board ahead of our recommendations.	
11. Equalities & Human Rights Annual Report KC presented this report. KC advised that this Strategy is due for review. KC advised that there has been significant progress made with this Strategy. She highlighted the work done by Research Resource that we can use to gather equalities data. KC advised that she is keen for the Strategy review to go to TAG in the next few months to get wider tenant opinion.	
12. Annual Customer Experience and Complaints Report AR presented this report. He highlighted the key points of the report. He advised the number of complaints received has increased but this isn't a concern as he feels this reflects the training staff have had around complaints and being able to raise complaints. He advised the service area that received the most complaints is repairs which we will keep an eye on. JW noted on Appendix 1 satisfaction for grounds maintenance services are all below target and asked why this is. AR advised he feels this doesn't reflect the service as not a large sample of tenants surveyed receive this service and can be down to engagement issues.	

KC advised this could also be down to how the question is asked. GK noted that a significant amount of complaints completed have ‘no specific learning’ outcome. AR advised this will be looked into and possibly removed as an option with an alternative to provide an explanation on why this was chosen. JW asked what the regulator receives on this topic. AR advised the regulator receives the information held in tables 1 & 2. SF noted that satisfaction has increased and our ARC performance is positive. AC asked if we follow up on any bullying or harassment reports made and if this is classed as Anti-Social Behaviour. RC advised this is recorded as ASB and if escalated then it would become a Police matter. RC noted that families struggling with ASB and the effects of ASB can also utilise our Willowacre Trust’s wellbeing service. RC highlighted that within our ASB & Harassment policy it discusses any support that we can offer in regard to this.	
13. Annual L&D Report KC presented this report. She advised that this highlights the mandatory training undertaken as well as optional training to help with personal and professional development. KC advised she is going to be working with VW to ensure the training budget is accurate. SF noted that there were no formal qualifications completed throughout the reporting year. He advised going forward to review the wording when advising staff that these qualifications are here to allow more upkeep. SB entered the meeting at this time. KF raised concerns around the training spend and also the lack of formal qualifications. KC advised this may lead to a possible budget review. SF added that the wording change of this will hopefully encourage demand.	
14. People and Culture KBO Action Plan KC presented this report.	

KC advised that once annual reviews are completed and the staff engagement survey results are collated we will have a better idea of where we stand around this objective. KC highlighted her views that it is a very ambitious yet exciting objective. KF advised that he is happy with the direction this objective is going in. KF left the meeting at this point.	
15. KBO Update 25 / 26 SF presented this report. He advised of the final position in respect of the KBO's for 25/26. Majority of the actions (30) have been completed, 10 partially implemented and one action not completed which has been carried forward to the current years plan. He went through each outstanding action and advised the position on this.	
16. Housing First Review SB presented this report. He provided an update on our current position on this project. He advised that 1 of our 2 cases for this has been recorded as a failed tenancy due to the death of the resident. He advised as the Council provide wrap around support there is minimal impact on the Association. SB is having monthly meetings with the Council to ensure we are aware of any potential issues. He advised that this project, as well as our care leavers project, counts towards our 67% target for homeless allocations with GCC. SB advised of the possibility to expand this to other local authorities if interested in the future. JW asked who pays for the furniture in these properties. SB advised we give unfurnished properties so this is the responsibility of the council. GK asked how we measure outcomes and impacts of this project. SB advised by tenancy sustainment and through the monthly meeting with the council so they can be aware of any risks to the tenancy.	

17. DAMSC Annual Report SF presented this report. He highlighted how busy this year has been for DAMSC.	
18. Resolutions There were no resolutions	
19. Notifiable Events The CEO presented this report. He advised on the current position for each notifiable event. • Dalsholm Road – hoping to be back on site soon • **[REDACTED -COMMERCIALLY SENSATIVE DATA]**	
AOCB The Board was advised of a single item special meeting that will be online next week to approve the Loan Agreement. The meeting ended at 7.50 pm.	
Review of Meeting It was agreed that the meeting had gone well.	
Date of Next Meeting – 26th August 2026	