

**West of Scotland Housing Association
Minutes of the Board Meeting
Hybrid Meeting via Microsoft Teams and Camlachie Boardroom
Wednesday 26th August 2026**

Present (In Person): Jim Williamson (Vice-Chair), James Edgar Wilson, Kenneth Fee, Kelly Adams, Lynsey Hamilton, Ann Reid, Morag Kilbride, Graeme Middleton Present (Online): George Kpodo (from item 6) 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), Apologies: Michael Sozansky (Chair), Rehana Faqir, Alison Calder	
Disclosure of Interests There were no disclosures of interest.	
1. Approval of Minutes The minutes of the previous Board meeting were approved as a true and accurate record. They were proposed by Morag and seconded by Ann. The minutes of the previous single-issue meeting were approved as a true and accurate record. They were proposed by Kelly and seconded by Kenneth.	
2. Matters Arising The Board noted the matter arising which was not completed as the member's annual review has not been carried out yet due to availability issues.	
3. Annual Accounts VW presented this report. She advised that these were seen and scrutinised by Audit Sub-Committee the week prior. She also advised that sub-committee members met with the auditors without any staff present.	

KA as the Chair of Audit Sub advised Board that she is happy to recommend these accounts. SF highlighted to Board the change in auditor team has had a positive impact on the audits. KA added that she agrees with this and it has given her a lot of confidence with this change. KA asked if there had been any change to the WT restricted funds. VW advised no but will double check this with the auditors. The board: • Approved the Annual Financial Statements of WSHA • Approved the signing of the WSHA Letter of Representation • Noted the Audit Summary Report • Noted the Annual Financial Statements of Willowacre Trust and Westscot Living Ltd which have been approved by their respective Boards	
4. Review of Financial Regulations VW presented this report. She highlighted the key changes to Board and advised these were seen and recommended by Audit Sub-Committee. KA noted to Board that the Sub-Committee had no significant questions around this. The Board noted the recommendations from the Audit Sub-Committee and approved the revised Financial Regulations.	
5. Treasury Management Report VW presented this report. She highlighted the key changes to Board. She advised that this has also been seen by Audit Sub-Committee. SF noted Board have had the single-issue meeting regarding funding and changes to allow for alternative hedging arrangements such as ISDAs now included in the Treasury Management Policy and also met with the advisors. GM asked if Audit Sub-Committee had any questions on this. KA advised there were some questions around ESDA's but nothing concerning.	

The Board:

- Noted the recommendation from the Audit Sub-Committee and approved the Treasury Management Policy.
- Approved the Lending and Deposit Counterparties List
- Noted and Approved the Treasury Management Report

6. Staff Engagement Survey Results and Action Plan

GK joined the meeting at this point.

KC presented this report.

She advised Board of the theme scores in comparison to 2025 responses. She highlighted the positives on what was working.

She highlighted to Board the 7-step action plan 'insight to action'

KF, as Chair of Staffing Sub-Committee, noted that the Sub-committee is aware of areas which need to be looked into like the staff turnover.

KA asked if a detailed action plan of what is being done and when can be brought to Board. KC advised she will bring a report to Board on this.

SF noted that a Staffing Sub-Committee Chair's report can come to Board on this.

GM asked if it was known what department has had the biggest percentage decrease across all questions. KC advised Corporate Services & Finance which is understandable due to restructures.

GM asked what the comments were regarding Board. SF advised that this may be due to the recent high Board turnover and possibly because not met a lot of the members yet. SF highlighted the Staff & Board Conference will be a good opportunity for staff to meet Board members and encourages all to attend.

JW asked if it would be possible to compare the responses with another HA of similar size. KC advised it would be difficult to do this due to the likelihood of having different questions.

KC highlighted the difficulty if you re-design the survey unable to draw comparisons. KF agreed with this as it is good for reference and comparisons.

KA noted the large decline for recognition culture and asked how the association currently recognise staff. KC advised positive

feedback is published on the Hub as well as our 'Values in Action' Scheme that is not well used by staff and we are going to be re-launching this. SF noted the Leadership team are encouraged to recognise other teams on good performance.

LH asked if the survey was anonymous and if there has been significant differences with staff who were involved in the Charing X merge. KC advised it is anonymous so are unable to identify this.

7. Risk Management Report

AR presented this report.

AR provided an update on the current high-level strategic risks.

He highlighted to Board that going forward we are going to be using the risk system and will be a new way of reporting.

GM asked what system this is. AR advised we will be using Insight, the system we currently use for internal audits and moving away from the current reporting from spreadsheets.

JW asked who will have oversight of this. AR advised the Leadership Team will have oversight and update.

JW asked why we don't use this already and if there is an issue with the software. AR advised there is no issues with the software, the association is just not using as well as possible.

KC advised that the Corporate Services team are meeting with individual teams to discuss this.

The Board approved the report.

8. Gas Servicing Maintenance & Servicing Tender Report

KS presented this report.

She advised Board following the tender process City Technical were ranked first for both price and quality.

She highlighted that City Technical currently carry out gas maintenance and servicing and have performed extremely well with 100% compliance. Their appointment will also mean no disruption to service.

JW asked if any other RSL's use City Technical. KS advised she is not aware but imagine there will be others.

The Board approved the appointment of City Technical.	
9. Board Brief SF presented this report. KS provided an update on the Rechargeable Repairs Policy. She advised there were minor changes made to the policy. KS provided an update on the Fire Safety Policy. She highlighted the key changes to Board. RC provided an update on the legislative policy changes. KS provided an update on the Repairs Maintenance and Damp & Mould Policies. She highlighted that WSHA's timescales for treating damp & mould outperform legislation. The Board approved all above Policies. RC provided an update on the Broomhouse Rent Consultation. RC provided Board with background on the rent guarantee and why the increase was as high as 16.2%. The Board approved commencing a rent consultation exercise with Broomhouse transfer tenants based on a January 2027 increase of 16.2%. SF provided an update on the approval of WT Chair and Vice-Chair. He advised Board that WT are looking to recruit three members, one being a member of the Parent Board. He asked if anyone is interested to please let Gemma Butler know. KA asked if the WT Board is at full capacity already. SF advised that it is not currently. The Board approved the appointment of both Chair and Vice-Chair. SF provided an update on the recent protests at housing associations. He advised Board of the actions being taken following this protest. SF provided an update on the current situation with the Cowlairs Community Hub. He advised that the community events that were held at that hub have temporarily re-located to the old office at 252 Keppochhill Road. KS provided an update on Dalsholm Road.	KS

JEWilson advised on page 359 of the meeting book the policy references to data protection are incorrect. KS advised she will look into this and amend. The Board noted the contents of the report.	
10. Management Accounts VW presented this report. She presented the income and overheads. KS presented the Repairs & Asset Management Accounts. • Reactive Maintenance – on track to spend budget • Cyclical Maintenance – The under spend is mainly a timing issue due to procurement exercises carried out in that quarter, on track to spend budget • Major Repairs – Under spend is due to the majority of the budget due to be spent in Q3 & Q4. RC presented the Housing & Community Services Accounts. LH requested clarity on the accruals process and whether costs incurred but not yet invoice were accrued in the management accounts. VW confirmed that accruals are processed though the accuracy of this information relies on the information we have available. We are continuing to work to improve our system and Finance Business Partner structure to support budget holders and improve the information available. The Board noted the management accounts.	
11. AGM Report KC presented this report. She highlighted to Board that all members are encouraged to attend the AGM, either in person or virtually if possible and to confirm attendance or apologies as soon as possible. She advised Board of the 4 members due to retire: • Jim Williamson • Kenneth Fee • Morag Kilbride • Ann Reid All members are standing for re-election. The Board noted the contents of the report.	

12. [REDACTED - COMMERCIAL SENSITIVE DATA]	
13. KBO's & Performance Update AR presented this report. He provided an update on each of our KBO's. He highlighted to Board that we are currently working on an automated complaint reminder which will hopefully bring our complaint response time down. The Board noted the contents of the report.	
14. Secretary Report KC presented this report. She advised on the basis that Board have read the report this should be noted. Ann R asked if becoming a member of the association is still promoted at sign-up. RC advised yes that this is still offered at sign-up. b JW asked if it is expected that members from our wider areas to attend the AGM. KC advised that it is a sector-wide issue to struggle for attendance at the AGM. MK noted it could encourage tenants to become members if offered at the new tenant visits, 6 weeks after the initial sign-up. The Board noted the contents of the report.	
15. H&S Report KS presented this report. She highlighted to Board of a recent incident at one of our developments, Raploch Street, that an operative was injured. She advised Board the site was not at fault, this incident was due to the person operating the machinery violating safety procedures. The Board discussed the contents of the report.	
16. Subsidiary Report	

KC presented this report. She advised on the basis that Board have read the report this should be noted. The Board noted the contents of the report.	
17. Charing Cross Commitments Update KS presented this report. She advised Board of our updated position on these commitments, 72% of the promises are complete. SF highlighted the very positive impact that has been made for these commitments and the great work the team has made on this.	
18. Resolutions There were no resolutions	
19. Notifiable Events The CEO presented this report. The Board discussed the contents of the report.	
AOCB SF advised Board of a risk appetite workshop which will be for all members to attend, along with a strategy day. He advised when a date is confirmed members will be notified. He also advised Board of the confirmed dates for the upcoming bus tours and invites will be issued shortly. The meeting ended at 7.55pm.	
Review of Meeting It was agreed that the meeting had gone well.	
Date of Next Meeting – Tuesday 15th September 2026	