West of Scotland Housing Association
Minutes of the Board Meeting
Hybrid Meeting via Microsoft Teams and Camlachie Boardroom
Wednesday 27th May 2026

Present (In Person): Michael Sozansky (Chair), Jim Williamson (Vice-Chair), Kenneth Fee, Ann Reid, Morag Kilbride, James Edgar Wilson, Lynsey Hamilton, Graeme Middleton, Rehana Faqir (until item 18), Kelly Adams **Present (Online): George Kpodo (from item 3)** **In Attendance (In person): Simon Fitzpatrick (CEO), Valerie Wilson (Director of Finance), Robert Campbell (Director of Housing & Community Services), Karen Shaw (Director of Development & Asset Management), Kerry Clayton (Director of Corporate Services), Alistair Reid (Corporate Services Manager), Gemma Butler (Corporate Services Officer)** **Apologies: Alison Calder**	
Disclosure of Interests **[REDACTED - PERSONAL DATA]** advised she has taken up a voluntary position as a tenant advisor with the Scottish Housing Regulator (SHR). At this stage, this was not considered a conflict of interest.	**Noted**
1. Approval of Minutes KA noted that her comments regarding the financial implications of the Corporate Business Plan and the Asset Management Strategy was not fully reflected in the minutes. The suggest change is: **‘KA noted that there had been an error in staffing costs at Budget and asked if staff were confident that the reduced investment in the Asset Management Strategy was accurate, reflected in the Corporate Business Plan, and that there were no further errors.** The minutes of the previous meeting of 25th March 2026 subject to the above amendments, were approved as a true and accurate record. They were proposed by Kelly and seconded by Ann.	**Approved**
2. Matters Arising There were no matters arising.	

3. ARC Submission GK joined the meeting at this time. The CEO presented this report. He presented the highlights and key points of this report. He confirmed that while the ARC is not a league table, our data shows we are a high performing organisation, particularly for our size and geographic scale. He confirmed there are some issues to be addressed around turnover/retention. The Staffing Sub-Committee is aware of this, and this will be a key feature of our revised Key Business Objective. MS asked if the restructures have had a negative impact on staff sickness and turnover. SF advised this has been a factor which was to be expected. SF went over the changes in performance from 2025/26. The Board approved the submission of the ARC to the SHR	**Approved**
4. Internal Audit Annual Report The Director of Corporate Services presented this report. KC discussed the follow-up and annual report, highlighting that a lot of the outstanding recommendations are historic and no longer relevant. KC advised to manage this there will be a cleanse of the actions to ensure maximum functionality of the system. KC summarised the key points of the report and asked if the chair of Audit Sub-committee had any comments (KA). KA confirmed any challenges to the report were discussed at the sub-committee meeting. The Board approved the Internal Audit Report.	**Approved**
5. Lettings Plan 2026-27 The Director of Housing and Community Services presented this report.	

He went through the highlights of this report and noted that this year is the closest WSHA has ever come to the Section 5 referral % set by GCC. **[REDACTED -COMMERCIALLY SENSATIVE DATA]** Ann R queried the service charge for Hamilton Court and why this was an issue. RC confirmed this bulk of this charge is an external charge for a warden service provided by Ayrshire Council and due to less residents living at this site. GK asked to clarify how WSHA plan to balance competing demands. RC confirmed that there is a tenancy sustainment team now in place. SF also noted that this could drive more people to using Willowacre Trust referrals. GK asked how WSHA plan to monitor diversity and equality in allocations and particularly those received as Section 5 referrals. RC confirmed that our allocations policy is covered by relevant legislation which governs our approach to equality and diversity. JW asked if there was any chance of negotiating down the 67% Section 5 nominations with GCC. RC advised he feels this would be difficult to do this and may negatively impact our relationship with GCC as well as a possible negative impact on our reputation due to the current housing crisis. **[REDACTED -COMMERCIALLY SENSATIVE DATA]** The Board approved the Lettings Plan 2026-27.	**Approved** **Approved**
6. Treasury Management Report The Director of Finance presented this report. VW advised this report confirms our current compliance and that there are no changes. VW advised there will be a larger re-financing later in the year and reminded members that there is a current re-financing exercise with RBS which is currently with their lawyers and will go to our lawyers before coming to Board in June. SF added that our treasury advisor has advised this is good value for money and this is confirmed as an appendix to the paper. KA asked for clarification on what the line titled ‘other’ is in the accounts. VW advised that this is working capital. KA asked that this information be presented in a manner that was easier to interrogate in future. VW agreed to take this forward.	

GK asked how the association plan to manage their financial risk. VW advised through having fixed contract costs with contractors we protect against inflationary pressures, and our ratio of fixed to variable loans gives us assurance on borrowing costs. VW also noted that we have taken prudent assumptions on borrowing costs in our Business Plan. The Board approved the Treasury Management Strategy	**Approved**
7. Annual Procurement Report The Director of Corporate Services presented this report. KC advised they recommend the Board approve the creation of an Annual Procurement Plan rather than review the strategy every year. KC advised that going forward she will monitor objective 3 of the report to ensure greater tenant involvement in procurement that directly impacts them. KA asked how we ensure we track procurement activity and comply with regulations and legislation. KC advised that regulated procurement is tracked and approved by CMT, or Board where required. SF added that we are often supported by external consultants for regulated procurement KS added that every project has a procurement section that goes to Development and Asset Management Sub-Committee (DAMSC). VW also added that there is procurement training for current staff. The Board approved the Annual Procurement Plan	**Approved**
8. Governance Route Map The Director of Corporate Services presented this report. KC discussed the recommendation to amend the Association's rules and the timeline for potential approval. KC advised this will help with board recruitment of tenants which has been a challenge for several years. KC presented a route map and discussed timescales for this proposal. JWilson asked if options could be presented to tenants. The CEO advised that given the poor response to recruitment of members in certain geographic locations, he felt this would not be effective.	

MS added that he feels a full board is more important than the geographical location of members.	
9. Board Brief The CEO presented this report. The CEO asked for Board's approval on all 3 items in the paper: • Gas Servicing Policy Update • Removal of Digital Channels Administrator • Electrical Safety Policy Update The Board approved the items above. The CEO presented the 'Defined Benefit Pension Scheme Funding Update' and Board was happy with this. VW advised she needed 2 members to sign and MZ (Chair) and JW (Vice-Chair) signed this. The CEO advised there were some minor changes to the write-offs, and these will be reflected in our final accounts. The CEO gave an update on the Telecare Upgrade and advised this has been an ongoing sector wide challenge for multiple years. He advised there is a potential solution to this, and the switch-off date has been confirmed for January 2027. The CEO advised Board that there is possible reputational and service risk if this solution doesn't work. However, it is likely that a 'soft' rollout of the change from analogue to digital will be required which may provide more time to assess options. The CEO advised we will bring this back to Board later this year. The CEO gave an update on Dalsholm Road. He advised we are hoping to be back on site in the summer. The CEO gave an update on CX/CF Civica. The CEO explained there are still challenges with integration and due to this the new contract will reflect an initial shorter period to assess of the system is likely to finally work, alongside stated improvements Civica's customer service, and if needed this approach allows time to reprocure a new system.	**Approved** **Noted** **Noted** **Noted** **Noted**
10. Management Accounts The Director of Finance presented this report. She discussed the different income and expenditure areas and how these are in comparison to the budgets.	

She discussed the Overheads and highlighted that there are some variances due to mismatches between budget codes and final categorisation. E.g. surveys budgeted within Major Repairs have been coded to consultancy which sits within the overheads section of the management accounts. KC, KS, RC and VW then went over the key points of their department's accounts: KS presented the Repairs & Asset Management Accounts. • Medical Adaptations – Received more grant funding this year which resulted in being able to clear the backlog • Routine Maintenance – There has been an increase in non-emergency repairs due to being proactive and picking things up in Stock conditions surveys. There has also been an increase in MMR white goods repairs. RC presented the Housing & Community Services Accounts. • Housing Direct Costs – A lot of this is due to GCC withdrawing their bulk uplift service but can see potential savings in future due to Estates Team. Some expenditure has been brought forward from 26/27 to take advantage of the major repairs underspend. • Void Repairs – Advised this is in part due to late invoices from the prior year VW presented the Finance Accounts highlighting insurance, depreciation & amortisation and interest & financing costs. VW advised of the actions for the coming year to improve management information and reporting. • Improve system reporting, fully embedding Purchasing module, CX/CF interface working which will improve accuracy of expenditure reporting. • Introduce AssetPro for component accounting. • Finance Manager recruited and new finance structure in place • Reforecasting of 26/27 to start in July and be presented to board during Q3 KA noted that moving our Fixed Asset Register from spreadsheets to the AssetPro system is very important. The CEO agreed that this was a priority The Board noted the management accounts and asked that the approach to presenting them continue in the future as it was much improved.	

11. [REDACTED -COMMERCIALLY SENSATIVE DATA]	
12. H&S Report The Director of Development and Asset Management presented this report. KS advised that the organisation have strong Health & Safety performance.	**Noted**
13. Subsidiary Report The Director of Corporate Services presented this report. The Board noted the contents of this report.	**Noted**
14. Annual Policy Report The Director of Corporate Services presented this report. KC wished to highlight that the timetable for review is looking at being streamlined. The Board noted the contents of this report.	**Noted**
15. Annual Stakeholder Report The Director of Corporate Services presented this report. MS queried if it was accurate where the report notes Santander funding finished in March 2025. RC advised he will investigate this and confirm. The Board noted the contents of this report	**Noted**
16. Annual Data Protection Report The Director of Corporate Services presented this report. KC wished to highlight going forward an update on the Data Management Strategy and action plan will now be reported to Board out with this report.	

The Board noted the contents of this report.	**Noted**
17. Risk Management Report The Corporate Services Manager presented this report. AR advised on the basis that Board have read the report this should be noted. JWilson asked to confirm what current Board member vacancies there are. AR advised there is 1 vacancy in Glasgow, 1 in Ayrshire and 1 in Lanarkshire for a tenant Board member. The Board noted the contents of this report. RF left the meeting at this point.	**Noted**
18. Resolutions There were no resolutions	
19. Notifiable Events There were no notifiable events	
AOCB The meeting ended at 20.20 pm.	
Review of Meeting It was agreed that the meeting had gone well.	
Date of Next Meeting – 24th June 2026	