

**West Whitlawburn Housing Co-operative
Management Committee Meeting of
Monday 26th January 2026 at 6.30pm
Meeting held in WWHC's Offices**

In attendance:

Committee:

S Anderson (SA) – Chairperson

C Patrick (CP) – Co-optee

A Duffin – Secretary (AD)

J Williams (JW) – Co-optee

M Alcorn (MA)

L Reynolds (LR) – Co-optee

D Nnam (DN)

Other:

G Kennedy (GK) – GK Housing Services – Observing

WWHC Staff:

G Clayton – Director (Dir)

N Carrigan – Head of Housing Services (HHS)

R Hosie – Corporate Services Officer (CSO)

K Ross – Administration Assistant (AA) - Minutes

Meeting is quorate.

1. Apologies

P Dickson (PD), L Patrick (LP), K Stubbs-Gorman (KSG)

Not In Attendance – D Murphy (DM)

2. Confidentiality

The Chairperson reminded all present about the importance of confidentiality.

3. Declaration of Interests

No items.

4. Equalities and Human Rights

No items raised at this meeting.

5. Health and Safety

No items raised at this meeting.

6. Previous Minutes

a) Management Committee meeting of 9th December 2025

The previous minutes were proposed by JW and seconded by LR and noted as an accurate record.

The Chairperson will pass the updated signed minutes to the CSO for filing.

7. Matters Arising from Previous Minutes

Management Committee Appraisals

GK Housing Services were appointed to carry out the Committee Appraisals and met with Dir and Chairperson on 24/11/2025. A link to a survey was emailed to Committee ahead of the January 2026 Committee meeting. Committee noted GK's attendance at this meeting to observe proceedings.

Rent Consultation

The Rent Consultation was noted as complete following approval of the draft budget and consultation report at the December meeting. The Dir noted final report was to be considered further in the meeting

Co-operative Development Group

The Dir confirmed Blase Lambert of Confederation of Co-operative Housing attended the Committee meeting on 09/12/2025. The Dir noted the item will be discussed further in the meeting.

Committee noted the updates.

8. Correspondence

No items raised at this meeting.

9. Delegates Reports and Affiliated Organisation Information

a) Employers in Voluntary Housing (EVH)

MA confirmed that no meeting was held in January 2026. MA also provided an update on planned enhancements to the EVH website.

The Dir advised that the EVH annual membership fee invoices for WWHC have been received.

Committee noted the updates

b) Glasgow West of Scotland Forum of Housing Associations

AD summarised GWSF's finalised 2026 Election Manifesto, highlighting sector priorities for the year ahead, including compliance with Awaab's Law and increasing the supply of affordable social housing.

AD further advised that the next open meeting is scheduled for 25/02/26.

Committee noted the updates

c) Scottish Federation of Housing Associations (SFHA)

The Dir provided a verbal update, confirming that SFHA's Election Manifesto and service offerings are aligned with those of GWSF. Emphasis was placed on shared priorities including net-zero targets and increasing the supply of affordable social housing within the manifesto.

Committee noted the update.

d) Social Housing Safety Network Scotland

The Dir presented the Member Round-Up, outlining the Regulator's focus for the 2026/27 financial year. Key priorities include preparation for Awaab's Law, noting the revised implementation date of October 2026. The Dir advised that guidance is beginning to become available which will be reviewed and implemented in due course.

Committee noted the update.

10. Governance and Assurance

a) Schedule of External Submissions 2025/2026

The Dir confirmed all items remain up to date. The final submission for 2025/26 is the Management Accounts is due at the end of February 2026.

Committee noted the update.

b) Management Committee Training Plan

The Dir confirmed that WWHC Staff and Committee GDPR training with the Data Protection Officer was completed on 19/01/2026. MA noted that the session was positive and engaging.

Committee noted the update.

11. Scottish Housing Regulator

a) Invite to Roundtable Discussion

The Dir advised that the Lead Officers and Chair's of the Fully Mutual Housing Co-operatives have been invited to attend a roundtable discussion with the SHR on 05/03/2026. It was noted that SA is unable to attend. Committee agreed that AD will attend.

The Dir is to confirm the outcome of the roundtable discussion in due course.

Committee noted the update.

12. Director Report and Targets

Staffing

The Dir updated Committee on the Concierge Staffing arrangements.

The Dir advised the job advert for the new Housing Manager post is live with the closing date 30/01/2026. AD as Chair of the Staffing Sub Committee will sit on the interview panel, alongside The Dir and HOHS.

Procurement

The Dir provided a verbal update on the Lift Maintenance and Servicing and CCTV and Door Entry procurement. The Dir confirmed that tender documents are being progressed and the interim arrangements remain in place.

JW questioned if the Dir had considered a framework agreement for the lifts contract. The Dir confirmed a framework had been considered but we have opted for one contractor only to maintain accountability and performance along with health & safety considerations. Committee further discussed contract lengths and options for extension periods dependent on performance.

The Dir confirmed that contract yearly uplifts are expected to follow CPI.

Stage 3 Adaptations

The Dir confirmed that WWHC are progressing current and new applications and that funding remains for 2025/26. Property Services is forecasting to have the full allocation spent by 31/03/2026.

Internal Audit

The Dir confirmed Internal Auditor (IA) procurement is ongoing. The Quick Quote deadline was 12/01/2026. Tender scoring to be completed ahead next PA&R Sub Committee with a target date for awarding the contract before end of February 2026. The Dir note that appointment of the IA is delegated to the PA&R Sub Committee within the Standing Orders.

Tenant Satisfaction Survey (TSS)

The Dir confirmed that Research Resource will be present at the February 2026 PA&R meeting to present the TSS report. Committee noted they will have an opportunity to ask questions. An action plan will follow thereafter.

Insurance Tender

The Dir confirmed that work on the 2026/27 insurance cover has commenced with WWHC's Insurance Broker, Howden. The Dir advised that credit / background checks for senior staff and Committee members may be required as indicated by Howden. JW and LR raised concern as to why the insurance broker was requesting credit checks. The Dir confirmed that Howden are carrying this out as part of their due diligence.

JW informed committee that some insurers are now specifically assessing flooding risks for RSL's as part of policy renewals. The Dir noted this feedback and confirmed we will keep up to date with all the insurers requirements.

Committee noted the updates.

13. Treasury Management Update Report

The Dir presented the Treasury Management Update Report, following the annual report in Treasury Management approved in December 2025. The Dir conformed all funds have been reinvested via Flagstone.

Committee noted the update and content of the report.

14. Budget and Rent Setting 2026/27

The Dir presented the report on the annual budget and rent setting for 2026/27, following approval to consult on a 5.1% rent increase at the December 2025 meeting.

Committee reviewed the consultation outcome report, consultation process, including all appendices, and considered the tenant responses received. A comparison of responses with previous years was noted, providing context with engagement levels and response trends. The Dir advised this marked the first year of issuing surveys via HomeMaster, replacing CX Feedback used in previous consultations.

Committee noted the turnout and feedback from 2 tenant focus group sessions. The Dir and Committee agreed that a refreshed consultation strategy will be explored for 2026/27 to strengthen engagement and tenant participation.

Management Committee approved the rent increase for all properties and lock ups of 5.1% for 2026/27.

15. Confederation of Co-operative Housing (CCH)

The Dir presented the finalised CCH membership proposal following the meeting with CCH's Chief Executive Blase Lambert in December 2025.

Committee noted member benefits and proposed costs to WWHC, alongside costs to the fellow Co-op's. The Dir confirmed that the costs presented have been included in the 2026/27 budget and will be reviewed next year. The Dir further confirmed that a detailed review will be reported at the half year position of membership.

Committee agreed to approve WWHC membership of the Confederation of Co-operative Housing for 2026/27.

16. Policy Reviews

a) Entitlements, Payments and Benefits Policy

The CSO presented the review of the Entitlements, Payments and Benefits Policy. The Policy has been reviewed and amended based on the SFHA's update to their model policy in January 2026. Committee further noted the updates to Appendix B.

LR queried WWHC's position on hiring members of the community or other tenants or residents who may be connected the members of the Management Committee, due to the locality and size of the

organisation. The Dir confirmed that any declarations of interest would be managed on a case by case basis in line with these policies.

Committee approved the Entitlements, Payments and Benefits Policy, including Appendix B, for ongoing implementation.

b) Employment Reference Policy

The Dir presented the review of the Employment Reference Policy. The Policy is new and adopted from the Model EVH Employment Reference Policy.

Committee approved the Employment Reference Policy for implementation.

c) Void Management Policy

The HHS presented the review of the Void Management Policy. The Policy has been reviewed to include updates to The Legal, Good Practice and Regulatory Framework section, along with appendix outlining the void property procedure. Following audit recommendations, a full list outlining roles and responsibilities has been introduced and is appended.

Committee approved the Void Management Policy for ongoing implementation.

d) Notifiable Events Policy

The Dir presented the review of the Notifiable Events Policy. The Policy has been reviewed to update the wording in Appendix 2, to match that of the SHR's guidance.

Committee approved the Notifiable Events Policy for ongoing implementation.

17. Committee Appraisals

The Chair thanked GK for their attendance at the meeting. The Dir advised that due to MA's leave of absence, the report will be delayed until April 2026 so that all Committee can be included in the assessment and report.

GK and The Dir thanked Committee for responding to the survey.

JW raised a question regarding the next stage of the process. GK confirmed that they will now review and consolidate the observations and recommendations received. A series of one-to-one sessions will take place to identify strengths and weaknesses within Committee. The CSO will work with Committee and GK and plan interviews accordingly.

Committee noted the update.

18. AOCB

Energy Action Scotland – Octopus

The HHS advised that WWHC have received an additional 18.2% of the original funding offered. The HHS confirmed that we will now have an additional £4,650 to support tenants.

Committee noted the update.

19. Date and Time of Next Meeting

Monday 23rd February 2026 at 6.30pm

20. CONFIDENTIAL ITEMS

No items.

Meeting closed at 7.50pm.

Print name:

Date:

Signed: