

**WHEATLEY HOMES SOUTH LIMITED  
MINUTE OF BOARD MEETING  
held on Wednesday 25 March 2026  
Brasswell Dumfries**

**Members Present:** Jo Boaden (Chair), John Henderson, Michael Greaves Mackintosh, Joan Pollard (via Teams), Gary Legg, Karen Hunter, Donald Carruthers, and Jane Clark Hutchison.

**In Attendance:** Pauline Turnock (Group Director of Finance), Alex Lamb (Managing Director), Eilidh Mowat (Governance Business Partner), and Louise Morrison (Finance Manager).

**In Part:** Jamie Little, Strategic Housing and Regeneration Manager, Dumfries and Galloway Council (Item 5), Brian Stewart, Director of Investment, repairs and compliance (Item 6), Lewis McGregor, Director of IT and Digital Services (Item 12), and Laurie Carberry Director of Procurement, Fleet and Utilities (Item 13).

**1. Apologies for Absence**

Apologies were received from Helen Campbell.

The Chair confirmed the meeting was quorate.

**2. Declarations of Interest**

The Board noted the standing declaration of interest. No new declarations were made.

**3. a) Minute of 11 February 2026 and matters arising**

**Decided: The Board approved the minutes of the meeting of 11 February 2026.**

**b) Action list**

The Board was provided with an update on the outstanding actions and noted the update provided on rent increase comparators and the costs of the Helping Hand Fund to date.

The Board discussed the action related to the categories of damp and mould and discussed our approach to damp and mould, including messaging to staff.

**Decided: The Board noted the action list and the updates.**

#### **4. Chair and Managing Director update**

The Chair provided an update on the key discussions and decisions at the February Wheatley Group Board meeting. A further update was provided to the Board on our Gender Pay Gap reporting for 2025/26.

#### **5. Addressing depopulation in Dumfries and Galloway (presentation)**

The Board was provided with a presentation on addressing depopulation in Dumfries and Galloway. The Board noted the background: three research reports commissioned by Dumfries and Galloway Council and funded by the Scottish Government through the Addressing Depopulation Action Plan and Fund. The findings offer insight into the population and demographic challenges facing Dumfries and Galloway.

The Board was provided with an overview of the three research themes, the Dumfries and Galloway total population trends and changes 2001-2024; migrations and population projections 2022-2032.

The Board discussed how our strategy aligns with regional depopulation findings by: prioritising affordable homes, MMR and allocation to homeless households, improving neighbourhood safety and liveability; investing in digital connectivity; delivering homes that suit young families and partnering with employability and training programmes. The Board agreed that our strategy acts as a delivery engine for the housing, community, regeneration and customer elements that the depopulation research identifies as essential.

The Board discussed the impact of short-term and holiday lets upon the availability of housing within the region and the other barriers to housing such as the rental market, affordability and availability. The Board also emphasised the lack of transport within the region and how we might consider the sustainability of our developments.

The Board emphasised the importance of our continued partnership working with Dumfries and Galloway Council and the recognition of our shared strategic priorities through our Strategic Agreement.

**Decided: The Board**

#### **6. Home Safety building compliance update**

The Board received an update on the home safety building compliance workstreams during 2025/26.

The Board discussed our programme of home safety compliance and noted the high level of compliance reported. The Board discussed the contract with Equans and noted the assurance provided on their performance, our oversight of the contract management and noted we have access to their systems for monitoring.

**Decided: The Board noted the content of this report and the ongoing approach to managing and delivering our compliance related works.**

## **7. Income, Arrears and Debtors Policy**

The Board received an overview of the review of the Income, Arrears and Debtors Policy, noting that this was subject to subsequent Group Board approval of the refreshed Group Arrears and Debtors Framework. The Board noted that advice had been received from our legal advisers on modernisation of the language and this had been implemented in the policy.

The Board discussed and endorsed the strong focus on supporting tenants, in particular in areas such as income maximisation and access to advice on issues such as Universal Credit.

The Board asked that consideration be given to clarity of the language used across our policies and strategies. Terms are used interchangeably which can be confusing.

**Decided: The Board:**

- 1) Noted the content of the report and updates to the Policy; and**
- 2) Approved the Wheatley Homes South Arrears and Debtors Policy subject to approval by the Group Board of the Group Income, Arrears and Debtors Framework.**

## **8. Customer engagement framework**

The Board received an update on the revised Customer Engagement Framework.

The Board discussed the framework and agreed that it is essential that it is underpinned by our own Engagement Plan.

The Board discussed the communications approach within the strategy. The Board noted the appointment of a neighbourhood communications officer and an increase in localised communications to be pushed through social media channels, to support the strategy.

The Board asked that further details be provided on the communication strategy for customer engagement more broadly.

**Decided: The Board provided feedback on the revised Customer Engagement Framework and agreed that it progresses to the Group Board for approval.**

## **9. Protecting people policies**

The Board received a summary of the updated suite of Protecting People Policies.



enhancing our approach to managing community benefit, including engaging with partners on established good practice, such as the use of technology.

**Decided: The Board noted the contents of this report.**

**14. AOCB**

No other items of business were raised.

**Signed: ..... (Chair)**

**Date: .....**