

# WELCOME

# Annual General

# Meeting 2022

*Wellhouse: the Place to Be*



**wellhouse**  
Housing Association

Trust Honesty Integrity Excellence Accountability Sustainability

# Chairs report: Regulatory Engagement 21/22

- Wellhouse HA is fully compliant with the regulatory standards of governance and finance with the Scottish Housing Regulator.
- We continue to work with the Scottish Housing Regulator in a positive and constructive manner –we have submitted an assurance statement; loan portfolio, finance plans and annual return on the charter as well as regular Covid reports as required.
- There has been zero expenditure on regulatory engagement or directly related costs since last year's AGM.

# Chairs Report: governance

## **Your elected committee in 2022/22 –**

- Held 11 committee meetings in the year and our AGM - all of which were held remotely;
- Scheduled 13 days of internal audit days in 2021/22 conducted by Wylie Bisset, reviewing the following subjects – Complaints handling, Overall Financial controls and Budget setting process
- Conducted a 7<sup>th</sup> consecutive year of committee appraisals and are acting upon continuous improvement and our approved succession planning policy;

# Governance continued

- Reaffirmed our approach to equalities & diversity, extending it to embrace human rights and promoted this to tenants, applicants, staff and stakeholders. We are working with the regulator and membership bodies to ensure we get this right;
- Submitted our returns timeously and accurately to the SHR, OSCR and the FCA;
- Continued networking with our colleagues in EHRA which included campaigning and lobbying, service improvement and benchmarking performance, social welfare projects and initiatives, employment and training for local people and training for EHRA staff and committee and worked with EHRA to produce a covid response report, which was published earlier in the year
- Commissioned a joint project with peers across Glasgow to review governance and supporting documents;
- Worked with the city council and Scottish Water to explore future development options; and
- Worked with elected members to aim to resolve issues around refuse, bulk and recycling.

# Chair's report

Wellhouse Housing Association Executive Management:-

- Switched the service to a hybrid service delivery model and moved all IT onto the cloud, with a new software system for all aspects of the business.
- Focused on Value for Money –cutting the costs in a number of areas of the business and continuing to keep this as a focus;
- Retained a number of charter marks from the Chartered Institute of Housing and other bodies;
- Make significant progress, in partnership with Glasgow City Council and Scottish Water, with our plans in relation to flood mitigation and environmental work in order to prepare for development work and commissioned a new development agent;
- Focused on operations and core business;
- Completed a further programme of policy reviews;
- Published all committee minutes and reports;

# Chair's report

*In addition, as an organisation we have:*

- Reported on our performance to tenants;
- Produced a plan for common areas, bin shelters and back courts which can be launched post-lockdown;
- Supported community activities over the lockdown period and negotiated new service providers for the Hub café and community activities;
- Renovated and marketed the vacant shop unit at 17-19 Newhills Road. The property was relet from 1<sup>st</sup> September 2022
- Worked with Glasgow City Council on matters such as refuse collection; fly tipping; litter and dog fouling.

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## looking ahead, we will -

- Implement our new 3 year strategic plan which was approved in June;
- Implement our updated asset management and sustainability plans
- Update the valuation and Site Investigations for the St John Ogilvie Site & Balado Road Primary Schools site and open negotiations accordingly (lockdown caused significant delays);
- Invest in back court and bin area upgrades;
- Consult widely with tenants;
- Carry out a further rent affordability exercise;
- Explore options around estate management and bulk refuse with EHRA colleagues;
- Reinvest in our staff with IIP reaccreditation; and
- Invest in the Hub in relation to maintenance work required.