

**Tuesday 3 February
2026 5pm**



ng homes BOARD MEETING

The Ron Davey Enterprise Centre





AGENDA

Meeting: Board Meeting **Invitees** Board

Location: The Ron Davey Enterprise Centre,
10 Vulcan St

Date Tuesday 3 February 2026

Time 5.00pm

Please submit any apologies to Cheryl Murray

Email: cmurray@nghomes.net

Telephone: 0141 630 4324

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1.	Apologies			
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3.	Minutes of the Previous Meeting			
a.	Minutes of Board Meeting on 4 December 2025 i) Matters Arising			7
4.	For Approval			
a.	Health & Safety Policy	Yes	HL	17
b.	Rent Increase Consultation Results	Yes	LC	31
c.	Policy Calendar Review	Yes	TS	35
5.	For Ratification			
a.	Payment and Benefit Case No 175	Yes	LC	39
6.	Updates from Chairs of Committees/Subsidiaries			
a.	NGPS Board Meeting on 17 December 2025	Verbal	JT	-
b.	Finance, Resources and Performance Committee	Verbal	GS	-
7.	Chief Executive's Update			
8.	Chairs' Remarks	Verbal		-
9.	Delegates Feedback	Verbal		-
10.	AOCB			
11.	Date of the Next Meeting – 17 March 2026			

Enclosures

None

For Noting - available to view on SharePoint:

None

Minutes of Committees and Subsidiaries – available to view on SharePoint:

- NGPS Board meeting on 17 December 2025

3.	Minutes of the Previous Meeting		
a.	Minutes of Board Meeting on 7 October 2025		
	<p>Board AGREED the minutes were an accurate record of the meeting.</p> <p>Proposed C Cook Seconded G Satti</p> <p>i) Matters Arising None.</p>		
b.	Minutes of Board Meeting on 25 October 2025		
	<p>Board AGREED the minutes were an accurate record of the meeting.</p> <p>Proposed J Fernie Seconded C Cook</p> <p>i) Matters Arising None.</p>		
4.	For Approval		
a.	Management Accounts – Q1-2 to 30 September 2025		
	<p>BH presented the report and commented on the Association's performance against budget.</p> <p>Member enquired on the performance of void properties in the Income and Expenditure given there has been a focus on turning voids around quickly.</p> <p>BH reported that void rent is performing better than expected, while void spend is ahead of budget. BH explained that some voids are more challenging to manage due to issues such as asbestos or difficulties with utility companies.</p> <p>The member acknowledged that void turnover is outperforming the target and suggested that targets should remain challenging.</p> <p>Member queried the growth in bad debt and commented that an increase in rental income with an increase in bad debt is counter intuitive.</p> <p>BH commented that the Association has a tough bad debt policy i.e. any debt over £900 needs cleared down to zero in its entirety. The implementation of the new housing management system has slowed</p>		

	<p>some items down so less was written off during that period. BH confirmed it will catch up.</p> <p>Members APPROVED the management accounts for the period to 30th September 2025.</p> <p>Proposed A Gow Seconded J Fernie</p>		
b.i	Rent Increase %		
	<p>BH presented the report and stressed the importance of balancing tenant affordability with the essential work required to maintain and improve homes and services.</p> <p>The Association has tried to maintain increases in rent in a steady reasonable manner, avoiding any large spikes.</p> <p>BH referred to the changing priorities within the sector. There have been changes in legislative requirements, net zero is still uncertain and damp and mould is a major focus. CEO commented that there is new legislation coming into force affecting on how tenancies should be managed.</p> <p>Member asked whether the Association had considered a multi-year deal for the rent increase. Members discussed the pros and cons of a multi-year approach. It was agreed now was not the right time.</p> <p>Members discussed the rent increase options and AGREED North Glasgow Housing Association's rent and service charges consultation options for 2026/27 to be 6%, 6.5% and 7%</p> <p>Proposed C Cook Seconded G Satti</p>		
b.ii	Rent Increase Consultation		
	<p>LC presented the report advising of the timeline and various methods for consulting with tenants on the 26/27 rent increase.</p> <p>Members discussed the content of the letter including the reference to signposting tenants who may require financial support. The services of GEMAP were discussed at length and the Association intends to</p>		

	<p>continue offering GEMAP as a core service and will continue to encourage customers to utilise their services.</p> <p>Members also discussed the reference within the letter to the list of increased costs ng homes are faced with which provides a rationale for the rent increase options. Members discussed and AGREED the final version of the letter.</p> <p>Member expressed interest in providing tenants with more detailed information on what each option would mean in terms of investment.</p> <p>CEO noted that it is challenging to be specific about future investment, as the Association must maintain financial headroom to respond to legislative changes and undertake essential health and safety works. These works can be costly and often go unnoticed by tenants. The CEO provided examples of previous instances where this had occurred.</p> <p>Members AGREED the consultation plan for the rent increase and service charge increase for 2026/27.</p> <p>Proposed J Thorburn Seconded G Satti</p>		
c.	Stonyhurst Street Refurbishment Tender		
	<p>CB presented the report and reminded members that when she presented to the Board in October she advised that she would come back to this meeting to present a full bill of quantities for the refurbishment of the vacant units at Stonyhurst Street.</p> <p>CB advised that the bill of quantities was presented using a traditional approach rather than a design-and-build method, in order to maintain greater control.</p> <p>CB presented a PowerPoint which provided a more detailed view of the plans for the refurbishment.</p> <p>CB advised that reducing the number of units from 25 to 23 has enabled the creation of larger dwellings, which are better suited for families and currently in high demand.</p>		

<p>Challenges of the refurbishment were discussed including working with the current fabric of the building to ensure it meets current legislation.</p> <p>CEO advised that several options for the heating system are still being considered including the possibility of leveraging in additional funding.</p> <p>The procurement timeline is very tight as the project needs to be onsite by March 2026 in order to satisfy Glasgow City Council (GCC) stipulations for the grant funding. Five contractors were deemed suitable at stage one of the tender process and will progress to stage two.</p> <p>CB went on to say that the outdoor spaces are also incorporated into the design including the streetscape, softening the back courts and ensuring access for cleansing to service the area – which will help with the vermin issue.</p> <p>BH advised that the Association’s subsidiary, DSGL, is VAT registered and operates outside the VAT group. This could be utilised by the principal contractor as an efficiency measure to achieve VAT savings.</p> <p>BH further confirmed that all costs for ng homes can be accommodated within the existing budget, with no requirement for additional borrowing.</p> <p>Members agreed that it was important to maximise any available funding streams.</p> <p>Members expressed their satisfaction at seeing units that had been vacant for over 20 years being brought back into use, noting that this not only helps address the housing crisis but also enhances the image of the area.</p> <p>Members APPROVED the appointment of the successful contractor following completion of the procurement process.</p>		
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	Proposed J Fernie	Seconded G Satti		
5.	Updates from Chairs of Committees/Subsidiaries			
	The Chair stated that, as part of the new governance structure, two new committees have been formed and confirmed that each has held its first meeting. Updates from committee and subsidiary Chairs will remain a standing item on the Board agenda. All Chairs have been asked to provide updates with sufficient detail to enable Members to understand how the initial meetings were conducted and the nature of discussions that took place.			
a.	Audit, Risk and Compliance Committee on 13 November 2025			
	JT provided an update on items covered at the first ARC Committee including approval of the internal audit plan and the health and safety report for the quarter. JT advised there was also adequate discussion on legal and regulatory returns, the internal audit tracker and the compliance report for September.			
b.	ng2 Board meeting on 18 November 2025			
	<p>In JB's absence as Chair, BH provided an update on behalf of JB regarding items discussed at the ng2 Board meeting. This included a review of the management accounts, which indicated a projected year-end turnover of £6.5m. BH also reported that the health and safety update had been considered, noting a few incidents during the period. The company health plan was renewed, and the operational report was discussed in detail, highlighting how activities such as the bulk programme continue to deliver benefits to the area.</p> <p>BH then presented a report seeking approval from the ng group parent Board for an appointment to the subsidiary ng2 Ltd Board. Members considered and APPROVED the appointment of Thomas Turley to the ng2 Board.</p> <p>Proposed C Cook Seconded J Fernie</p>			
c.	Finance, Performance and Resources Committee on 27 November 2025			
	GS reported that at its first meeting, the committee recapped its remit and how it aligns with the Association's governance structure. Members reaffirmed expectations regarding their contribution and discussed the agenda and reporting format.			

	<p>GS went on to say the committee discussed and approved the management accounts for the period to 30 September 2025; the Expenses Policy for 2025/26; renewal terms for the company health plan; office closure for the festive break; and the bad debt report for the period July-September 2025.</p> <p>The committee also discussed the loans report to 30 September 2025; the investment report; performance report; human resources report; and homeless report.</p> <p>Two verbal updates were provided by officers on the housing services restructure and concierge restructure.</p>		
	<p>Both committee Chairs agreed they were satisfied with how the first meetings had been conducted and noted that they generated constructive discussion and a good exchange of ideas.</p>		
6.	Chief Executive's Update		
	<p>CEO advised that he had attended the SHR's meeting for systemic organisations as well as the SFHA Finance Conference where changes to the Housing Bill were discussed. CEO summarised what it will mean operationally for RSLs including a change to policies and tenancy agreements. It will also mean training for staff. The Association is liaising with its lawyers in advance of more detailed guidance.</p> <p>CEO advised that a meeting with the Scottish Fire and Rescue Service is arranged for next week to introduce them to the new fire panels installed within the multis and discuss the evacuation procedure.</p> <p>CEO advised that the project that attracted £249k in grant funding to install sensors in our stock to monitor and understand the cause and effects of damp and mould started last week.</p> <p>The CEO referred to the update provided to Members during the Board Strategy and Training event in October regarding cyber security and advised that progress continues to achieve the government-recognised Cyber Essentials kitemark.</p>		

	<p>The implementation of the Association's new housing management system, HomeMaster, went live in October and continues to be embedded and will provide more transparency and clarity of data.</p> <p>The Association was awarded £1m grant funding to undertake a single building assessment.</p> <p>The Association has received enquiries from two local Councillors in regard to the vacant site at the corner of Ashfield Street and Crowhill Street. CEO advised that staff are looking at options for some short-term use of the site and a consultation with local residents will be commissioned in quarter 4.</p>		
7.	Chairs' Remarks		
	<p>Chair noted the success of the Board Strategy and Training event and the appetite from Members to continue with a similar format.</p> <p>Chair attended the SFHA Finance Conference earlier this month and found it informative. The slides are available to view on the SFHA website.</p> <p>Chair attended the CIH Scotland Housing Awards on 14 November and was pleased to report that the Association had won the CIH Excellence in Housing Innovation award for our partnership work with Insite Specialist Services on dealing with condensation, damp and mould and passed on the Board's thanks to all staff involved.</p> <p>The Chair announced the passing of former Board Member Isabella Cross, who joined the ng homes Board as part of the Scottish Homes Stock Transfer in 2001. She served as a Board Member until 2022 and subsequently sat on the ng2 Board until last year.</p>		
8.	Delegates Feedback		
	<p>JT provided an update from EVH regarding the pension deficit projected until 2030. JT explained that currently charges for participating in the pension scheme are applied as a single flat charge. However, going forward it is to become a two-part structure: a standing charge plus an additional variable charge. Directors should expect formal communication on this change soon.</p>		

9.	AOCB		
	Members commended TS for his intervention in a critical situation involving an individual at risk of self-harm.		
10.	Date of next meeting – Tuesday 3 February 2026 Meeting ended at 6:55pm		

DRAFT



Board Meeting

For Approval

To: Board
From: Health and Safety Manager

**SUBJECT: POLICY REVIEW FOR APPROVAL;
HEALTH AND SAFETY POLICY**

DATE: 3 February 2026

1.	Introduction
	<p>This policy was prepared to support the Association’s approach to strong health and safety management, best practice, and compliance with the Health and Safety at Work etc Act 1974.</p> <p>In compliance with HSE recommendations, this policy is due for annual review.</p>
2.	Policy Review
	<p>The policy has undergone its annual review and there are no changes in organisational structure or legislation which require any amendments to the Associations Health and Safety Policy.</p> <p>After approval, the statement of intent will be required to be signed by: The Board Chairperson; NG2 Board Chairperson; NGPS Chairperson and the CEO to show the commitment to health and safety at the highest levels within the Association and Governing Body. This section will be required to be signed annually (or sooner) following review.</p>
3.	Risk And Mitigation
	<p>The risk associated of not having a current health and safety policy in place is that the Association fails to meet legislative compliance and compromises the health and safety of our tenants, staff and building users. The mitigation is to have a regular review of the Health and Safety Policy to ensure everything is in line with current legislation and good practice.</p>
4.	Link to the Association’s Business Plan priorities and the SHR Governance Standards
	<p>Ensuring our Health & Safety Policy remains current, robust and aligned with best practice is fundamental to the sustainable achievement of our organisational priorities, protecting the wellbeing of our communities and maintaining strong governance.</p> <p>It also fulfils Standards 1, 2 & 4 of the Scottish Housing Regulator’s Standards of Governance and Financial Management for RSLs:</p>

	<p>SHR Standards of Governance and Financial Management:</p> <p>Standard 1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2 The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 4 The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation’s purpose.</p>
5.	Recommendation
	The Board is asked to APPROVE the reviewed Health and Safety Policy.



Health and Safety Policy

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1. Introduction

ng homes is a leading community based Housing Association that provides housing and support services to almost 7,000 tenants and owners within North Glasgow, covering Springburn, Balornock, Possilpark and Parkhouse areas.

The ng group comprises ng homes together with its subsidiary companies, ng2 Ltd, ng property and ng design. This Policy outlines the health and safety arrangement for all ng group employees and applies to all persons who may be affected by our acts and omissions, work activities and services including tenants, residents, volunteers, contactors and members of the public.

The intention of the policy is intended to demonstrate the commitment to planning and managing health and safety; to strive for excellence in our standards; reduce incidents and demonstrate to all that the ng group is fully committed to health, safety and wellbeing.

2. Statement of Intent

The ng group, comprising of North Glasgow Housing Association (ng homes) and its subsidiary companies ng2 Ltd, ng property (Scotland) Ltd and Design Services Glasgow Ltd, recognises its responsibility to ensure, so far as is reasonably practicable, the health and safety of all of its employees, tenants and residents, contractors, and anyone who could be affected by the works it undertakes.

Health and Safety has a higher priority over other aspects of management and will be managed with commitment from all.

To promote and maintain the highest standards for health and safety and to create a positive safety culture across the ng group, the organisation will commit time and resources to achieve the following:

- Maintain legal compliance with all applicable health and safety legislation as a minimum and will strive to exceed legislative requirements wherever possible;
- Provide adequate control of health and safety risks arising from the activities we undertake through risk assessment and consultation with employees;
- Provide and maintain safe premises, machinery and equipment;
- Maintain safe systems of work;
- Ensure safe handling and use of substances;
- Provide appropriate information, instruction, training and supervision for employees;
- Provide appropriate information to tenants, residents and other customers and visiting members of the public;
- Maintain safe and healthy working conditions;
- Put measures in place to prevent accidents and cases of work-related ill health;
- Provide suitable welfare facilities;
- Consult with employees on matters affecting their health and safety; and
- Review and revise this Policy as necessary at annual intervals or earlier in line with any legislative or regulatory requirements or good practice guidelines.

Chief Executive Officer	Chair of ng homes	Chair of ng2 Ltd	Chair of ngps
Date	Date	Date	Date

3. Responsibilities

It is recognised that under the Health and Safety at Work etc Act, everyone has a responsibility to ensure their own health and safety and that of others. Those in positions of responsibility have additional responsibilities placed upon them:

3.1 The Board

While not actively involved in the day to day running of the organisation, the Board, led by a Chairperson, is responsible for the strategic direction of health, safety and wellbeing. The Board will ensure that the decisions made will take cognisance of health and safety legislation and ng homes policies and procedures and that sufficient resources are allocated for this purpose.

3.2 The Chief Executive Officer (CEO) and Deputy CEO (DECO)

The CEO is ultimately responsible for the conduct of the ng group and that of its staff and any others who may be affected by the work activities of the ng group. Through formal delegation, the CEO will ensure the effective implementation of the health and safety policy. The DCEO will, at times of absence and whenever required, deputise for the CEO and assume the responsibilities of the CEO as mentioned above.

This will be achieved through:

- Ensuring that health, safety and wellbeing is an integral part of the management of the organisation and will show commitment to continual improvement and a high standard of health and safety performance;
- Ensuring that all organisation decisions made reinforce the statements made in the above statement of intent;
- Ensuring adequate resources are made available for the efficient and effective management of health, safety and wellbeing;
- Appointing and supporting the competent person to provide the organisation with advice on health and safety compliance and prohibitions; and
- Setting a positive personal example in health, safety and wellbeing.

3.3 Directors and Deputy Directors

Directors and Deputy Directors have responsibility for ensuring the health, safety and wellbeing within their service area.

This will be achieved through:

- Ensuring health, safety and wellbeing is an integral part of the management of their respective services;
- Developing a positive safety culture within their services and visibly demonstrate leadership and a commitment to health, safety and wellbeing performance;
- Ensuring the effective operation of the management structure and the communication of health and safety issues and the effective coordination of responsibilities with partners services and/or organisations;
- Ensuring the accountability for health, safety and wellbeing management is properly assigned, understood and accepted at all levels and that effective monitoring and reporting arrangements are in place to provide timely and appropriate information to service management teams.
- Providing adequate resources to enable the delegation of their health and safety responsibilities; and
- Setting a positive personal example in health, safety and wellbeing.

3.4 Heads of Service and Managers

Employees who manage, supervise or have responsibility for employees, trainees or members of the public are accountable for health, safety and wellbeing matters and have responsibility for the implementation and operation of this policy within the span of their management control.

This will be achieved through:

- Providing leadership on health, safety and wellbeing to their employees and actively promoting improvements in health and safety standards in their teams;
- Ensuring the occupational safety and wellbeing of all employees, trainees and other persons who may be affected by the work activities of their teams (e.g. tenants and residents, visitors, volunteers, members of the public, contractors etc.);
- Ensuring suitable and sufficient risk assessments are carried out for work activities in their area of control;

- Ensuring that, where risks identified through the risk assessment process cannot be eliminated, action is taken to reduce risk to the lowest level reasonably practicable;
- Ensuring that risk assessments are formally recorded and that significant findings are brought to the attention of those affected;
- Ensuring that all employees and trainees in their area of responsibility are competent to carry out their work activities in a manner that will not cause harm to themselves or others. This will require the timely provision of suitable information, instruction, training and supervision;
- Ensuring all employees and trainees in their area of responsibility have appropriate protective equipment and clothing where this is required, and are given suitable information, training and instruction on its correct use;
- Ensuring that employees new to their team are given a workplace safety induction during their first week at work or as soon as is reasonably practicable;
- Ensuring effective systems exist for the reporting of hazards and defects to premises, plant, equipment or processes which may affect health and safety, making sure these defects can be made safe in a timely manner;
- Ensuring that accidents, incidents and cases of work-related ill health, within their area of responsibility are promptly reported in accordance with ng homes incident reporting procedures;
- Ensuring that accidents, incidents and cases of work related ill-health are investigated and reasonable actions are taken to prevent a recurrence;
- Effectively communicate health and safety information, particularly where there are organisational and/or procedural changes;
- Monitoring safety performance and satisfy themselves that safety standards are being maintained and that shortcomings are rectified in good time.
- Setting a positive personal example in health and safety.

3.5 Employees

All employees of ng homes and the subsidiary ng2 have a responsibility to protect the health, safety and wellbeing of themselves and others who may be affected by their acts or omissions.

This will be achieved by:

- Cooperating so far as is necessary to enable ng homes to comply with any duties or requirements placed on it by relevant health and safety legislation;

- Not interfering with, or misusing anything provided in the interest of health, safety and wellbeing. This includes personal protective equipment (PPE) provided for their safety;
- Using and maintaining PPE and clothing provided to them in accordance with instructions and training received, reporting any loss or obvious defect to PPE to their supervisor or manager;
- Using machinery, equipment, safety devices etc. in accordance with instructions and training received;
- Reporting to their line manager any work situation that could present a serious or immediate danger to health and safety, or any matter considered to present a potential failure of current arrangements for health and safety;
- Reporting any accident, violent incident or near miss they have been involved in, or witnessed, to their line manager at the earliest opportunity;
- Following any emergency procedures in the event of imminent danger, such as emergency evacuation of the workplace;
- Undertaking relevant training, as directed by their line manager, to ensure they are competent to perform their duties safely.
- Setting a positive personal example in health, safety and wellbeing.

3.6 Health and Safety Manager

The Health and Safety Manager is appointed by the CEO as ng homes competent person as defined within the Management of Health and Safety at Work Regulations 1999. The Health and Safety Manager will provide strategic and operational support to allow the ng group to meet its statutory obligations and promote best practice to ensure the ng group is a centre of excellence for health, safety and wellbeing.

The responsibility for managing health and safety lies with all managers at all levels across ng homes.

The Health and Safety Manager will be the principal contact for liaison with external health and safety organisations such as The Health & Safety Executive, The Scottish Fire & Rescue Service and The National Health Service.

The Health and Safety Manager, acting on behalf of the CEO has the authority to:

- Inspect and audit all work environments/work activities and report to management on any non-conformance;
- Report to managers and responsible officers where risks are found, advising of required actions and target timescales. Where actions are not completed by the timescales

provided, the Health and Safety Manager may escalate to Deputy Directors / Directors / CEO;

- Instruct work activity to cease where there is deemed to be immediate danger and risk of serious personal injury. This will, where possible be achieved in discussion with the relevant manager. Following such instruction the Health and Safety Manager will provide a written report to management on the steps required to rectify the situation before the activity can resume. Such recommendations can initially be made verbally where works are of an urgent nature, and be monitored to ensure the recommendations are implemented before allowing the activity to continue. Any such verbal instruction will be followed up with a written report.
- Investigate any incidents / accidents / near misses. In the event of an incident/accident the Health and Safety Manager may:
 - Ensure plant and equipment is not disturbed;
 - Take measurements, statements, photographs and any other relevant information as required;
 - Take away or impound any, machine, substance or product which is required to complete the investigation;
 - Talk to employees who may be required to provide a verbal or written statement to assist in any accident/incident investigation. Under the Health and Safety at Work Act employees must co-operate with the employer in matters of health and safety;
 - Issue an investigation report to management with recommendations which shall be implemented in situations where the Health and Safety Manager is of the opinion that a breach of statutory requirements, policy or procedure has or is likely to take place.

The Health and Safety Manager will also be responsible for setting a positive personal example in health, safety and wellbeing.

4. Policy Arrangements

Individual policies are in place for the Association to manage specific areas of health and safety.

The following policy arrangements are in place:

- Adaptations
- Adverse Weather
- Alcohol & Substance Misuse
- Anti-social Behavior
- Asbestos Management
- Attendance and Absence Management
- Code of Conduct for Staff
- Code of Conduct for Board Members
- Damp, Mould and Condensation
- Dignity at Work
- Domestic Abuse
- Electrical Safety
- Equality and Diversity
- Fire Safety
- Gas Safety
- Hate Crime
- Hybrid Working
- Lift Safety
- Lone Working
- Notifiable Events
- Racial Harassment
- Smoke Free
- Stress and Mental Wellbeing at Work
- Unacceptable Behavior

- Water Systems and Legionella
- Whistleblowing

5. Legal and Regulatory Framework

The following is a summary of the legislation that is taken into consideration:

- Health and Safety at Work etc Act 1974
- Electricity at Work Regulations 1989
- Workplace (Health, Safety and Welfare) Regulations 1992
- Health and Safety (Display Screen Equipment) Regulations 1992
- Safety Signs and Signals Regulations 1996
- The Gas Safety (Management) Regulations 1996
- Confined Spaces Regulations 1997
- Provision and Use of Work Equipment Regulations 1998
- The Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health 2002
- Control of Lead at Work Regulations 2002
- Control of Vibration at work Regulations 2005
- Control of Noise at Work Regulations 2005
- Work at Height Regulations 2005
- Control of Asbestos Regulations 2012
- Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013
- Construction (Design and Management) Regulations 2015
- Control of Electromagnetic Fields at Work Regulations 2016
- The Personal Protective Equipment at Work Regulations 2022

6. Equality Impact Assessment

We are aware of the potential for policies to inadvertently discriminate against an individual or group of individuals. To help tackle this and ensure that it does not occur, best practice suggests that organisations carry out Equality Impact Assessments to help identify any part of a policy that may be discriminatory so that this can be addressed.

This Policy is equally applicable to all and has no detrimental impact on protected characteristic groups as specified within the Equality Act 2010.

7. Monitoring and Review

This Policy will be reviewed annually or earlier in line with any legislative or regulatory requirements or good practice guidelines.

8. UK General Data Protection Regulation 2021 (UK GDPR)

The ng group will treat your personal data in line with our obligations under the UK General Data Protection Regulation 2021 (UK GDPR) and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notices. The organisation will treat your personal data in line with our obligations under the UK General Data Protection Regulation and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notices.



Board Meeting

For Approval

To: Board
From: Director of Housing Services

SUBJECT: RENT INCREASE 2026/27

DATE: 3rd February 2026

1.	Introduction
	<p>The purpose of this report is to seek approval from the Board for the Rent and Service Charge increase for 2026/27 in order to ensure sufficient resources for the Association to:</p> <ul style="list-style-type: none">• manage the existing stock of properties• carry out ongoing maintenance, repairs, modernisation and major works• cover service charge increases from our suppliers and contractors• service current loans for investment of £34.8m• support future loans for investment in the stock• Meet legislative and statutory requirements• maintain the future viability of the Association.
2.	2026/27 Rent Increase Consultation
	<p>We started our rent consultation on 5th December 2025 and we consulted on the following as approved at the 4th December 2025 Board.</p> <ul style="list-style-type: none">• 6%• 6.5%• 7% <p>We consulted our tenants using the following methods:</p> <ul style="list-style-type: none">• Face-to-Face• Housing Officer estate/rent visits• Concierge/Retirement Housing Officer visits• Local drop-in sessions• Door-to-door/communal areas - pro-actively seeking returns <p>Telephone</p> <ul style="list-style-type: none">• Telephone survey• Call Centre - encouraging/assisting with returns when taking telephone calls.

Digital

- Text Message
- SurveyMonkey
- Website (homepage, internal page)
- Social Media – all platforms
- ng homes Media Centre
- ng homes app

Print Material

- Letter to all tenants with prepaid return envelope
- North News Winter Edition

The consultation ended on Friday 16th January 2026.

At the close of the consultation, we had engaged with 2832 tenants through the following methods:

Method of Contact	Number	Percentage
Wider Role Solutions	1306	46.1%
Staff Member (Telephone/Office)	680	24.0%
Text	469	16.6%
Mail	272	9.6%
Web page	103	3.6%
Email	2	0.1%
Total	2832	100%

The results were as follows:

Rent Increase Option	Number	Percentage
6%	2191	77.4%
6.5%	149	5.3%
7%	61	2.1%
Did not want to take part	431	15.2%
Total	2832	100%

As with previous years, we have also included tenants that we did engage with, who have advised that they did not want to take part.

Overall, this is a **54.9%** return, which is our highest engagement to date, noted below is previous years performance.

25/26	52.45%
24/25	50.3%
23/24	48%
22/23	38%

Similar to previous years, it was not an easy task to encourage tenants to vote on a rent increase based on the current financial climate. 54.9% is a significant return and demonstrates our commitment to engaging with as many tenants as possible year on year. At the December board meeting, we committed to engaging with at least as many tenants as last year and we achieved this within the timescale.

3. Summary

The majority of our tenants who took part in our consultation have voted to increase the rent by 6%.

4. Link to the Association’s Business Plan priorities and the SHR Governance Standards

Our rent consultation supports our business plan priorities by showing that we are managing our finances responsibly while keeping tenant affordability at the forefront. The final decision must remain both sustainable for the organisation and fair for tenants.

The rent consultation fulfils our statutory duty under Section 25(4) of the Housing (Scotland) Act 2001 to consult tenants on proposed rent increases and aligns with the Scottish Housing Regulator’s expectations, ensuring that tenant views are appropriately considered in our rent setting process. It also fulfils Standards 2, 3 & 5 of the Scottish Housing Regulator’s standards of Governance and Financial Management for RSLs:-setting process.

Standard 2

The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

Standard 3

The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.

	Standard 5 The RSL conducts its affairs with honesty and integrity.
5.	Recommendations
	The Board are asked to consider the above and agree the rent and service charge increase for 2026/2027.



Board Meeting

For Approval

To: Board
From: Director of Corporate Services

SUBJECT: CHANGE TO POLICY REVIEW SCHEDULE DATE: 3 February 2026

1.	Introduction
	<p>The purpose of this report is to seek approval from the Board for a change to the timescale for policy revisions. As members are aware, this subject was discussed at the Board Strategy and Training Event in October last year. The rationale for extending the period was discussed (see section 2 below) and Board members agreed in principle to extending the policy review period for general policies from 3 years to 5 years.</p> <p>The discussions at the Board event did not take account of the distinction between the more general operational policies and governance policies which are currently reviewed on a 2-year cycle. For clarity, it is proposed to change the review cycle for governance policies to every 3 years.</p> <p>If approved by the Board the change would take effect immediately with the new review date for each policy being plotted from the last revision date.</p>
2.	Rationale
	<p>As part of the recent governance review there has been extensive discussions around reducing the number of reports, papers and business going to the Board and Committees, with the aim of making the volume of work more manageable and freeing up time for any pressing strategic matters. Policies are presented to the Board or relevant Committee for approval as they reach the review date and currently, it is often the case that they are presented highlighting that there are no material changes. In such cases, a cover report is still required to be produced by the relevant officer together with the "revised" policy to be presented to the Board or Committee. Extending the policy review period will reduce these instances and save time and effort for officers and Board or Committee members.</p> <p>During the review, the Association's governance structure was revised together with the Standing Orders and the Scheme of Delegation. This provided the opportunity to re-assess where the responsibility should rest for the various company policies including ng group policies and to agree appropriate revision timescales to reduce the burden.</p>

	It is important to note that all policies will have the caveat included i.e. that the policy will be reviewed every (number) years or earlier in line with regulatory or legislative changes or good practice guidelines. This will protect the organisation by ensuring that all policies always reflect an up-to-date position.
3.	Risk / Mitigation
	There is the potential risk that extending the policy review timescales could lead to a situation whereby policies do not reflect relevant current legislative or regulatory requirements or good practice. However, this risk is mitigated as detailed in section 2 above, as all policies will continue to have the requirement included that the policy will be updated whenever there is a regulatory or legislative change or good practice guidance that relates to the policy. This will protect the organisation by ensuring that all policies are kept up to date. The responsibility for ensuring that policies are updated timeously will lie with the relevant department director / deputy director.
4.	Link to the Association's Business Plan priorities and the SHR Governance Standards
	<p>The Association has an extensive suite of policies that support the achievement of the Association's Business Plan priorities:</p> <ul style="list-style-type: none"> • Robust Governance • Prudent Financial Management • Creating a Positive Culture • Continuous Improvement • Growing our Business <p>The policies lay out our approach across all areas of the business, and they are key documents which guide the Association to achieve compliance with the SHRs Regulatory Standards of Governance and Financial Management (see below). Keeping the Association's policies up to date is a key requirement for good governance and will support compliance with the SHR Standards and good practice, going forward.</p> <p>SHR Standards of Governance and Financial Management</p> <p>STANDARD 1</p> <p>The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>STANDARD 2</p> <p>The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>STANDARD 3</p>

	<p>The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.</p> <p>STANDARD 4</p> <p>The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation’s purpose.</p> <p>STANDARD 5</p> <p>The RSL conducts its affairs with honesty and integrity.</p> <p>STANDARD 6</p> <p>The governing body and senior officers have the skills and knowledge they need to be effective.</p> <p>STANDARD 7</p> <p>The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants.</p>
5.	Recommendation
	<p>The Board is asked to APPROVE the change to the Association’s policy review schedule as detailed within this report.</p>



Register of Payments and Benefits

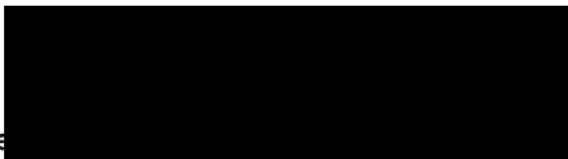

Case No:175

1. DESCRIPTION OF BENEFIT		
BENEFIT	<input checked="" type="checkbox"/>	DETAILS (e.g. tenancy address, post etc.)
Tenancy	<input checked="" type="checkbox"/>	[REDACTED]
Contract of Employment	<input checked="" type="checkbox"/>	N/A
Works to tenanted property	<input type="checkbox"/>	N/A
Voluntary Severance (Supplementary Board Report to be provided re Business Case)	<input type="checkbox"/>	N/A
Contract or Payment to a business	<input type="checkbox"/>	N/A
Other (e.g. non-statutory disturbance payment)	<input type="checkbox"/>	N/A

2. DETAILS OF BENEFICIARY		
NAME: Gemma Plommer		
ADDRESS: (where relevant)		
RELATIONSHIP		DETAILS
Board Member	<input type="checkbox"/>	N/A
Sub-Committee Member	<input type="checkbox"/>	N/A
Connection to Board member	<input type="checkbox"/>	N/A
Connection to Sub-Committee member	<input type="checkbox"/>	N/A
Employee	<input checked="" type="checkbox"/>	[REDACTED]
Connection to employee	<input type="checkbox"/>	N/A
A Business	<input type="checkbox"/>	N/A
Other	<input type="checkbox"/>	N/A

3. APPROVAL	
[REDACTED]	

Initial

Directors Signature	
Chair's Signature	

Meeting where approved	DIRECTOR & CHAIR
Date of meeting	22/01/2026

4. RATIFICATION	
Date of Board meeting where ratified (if not approved at Board meeting)	



Name

Application Sub Type	Position	On Total Points	Application Reason For Omission	Omission Notes
General	1	418 #####	Unsuitable Property type	Declined similar property
Transfers	2	416 #####	Unable to move at present	Declined as unable to clear house out
General	3	410 #####	rehoused elsewhere	
Transfers	4	409 #####	rehoused elsewhere	
Transfers	5	408 #####	Unable to move at present	Declined at viewing as just decorated current house
Transfers	6	407 #####	Unsuitable Property type	Declined similar - 7 day letter sent
Transfers	7	406 #####	Unsuitable Property type	Declined similar - 7 day letter sent
Transfers	8	406 #####	Unable to move due to illness	
General	9	405 #####	no response to offer	7 day letter sent
General	10	405 #####	Unsuitable Property type	Declined similar offers - 7 day letter
General	11	405 #####	Unsuitable Property type	Application needs updated- medical changed
Transfers	12	405 #####	Unsuitable Location	Declined similar in area - 7 day letter sent
Transfers	13	405 #####	Unable to move at present	financial
General	14	404 #####	Unsuitable Property type	Needs 0 stairs
General	15	403 #####	rehoused elsewhere	Out on offer already
General	16	403 #####	Unsuitable Property type	No response to previous offers - 7 day letter required
General	17	403 #####	Unsuitable Property type	No response to all previous offers - 7 day letter required



ng homes
Ned Donaldson House
50 Reidhouse Street
Springburn
Glasgow
G21 4LS
Tel: 0141 560 6000

ng homes
Saracen House
139 Saracen Street
Possilpark
Glasgow
G22 5AZ
Tel: 0141 336 1300

ng homes

is a trading name of North Glasgow Housing Association Ltd

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VAT Reg No. 816 9766 81

Financial Services Authority No. 1865RS

Scottish Housing Regulator No. HCB 187

Email: info@nghomes.net

Web: nghomes.net

Twitter: [@ng_homes](https://twitter.com/ng_homes)