



**BOARD MEETING
TUESDAY 1ST FEBRUARY 2022 – 4:30PM
SARACEN HOUSE / MICROSOFT TEAMS**

2022





AGENDA

Meeting: Board Meeting **Invitees** Board

Location: Microsoft Teams / Saracen House

Date Tuesday 1 February 2022

Time 4.30pm

Please submit any apologies to Cheryl Murray

Email: cmurray@nghomes.net

Telephone: 0141 630 4324

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3.	Minutes			
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	i) Matters arising			
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Enclosures

Governance Calendar

Key for Colour Coding in Reports



Highlighting Good Performance



Requires Close Monitoring



Requires Urgent Attention



Board Meeting Minutes

Meeting: Board Meeting **Location:** Microsoft Teams

Date: 30 November 2021 **Time:** 4.30pm

Attendees: J Thorburn JT (Chair), C Rossine CR, J Macleod JM, I Cross IC,
M Thomson MT, J Berrington JB, G Satti GS, A Gow AG, J Kennedy, M Grimley,
J Fernie, M Lam (joined at 4.52pm)

Apologies: P Nelson, F Malcolm

In Attendance: J Devine (CEO), B Hartness (DCEO) BH,
T Sweeney (DCS) TS, L Cooper (DHS) LC

Minute Taker: C Murray CM (PA)

	Agenda	Action	Date
1.	Apologies		
	As above		
2.	Declaration of Interest and Attendance		
	As Above.		
3.	Minutes		
a.	Minutes of Board Meeting on 5 October 2021		
	Board AGREED the minutes were an accurate record of the meeting. Proposed Jim Berrington Seconded Catherine Rossine i) Matters Arising Item 10 – AOCB - CEO confirmed that payment had been made to Positive Action in Housing.		
b.	Minutes of Special Board Meeting on 26 October 2021		
	Board AGREED the minutes were an accurate record of the meeting. Proposed Catherine Rossine Seconded Gino Satti		

	i) Matters Arising None.		
c.	Urgent Decision Meeting Minutes of 27 October 2021 - For Ratification		
	Board RATIFIED the decision as detailed in the minutes. Proposed Jim Berrington Seconded Gino Satti		
d.	Minutes of the ng Property Meeting on 20 October 2021		
	Noted.		
e.	Minutes of the Area Committee on 28 October 2021		
	Noted.		
4.	Chief Executive's Update		
	<p>CEO hoped Members enjoyed the COP26 visits to the MSFs to view the investment works should reduce fuel bills and ensure tenants benefit from the works.</p> <p>CEO advised of the Poverty Charter that was signed previously and that it is under review now. Addressing poverty and supporting vulnerable tenants is a priority for ng homes.</p> <p>CEO said there has been a lot of discussion around the re-opening of the offices and the return of staff. TS emailed all staff today following yesterday's announcement by the First Minister to assure them that ng homes continue to follow Scottish Government guidance. Services to tenants are still maintained throughout.</p> <p>CEO advised that he met with [REDACTED] (Planning, Building Standards, Housing & Transport Strategy) who has recently taken on his new post with Glasgow City Council.</p> <p>The new build project at Keppochhill Road is unlikely to be completed this year and it is expected to be nearer February 2022. There will be a report to the Board soon on letting the commercial unit.</p>		
5.	For Approval		
a.	Management Accounts to 30 September 2021		

	<p>BH presented the Management Accounts for the period to 30 September 2021. BH said that things are starting to settle back into a more normal sequence with more work able to be done. BH commented on the projected deficit for the period of £1,344,000 compared to an actual deficit of £579,000 and that it was down to delays in materials, and the backlog of planned maintenance. Day-to-day repairs have caught up, voids remain high, but most other areas remain in a reasonable position. BH said that the Association has the funds needed and expects to be close to budget position by year-end.</p> <p>CEO commented on price increases and advised that we are in a better position regarding price increases on the new build site as Keppochhill was nearing completion and contractors are held to contract prices. CEO also advised that following negotiations into the second LCITP project it has been agreed that the Contractor shall have no entitlement to any adjustment to the Contract Sum or any additional payment whether by way of loss and/or expense in respect of Brexit and/or Covid-19.</p> <p>BH advised that this was an unusual time period in comparison to previous years and future years will become more problematic. CEO advised that we will have to have another look at our 5 year investment plan year on year.</p> <p>Proposed I Cross Seconded M Thomson</p>		
b(i)	Rent Increase 2022/23 - Consultation Plan		
	<p>LC presented the report advising Members of the consultation process and timeline.</p> <p>Members discussed and agreed the letter to tenants should include a rationale and explanation for the rent increase options.</p> <p>LC advised that included in the plan are the services of wider Role Solutions who will devote 2 staff members for 100% of their time week commencing 3 January for 2-weeks, calling tenants to consult on the rent increase. At the time of writing the paper LC did not have the cost for Wider Role Solutions but has since received a quote of [REDACTED] LC compared the cost should the task be carried out in-house,</p>	LC/BH	

	<p>which would be £3600, and although the cost to carry out this task in house would be more cost-effective this would result in a backlog of 2-weeks work for those staff Members and with staff shortages relating to the Covid-19 pandemic, as well as pressure to deliver a service, this option is not feasible. LC asked Members to consider and approve the use of Wider Role Solutions as part of the recommendation.</p> <p>Members discussed the response rate and how it is measured. LC advised that for the first time this year ng homes will track the number of people who have been consulted but declined to take part.</p> <p>Member asked if there is a target set for rent consultation responses. LC said there isn't, but comparing to other housing associations, we would be looking to achieve a 30% response rate.</p> <p>Members considered and APPROVED the consultation plan for 2022/23 rent increase as set out in the report including the services of Wider Role Solutions.</p> <p>Proposed J Berrington Seconded C Rossine</p>		
b(ii)	Rent Increase 2022/23		
	<p>BH presented the report and suggested options for rent consultation. BH pointed out ng homes rent increases in previous years compared to other housing associations. BH referred to the 30 year business plan and rise in costs due to Brexit and salary increases. BH acknowledged that the affordability of the tenants must be taken into account when considering an increase in rent and directed Members attention to appendix 1 of the report. By using the SFHA rent affordability tool, BH was able to show Members the comparison of different types of income groups and how much of their rent goes on rent. Member commented on how useful the tables were.</p> <p>BH advised that the Association continues to look at areas where savings and efficiencies can be made.</p> <p>Members considered and APPROVED ng homes' rent and service charges consultation options for 2022/23:</p>		

	<ul style="list-style-type: none"> - 2.9% increase which was -0.5% under the expected October CPI. The actual October CPI has come out at 4.2%. - 3.15% increase with additional funding for planned maintenance of £60k - 3.40% increase with additional funding for planned maintenance of £120k <p>Proposed J MacLeod Seconded M Thomson</p>		
c.	Bank Authorised Signatory List		
	<p>Members APPROVED the updated signatory lists that reflect the staffing changes that have occurred since they were last updated.</p> <p>Proposed A Gow Seconded J Berrington</p>		
d.	Tenants Right to Repair Policy		
	<p>LC advised of one amendment to section 4 of the policy and advised that it should be amended to read:</p> <p><i>For our reactive repairs contract, we have a measured term contract, which means that we have one contractor for all of our reactive repairs.</i></p> <p><i>Tenants on request may, where appropriate and in line with our Measured Term contracts and frameworks, appoint another contractor within these frameworks. This will always be subject to Health and Safety Regulations and specification of works.</i></p> <p>Once the change is made, Members APPROVED the revised Tenants Right to Repair Policy.</p> <p>Proposed C Rossine Seconded I Cross</p>		
e.	Freedom of Information and Environmental Information Policy and Procedures		
	<p>Members considered and APPROVED the revised Freedom of Information and Environmental Information Policy and Procedures.</p> <p>Proposed A Gow Seconded G Satti</p>		
f.	Notifiable Events		

	Members APPROVED the report providing an update on notifiable events reported to the Scottish Housing Regulator. Proposed J Berrington Seconded G Satti		
6.	For Noting		
a.	Governance Update		
	Members NOTED the report providing an update on governance matters from 23 September to 22 November 2021.		
b.	Communications Report (January 2021 to October 2021)		
	Members NOTED the report providing an update on all communications and media information from 1 January to 31 October 2021.		
c.	Complaints and Compliments (Q2 2021/22)		
	Members NOTED the report updating Members on complaints and compliments for the 3-month period; 1 July to 30 September 2021 (Q2).		
d.	MSF - No Access Update		
	Members NOTED the report providing an update on no accesses within the MSF project.		
7.	Delegates Feedback		
	Member advised that [REDACTED] had resigned and [REDACTED] had been appointed as interim Director.		
8.	Chairs Remarks		
	There is a draw for 5 tenants to win a £50 tesco gift card to encourage participation in the rent consultation. Chair asked Members who are tenants and will be invited to participate to consider their position carefully on whether they will accept the gift voucher should their name be drawn.		
9.	AOCB		
	TS advised that SHARE are running a Governance Conference on Friday 28 January on zoom as well as a Bitesize Briefing on "Back to the Future" next week and extended the invite for Members to attend. Details will be shared via email. Meeting concluded at 6:09pm	TS	

Board Meeting Minutes

Meeting: Special Board Meeting **Location:** Microsoft Teams

Date: 22 December 2021 **Time:** 4.30pm

Attendees: J Thorburn (Chair), C Rossine, J Macleod, I Cross,
M Thomson, G Satti, A Gow, J Kennedy, M Grimley,

Apologies: J Devine (CEO), J Fernie, P Nelson, J Berrington, M Lam, F Malcolm

In Attendance: B Hartness (DCEO) BH, T Sweeney (DCS) TS, L Cooper (DHS) LC,
A Bell (DDPS) – left after item 3(b)

Minute Taker: C Murray CM (PA)

	Agenda	Action	Date
1.	Apologies		
	As above		
2.	Declaration of Interest and Attendance		
	As Above.		
3.	For Approval		
a.	Strategy & Development Funding Plan (SDFP) 2022/23-2026/27		
	Chair reminded Members, especially new Members, to ask any questions regarding any item on the agenda. AB presented the report outlining the GCC funding and private finance requirements of block A, B & C of the revised SDFP. Members considered and APPROVED the revised Strategy & Development Funding Plan (SDFP) for the period 2022/23 – 2026/27. Proposed C Rossine Seconded G Satti		
b	Keppochhill Road Commercial Unit Lease		
	AB presented the report providing Members with information on two offers received for the lease for the commercial unit on the ground floor of the Associations new build housing development at		

	<p>Keppochhill Road, Springburn. AB explained both offers in detail including the risks identified. Member noted a typo in section 4 of the report – [REDACTED] The remainder of the report correctly states the figure. The report will be amended to the correct figure.</p> <p>Member commented that both offers were subject to off sales consent and was mindful that tenants above may be affected by an off-sales being open late.</p> <p>After some discussion Members APPROVED ng homes entering into a 20-year lease agreement for the Keppochhill Road commercial unit with One-O-One Convenience Stores Ltd, part of the G1 Group, subject to the terms and conditions outlined in their offer.</p> <p>Proposed M Thomson Seconded J MacLeod</p>	CM	
C.	Gigabyte Fibre Broadband Proposal for ng homes Stock		
	<p>BH advised in November 2021 the Regeneration Sub-Committee approved the installation of Openreach initially to our multi storey flats (2500 properties). BH advised Members that the initiative will give tenants a wider choice of internet providers. BH advised that since the Regeneration Sub-Committee met CityFibre have changed their proposal.</p> <p>BH presented the detail to Members and advised that the same arrangement as Openreach, namely to wire the properties up to the tenants front door is proposed. The Wayleave is included in the papers but has yet to be reviewed by Brodies Solicitors. BH assured Members that no work will start until Brodies have approved the Wayleave and a plan for how the work will be rolled out is agreed.</p> <p>BH also said ng homes will ensure all wiring works are quality fire rated and done to the quality standards required.</p> <p>After some discussion about what is included and the availability of other broadband providers Members APPROVED the installation of CityFibre to the property portfolio. The Association will initially offer CityFibre a decent sized trial to assess their speed of roll out,</p>		

	workmanship and to ensure that compartmentalisation is not compromised. Proposed G Satti Seconded A Gow		
d.	Nationwide Building Society move to SONIA		
	Members discussed and APPROVED that the Board enter into the transition proposals with NBS based on the draft agreements and that the Board delegate authority to the Deputy Chief Executive to execute the legal documents. Proposed C Rossine Seconded G Satti		
e.	Delegated Authority		
	TS commented that with the quick pace of changes on guidelines and restrictions due to the Omicron variant of Covid-19, some decisions are having to be taken quickly. Therefore TS requested delegated authority be given to the Chair, Vice-Chair, CEO and Director of Corporate Services (or Corporate Services Manager in his absence) to make urgent decisions around returning to work and the protocols in place that keep staff, tenants and contractors safe. TS assured Members they will continue to be updated on any changes. Members APPROVED the request. Proposed M Thomson Seconded M Grimley Meeting concluded at 5:05pm		



Urgent Decision Meeting Minutes

Meeting: Urgent Decision Meeting **Location:** Microsoft Teams

Date: Wednesday 15 December 2021 **Time:** 9:00am

Attendees: J Thorburn (Chair)
C Rossine (Vice-Chair)
J Devine (CEO)
T Sweeney (Director of Corporate Services)

Apologies: None

Minute Taker: C Murray (PA)

	Agenda	Action	Date
1.	Apologies		
	None		
2.	Declaration of Interest		
	None.		
3.	Return to the Workplace and Re-opening of the Offices		
	<p>Following the First Minister's announcement to work from home wherever possible, which will not be reviewed until mid-January, it was proposed at the Senior Managers meeting that the date to return to the office on a hybrid office working/home working basis should be delayed until 14 February 2022.</p> <p>A discussion took place on whether or not a set date should be agreed but feedback from managers is that staff prefer having a date to work towards, even if that date could be changed again. CEO stressed that it is important the Association take a cautious, safe and measured approach and the health and safety of all staff is paramount.</p> <p>Monday 14 February was AGREED as the revised date for staff to return to the office on the hybrid model with customer appointments starting 2-weeks later. This will continue to be under review as new guidance is provided by the Scottish Government.</p>	To be ratified at the next Board Meeting	1 February 2022

	<p>Proposed J Thorburn Seconded C Rossine</p> <p>Request Board Members approval to delegate authority for the continued review of the date for returning to the workplace and re-opening of offices to the Chair, Vice-Chair, CEO and Director of Corporate Services (or Corporate Services Manager his absence).</p>	<p>Next Board Meeting</p>	<p>1 February 2022</p>
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Urgent Meeting Minutes

Meeting: Urgent Decision Meeting **Location:** Microsoft Teams

Date: Wednesday 22 December 2021 **Time:** 9.00am

Attendees: B Hartness (DCEO), T Sweeney (DCS), M Fraser (DDoR)
J Thorburn (Chair), C Rossine (Vice-Chair)

Minute Take: C Murray (PA)

	Agenda	Action	Date
1.	PARTNERSHIP – UK COMMUNITY RENEWAL FUND – REMADE NETWORK		
	<p>MF presented the report requesting approval of the partnership with Remade Network (RN) and the recruitment of 5 trainees, 250 refurbished devices and additional support as noted within the report. MF advised the trainees contract will be with Remade Network but they will be working with ng homes during their traineeship and this opportunity has arisen due to the strong partnerships ng homes have within the community and this partnership will strengthen those bonds.</p> <p>MF spoke about the 250 refurbished desktop computers which will be wiped clean for redistribution. Repair hubs will be set up within the area as pop-up shops and MF has already contacted Springburn Shopping Centre to discuss. This aligns with the Scotland Loves Local initiative.</p> <p>MF advised of a meeting that took place yesterday with RN and partner organisations. RN are currently undergoing recruitment for a project manager who would be the contact for ng homes. Job descriptions are included amongst the enclosed appendices, and they also help to outline the project.</p> <p>RN will provide ng homes with the job advert to recruit young</p>		

	<p>people locally, which ng homes should add their own logos and contact details to. It should be posted on all of ng homes' networks (not platforms such as S1 jobs, EVH, etc). The original start date of 17 January 2022 has been postponed to 24 January 2022. This is still a quick turnaround so the advert would need to go live this week. RN will cover the cost of advertising and will also put it out on their social media to show they are working with the partner organisations.</p> <p>MF went on to say that although it will initially be a 6-month contract, staff will work closely with the trainees to identify skills and aspirations so that the Association can support on their next move at the end of the contract. MF reminded Members of the support of £5k to the Glasgow Girls Club (GGC) which was approved at the Regeneration Sub-Committee meeting in November. [REDACTED] from Glasgow Girls Club (GGC) will be invited to work with the RN trainees. GGC have a good track record of supporting and moving people forward.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>TS asked where the trainees will be based and who at ng homes will manage them, especially given that the safe return to the workplace has been postponed due to the rising risks of Covid-19.</p> <p>MF said that detail still needs to be agreed. It won't be included in the advert but it will be decided by the time interviews take place.</p> <p>TS suggested asking [REDACTED] to be on the interview panel. MF agreed to discuss further.</p> <p>MF will speak to Diane Waugh (Corporate Services Manager) today regarding the advert and will set up another meeting early January to discuss more of the details.</p> <p>Members APPROVED the partnership proposal as detailed in the report and AGREED MF should be the authorised signatory for</p>	<p>MF</p>	
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	<p>the service level agreement.</p> <p>Proposed: J Thorburn Seconded: C Rossine</p>	<p>To be Ratified at the next Board Meeting</p>	<p>1 February 2022</p>
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[illegible]

TARGET ATTENDANCE - 80%



Regeneration Sub-Committee Meeting Minutes

Meeting:	Regeneration Sub-Committee	Location:	The Ron Davey Centre, 10 Vulcan Street, G21 4BP / Microsoft Teams
Date:	Tuesday 9 November 2021	Time:	4.30 pm
Attendees:	G Satti – GS - Chair I Cross – IC M Thomson – MT Paul Nelson – PN J Berrington – JB C Rossine – CR John Thorburn – JT		
Apologies:	L Cooper (DHS)		
In Attendance:	J Devine (CEO) M Fraser (HOR) - MF A Bell (HOI) - AB		
Minute Taker:	[REDACTED] - left after Item 5 C Murray – PA - CM		

	Agenda	Action	Date
1.	Apologies		
	As above		
2.	Declaration of Interest and Attendance		
	C Rossine declared an interest in item 6(f). Apologies noted above.		
3.	Election of the Chair		
	<p>CEO advised that the Regeneration Sub-Committee has operated with two Co-Chairs in the past, one for Regeneration and one for Investment, however it is not best practice and therefore, as stated in the Standing Orders, a Chair should be elected and Vice-Chair may be appointed.</p> <p>CR chaired the meeting during the process of electing the Chair as she was not a candidate.</p>		

	<p>GS expressed an interest for the position of Chair.</p> <p>Proposed J Thorburn Seconded I Cross</p> <p>As there were no other expressions of interest G Satti was elected as Chair. GS then chaired the meeting.</p> <p>J Thorburn expressed an interest for the position of Vice-Chair.</p> <p>Proposed C Rossine Seconded G Satti</p> <p>As there were no other expressions of interest J Thorburn was elected as Vice-Chair.</p>		
4.	Minutes of Meeting – 7 September 2021		
a.	<p>Members AGREED the minutes were an accurate record of the meeting.</p> <p>Proposed M Thomson Seconded</p> <p><u>Matters arising</u></p> <p>Item 3(a) Matters Arising – Thriving Places – MF advised that discussions were still ongoing and a meeting was being arranged with GCC to discuss the project. This would be brought back to the next meeting.</p> <p>MF referred to page 12 of the papers and advised that the COP26 activity programme to showcase the work undertaken in the multi-storey flats (LCITP) using an electric bus is currently underway. Since the last meeting MF had sent an email with details to Board Members inviting them to the event and some Members have been in attendance. The final date of the tour is Friday 12 November.</p>		
5.	Presentations		
a.	Digital Connectivity		
	CEO advised Members that a number of providers were approached regarding installing fibre into the multi-storey blocks. Due to the LCITP works the Association was not in a position to enter into an		

	<p>agreement until now. CEO introduced external consultant, [REDACTED] to deliver the presentation.</p> <p>He discussed the available options and highlighted that the three providers identified were; Hyperoptic, Openreach and City Fibre.</p> <p>He noted the importance of having access to broadband as it increases opportunities for job hunting and commented that most benefits need to be accessed via the internet. He stressed that implementing fibre into ng homes' properties would have no cost to the Association.</p> <p>He highlighted details of each provider and what that meant for the Association. He further assured Members that legal advice on the wayleave agreement had been sought.</p> <p>He pointed out that it is important to consider the work that has been carried out within the multi-storey blocks around compartmentalisation and this could not be compromised. He stressed that no work would begin until the plan has been formally signed off by ng homes.</p> <p>CEO referred to a number of desktop exercises that considered all three companies and the existing sites, and advised that he had invited each provider to meet with himself, RH and consultant. CEO commented that Hyperoptic are a closed system so they are limited to what they can supply. Neither City Fibre nor Openreach carry Sky, however Openreach do carry Sky. Based on the details presented by the consultant to ng homes, it was recommended that Openreach carry out the installation initially to the multi story flats. See Approval 6 (a.)</p>		
6.	Reports for Approval		
a.	Gigabyte Fibre Broadband Proposal for ng homes Stock		
	<p>MF referred to the process highlighted by [REDACTED] under item 5(a) and the benefits to ng homes.</p> <p>CEO commented that the deal is for 3200 of ng homes' properties and is not exclusive to the remaining stock so can enter into further</p>		

	<p>discussions with other providers for the remaining stock.</p> <p>Member asked if it would include factored properties. CEO said Openreach were given a list of the stock which they then surveyed. They came back with 3200 addresses that they could install a fibre network into and that the remaining properties would be taken up with copper.</p> <p>Member showed concern with using copper as he has an issue with an unstable pole in his garden. CEO said they would go through it all in detail before any work started and determine if Openreach are responsible for the poles.</p> <p>Members considered the report and the discussion that had taken place and APPROVED the installation of Open Reach initially to our multi storey flats.</p> <p>Proposed C Rossine Seconded P Nelson</p>		
b.	Investment Risk Register		
	<p>Members considered the Investment Risk Register and no changes were proposed. Members APPROVED the Investment Risk Register.</p> <p>Proposed J Berrington Seconded J Thorburn</p>		
c.	Procurement Strategy 2021/22		
	<p>Members considered and APPROVED the revised Procurement Strategy 2021/22 which is reviewed on an annual basis.</p> <p>Proposed P Nelson Seconded C Rossine</p>		
d.	Development Defects Policy & Procedures		
	<p>Members considered and APPROVED the revised Development Defects Policy.</p> <p>Proposed J Thorburn Seconded C Rossine</p>		
e.	New Build Post Scheme Appraisal (Resident Consultation) Policy		
	Members considered and APPROVED the revised Post Scheme		

	Appraisal (Resident Consultation) Policy. Proposed I Cross Seconded J Berrington		
f.	Negotiated Tender – Broadholm Street Health & Safety Works		
	<p>CR declared an interest.</p> <p>AB presented the report seeking approval to accept the Balmore Specialist Contracts negotiated tender for the highly specialised emergency health and safety repair work to the fabric of the building at 70 Broadholm Street.</p> <p>CEO commented that 15 Croftbank Street was used as a trial for the contractor and the result was impressive.</p> <p>Members APPROVED the Balmore Specialist Contracts tender cost for the emergency health and safety work of £31,150 plus VAT (Total £43,380)</p> <p>Proposed P Nelson Seconded I Cross</p>		
g.	Electrical Rewiring Framework Tender Approval		
	<p>AB presented the report seeking approval to appoint contractors to the Electrical Rewiring Framework.</p> <p>Member asked if CAT6 is included in those programmes. CEO said CAT6 is only included in properties with the door entry systems, not in individual homes.</p> <p>The Chair of the Board sits on the scoring panel for tenders and suggested training for other Members.</p> <p>Members APPROVED the appointment of the following contractors to the electrical rewiring framework:</p> <ul style="list-style-type: none"> • Wrightkerr All Trades Ltd • GD Chalmers Ltd • AC Gold Electrical Services Ltd • Belac Group Ltd 		

	Proposed P Nelson Seconded C Rossine		
h.	Keppochhill Road Cost Overrun		
	<p>AB presented the report regarding the cost overrun for the new build project at Keppochhill Road and commented that specification has moved on. AB advised that the CCTV is now going to be linked directly to concierge. Various options for benches have been discussed with the working group and the have settled on a robust design.</p> <p>AB advised that there are additional costs due to the completion date being extended.</p> <p>AB went on to say that a full reconciliation will be done at the end of the contract to conclude the final accounts.</p> <p>Chair reminded Members that the term “cost overrun” is a term used within the construction industry and is not a sign that Officers are not in control of the costs.</p> <p>Member asked about plans for the statues from the old site. CEO commented that these are still part of ongoing discussions.</p> <p>Proposed P Nelson Seconded J Berrington</p>		
i.	Pathways to Digital Support Glasgow Girls Club (GGC)		
	<p>MF presented the report and commented that it follows on from work done on the digital strategy at a community level. MF said GGC are highly regarded across the sector and work with those who suffer from digital and social exclusion.</p> <p>Members APPROVED funds of £5000 to support the development of the “Let’s Get Communities Connected” app and ongoing support and training to the community.</p> <p>Proposed M Thomson Seconded P Nelson</p>		
j.	Policy for Review - Electrical Safety in Multi-Storey Blocks		

	<p>In Lynne Cooper's absence AB presented items 6 j, k and l.</p> <p>Members considered and APPROVED the revised Electrical Safety in Multi-Storey Blocks Policy.</p> <p>Proposed J Thorburn Seconded J Berrington</p>		
k.	Policy for Review - Emergency Lighting in Multi-Storey Blocks		
	<p>Members considered and APPROVED the revised Emergency Lighting in Multi-Storey Blocks Policy.</p> <p>Proposed I Cross Seconded C Rossine</p>		
l.	Policy for Review - Fire Safety in Multi-Storey Blocks		
	<p>Members considered and APPROVED the revised Fire Safety in Multi-Storey Blocks Policy.</p> <p>Proposed M Thomson Seconded P Nelson</p>		
7.	Reports for Noting		
a.	Compliance Report		
	Members NOTED report updating them on progress with Compliance report.		
b.	Development Report		
	Members NOTED report updating them on progress with the Development Report and Keppochhill newbuild progress update.		
c.	Investment Report		
	Members NOTED report providing an update on progress with current planned maintenance projects.		
d.	Multi Storey Flats Major Works Report – Round 1 Funding		
	Members NOTED the report updating Members on the multi-storey flats major works project across 6x multi storey (24/25 storeys high) blocks flats at Balgrayhill Road, Edgefauld Road, Croftbank Street and Viewpoint Place.		
e.	Multi Storey Flats Major Works Report – Round 2 Funding		

	Members NOTED the report providing an update on the multi-storey flats major works project across 7x multi-storey blocks in the Carron Estate.		
f.	Procurement Report		
	Members NOTED the report updating Members on progress against early action priorities for all Technical Procurements. AB pointed out that Chemtech had been taken over by Rock Compliance who were given a single procurement document (SPD) to complete to ensure quality. A novation document was passed to Brodies Solicitors to review and some changes made to protect the interests of ng homes.		
g.	Regeneration Report		
	Members NOTED report providing an update on Regeneration Activities.		
8.	Regeneration Sub-Committee Members Training		
	This is a new item that will remain on the agenda as a standing item. If Members would like to attend any training to contact Cheryl.		
9.	GDPR update		
	None.		
10.	AOCB		
	Chair acknowledged the work and detail within the papers. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]		

	<p>MF advised Members that ng homes have contacted the council and submitted an expression of interest for the Springburn Park Village area (old depot) as a possible location for the gardening team. Another expression of interest has been made for the area behind it as a space to gather green waste and use for compost, etc. A third expression has been submitted for a bowling green and associated buildings. CEO commented that the Association spent approx. £20k last year disposing of waste. He advised that there are other parties interested in these areas and Members will be kept up to date on progress.</p> <p>CEO met with [REDACTED] St. Rollox Orange & Purple District 10. [REDACTED] is looking for support to create a war memorial at the Springburn Cross at Vulcan St. CEO asked CM to share the email from [REDACTED] with Members who can discuss whether they agree if we should provide support for the project. Members are reminded that ng homes are signed up to the armed forces covenant. Members agreed to ring fence a budget of £5k.</p> <p>Proposed C Rossine Seconded P Nelson</p> <p>The next meeting is scheduled to take place on Tuesday 8 February. If approvals are required prior to the next meeting Members APPROVED delegated authority to the Chair and Vice-Chair.</p> <p>Proposed C Rossine Seconded P Nelson</p> <p>MF advised Members that an events planning group for Possilpark for Christmas is up and running. Discussions taking place with Lord Provost Office for Chinese New Year celebrations and will keep members updated.</p> <p>Members gave their condolences to [REDACTED] family. [REDACTED]. A wreath and flowers have been sent from ng homes.</p>	CM	
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11.	Date of Next Meeting Tuesday 8 February 2022		
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'NORTH GLASGOW HOUSING ASSOCIATION LIMITED ng2 BOARD ATTENDANCE 2021-22

	22.09	11.11	06.12 Special							
M Thomson	A	A	P							
I Cross	P	P	P							
J Berrington	P	P	P							
G Satti	P	P	P							
J Thorburn	P	P	P							
P Nelson	P	P	A*							
J Devine	A	A	P							
B Hartness	P	P	P							
% Total	75%	75%	88%							

P - PRESENT X - ABSENT
 A - APOLOGIES A* - LEAVE OF ABSENCE GRANTED

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 79%



ng2 Board Minutes

Meeting:	ng2 Board meeting	Location:	Microsoft Teams
Date:	Thursday 11 November 2021	Time:	4:30pm
Attendees:	G Satti	GS	Chair
	Paul Nelson	PN	
	Isabella Cross	IC	
	Jim Berrington	JB	
	John Thorburn	JT	
Apologies:	Margaret Thomson	MT	Vice Chair
	John Devine	JD	CEO
	David McIntyre	DM	Senior Operations Supervisor
In Attendance:	Bob Hartness	RH	DCEO – Finance
	Diane Waugh	DW	Corporate Services Manager
Minute Taker:	Joanne Bradley	JPB	OS

	Agenda	Action	Date
1.	Apologies		
	Margaret Thomson, John Devine and David McIntyre passed on their apologies to the Board as they were unable to attend.		
2.	Disclosure of Interest and Attendance		
	None		
3.	Election of Chair		
	Board Members were asked to indicate their interest in the position of Chairperson. The only nominee for the position was John Thorburn (Nominated by JB and seconded by GS) GS stepped down as Chair and John Thorburn was duly elected as new Chair. Members were asked to indicate their interest in the position of Vice Chair. Nominees for the position were Jim Berrington (Nominated GS and seconded by IC) and Paul Nelson (Nominated IC and seconded by GS). Voting papers were distributed to members. The result was 3:2 in favour of PN, as counted and		

	verified by BH. Paul Nelson was duly elected as new Vice Chair.		
4.	Minutes of Board Meeting on 10th August 2021		
	There were no matters arising and the previous minutes were adopted as correct: Proposed JB Seconded IC		
5.	For Approval		
a.	Management Accounts to September 2021		
	<p>BH highlighted that this set of accounts reflected a more normal turnover however this was mainly due to purchase of £300k smoke alarm being routed through ng2.</p> <p>Door entry upgrades and other planned works commenced in the reporting period, but these will be reflected in Q3 financials due to completion dates.</p> <p>Income due to furlough funds was £47k for the period compared to £176k for the previous period, as the furlough scheme is being wound up and employees return to work, so overheads are at a more normal level.</p> <p>Gross profit was £385k with net profit of £164k.</p> <p>Vehicle expenses are once more at a higher level due to purchase of new vehicles, full depreciation of previously purchased fleet.</p> <p>The balance sheet continues to be in a healthy position and reserves continue to be at a significantly higher level than is required.</p> <p>RH sought approval from the board to increase Gift Aid donation to the Association to £180k as discussed at the previous meeting. This would offset and significantly reduce the tax liability for FY20-21. The Board approved this proposal.</p> <p>Proposed I Cross Seconded J Berrington</p> <p>The Management Accounts for the period were APPROVED by the Board.</p>		

	Proposed P Nelson Seconded J Berrington		
b.	Risk Register		
	<p>The risk register is under review on an ongoing basis and updated as required by RH/PN/JT/DM/JB.</p> <p>BH clarified that JD hadn't yet stepped down and so item 4 does not require to be amended at this time.</p> <p>Item 13 now includes COVID and other winter viruses.</p> <p>Proposed J Berrington Seconded G Satti</p>	RH/PN/ JT/DM/ JB	Ongoing
c.	Annual Leave Carry Forward		
	<p>The Board were reminded that the carrying forward of annual leave had already been approved for the previous year however due to furlough of staff and self-isolation it had been difficult for staff to take annual leave due to the requirement to cover the business needs.</p> <p>Approval was sought to extend the ability to continue to carry forward annual leave which had been carried forward from the previous year.</p> <p>It was agreed that was justified and the Board APPROVED the request.</p> <p>Proposed J Berrington Seconded I Cross</p>		
d.	2021/22 Festive Arrangements		
	<p>Approval is sought from the Board to close the offices at 12:30pm on 24/12/21 and 31/12/21, as has been the case in previous years.</p> <p>It is also proposed that all staff are gifted with 0.5-day holiday for Christmas Shopping as has been done in prior years. This would be required to be taken before the Christmas break with no option to carry past Christmas and would be managed in such a way as to ensure there is no detriment to service.</p>		

	<p>The Board AGREED that this was acceptable and APPROVED the early closure and Christmas shopping leave.</p> <p>Proposed J Berrington Seconded I Cross</p>		
6.	For Noting		
a.	Operational Report		
	<p>The landscaping contract continues to be ng2's largest contract. Difficulties in recruitment due to the pandemic were resolved in the period and a full team was in operation from July 2021. The contract has been extended to 5/11/21 in order to allow all cuts to be completed before the contract end period.</p> <p>The Environmental Hit Squad continue to face increased workload due to fly tipping. This situation will continue to be monitored and a further update will be given at the next meeting.</p> <p>Normal operations have now resumed and the Door Entry upgrade programme which was halted due to lockdown resumed in the period.</p> <p>Carron Balcony replacements have been scheduled to begin on 11/10/2021.</p> <p>ng2 is providing support to the Association in MSFs with planned maintenance works involving heating and soil pipe works</p> <p>GS noted that the photographs and report had greatly improved in the previous 18 months and thanked the team for their efforts.</p> <p>The Board confirmed that they had read and NOTED the contents of the report and Appendix 1.</p>		
b.	Staffing Report		
	<p>Ng2's current sickness rate for the period continues to be well below the target of 3%, at 0.13%, compared to 1.04% for the previous reporting period. Only 7 days were lost in the period despite the pandemic which, it was agreed by the Board, displays</p>		

	<p>an impressive work ethic among ng2 staff.</p> <p>The Board expressed their thanks to staff for their hard work.</p> <p>There have been 10 leavers in the period (8 of those were seasonal staff, [REDACTED] No exit interviews have been carried out as it was deemed inappropriate under the circumstances.</p> <p>The Board NOTED the contents of the report.</p>		
c.	Health & Safety Report		
	<p>Health and Safety continues to be high priority for ng2 and staff are encouraged to report all incidents. No reportable incidents have occurred in the period and no days have been lost due to accidents at work.</p> <p>The Board confirmed that they had read and NOTED the contents of the report.</p>		
7.	AOCB		
	There being no other competent business, the Chair thanked all for their attendance and closed the meeting.		
8.	Date of next meeting		
	Date of next meeting was confirmed as Tuesday 15 February 2022 at 4.30pm		

'NORTH GLASGOW HOUSING ASSOCIATION LIMITED ng2 BOARD ATTENDANCE 2021-22

	22.09	11.11	06.12 Special							
M Thomson	A	A	P							
I Cross	P	P	P							
J Berrington	P	P	P							
G Satti	P	P	P							
J Thorburn	P	P	P							
P Nelson	P	P	A*							
J Devine	A	A	P							
B Hartness	P	P	P							
% Total	75%	75%	88%							

P - PRESENT X - ABSENT
A - APOLOGIES A* - LEAVE OF ABSENCE GRANTED

TARGET ATTENDANCE - 80% AVERAGE ATTENDANCE - 79%



ng2 Board Minutes

Meeting:	Special ng2 Board meeting	Location:	Microsoft Teams
Date:	Monday 6 December 2021	Time:	4:30pm
Attendees:	G Satti	GS	
	Margaret Thomson	MT	
	Isabella Cross	IC	
	Jim Berrington	JB	
	John Thorburn	JT	Chair
Apologies:	Paul Nelson	PN	Vice-Chair
In Attendance:	John Devine	JD	CEO
	Bob Hartness	RH	DCEO – Finance
	Tony Sweeney	TS	Director of Corporate Services
Minute Taker:	Cheryl Murray	CM	PA to CEO

	Agenda	Action	Date
1.	Apologies		
	JT opened the meeting. Apologies as Above.		
2.	Disclosure of Interest and Attendance		
	A special leave of absence was APPROVED for P Nelson. Proposed G Satti Seconded M Thomson		
3.	Election of ng2 Ltd Chairperson		
	This item was taken after item 4. JT stated that having considered his recent appointment as Chairperson of ng2 Ltd at the ng2 Board meeting of 11 November 2021, for reasons of good governance, best practice and regulatory compliance, that it was not appropriate for him to be the Chair of the subsidiary company whilst also being the Chair of the parent company. He submitted his resignation from the position of ng2 Ltd Chairperson with immediate effect.		

	<p>It was agreed a new Chair would be elected early 2022.</p> <p>Proposed J Berrington Seconded G Satti</p>		
4.	Resignation of ng2 Ltd Director		
	<p>This item was taken before item 3.</p> <p>JD explained that given his recent appointment of CEO to the ng group, he felt it was only right that he resigned as Director of ng2 Ltd to maintain good governance for the group. BH said he will formally update Companies House leaving himself and J Berrington as the remaining Directors. A third Director will be appointed in due course.</p> <p>Proposed J Berrington Seconded G Satti</p> <p>BH closed the meeting at 4:40pm</p>		

'NORTH GLASGOW HOUSING ASSOCIATION LIMITED AUDIT SUB-COMMITTEE ATTENDANCE 2021-22

	23.11								
I Cross	P								
M Thomson	P								
J Berrington	P								
J Thorburn	P								
C Rossine	P								
P Nelson	A								
G Satti	P								
% Total	86%								

P - PRESENT

A - APOLOGIES

X - ABSCENT

A* - LEAVE OF ABSENCE

AVERAGE ATTENDANCE - 75%

TARGET ATTENDANCE - 80%

Audit Sub-Committee Minutes

Minutes

Meeting: Audit Sub Meeting **Location:** Microsoft Teams

Date: 23 November 2021 **Time:** 4:30pm

Attendees: J Berrington – JB G Satti - GS
C Rossine – CR I Cross – IC
M Thomson –MT (from item 5) J Thorburn – JT

Apologies: P Nelson – PN

In Attendance: R Hartness –RH (DCEOF)
K Sherriff – KS (HOF)

Agenda Item		Action	Date
1.	Apologies		
	As above.		
2.	Disclosure of Interest and Attendance		
	No interests disclosed.		
3.	Election of Chairperson		
	As this was the first meeting after the AGM a Chairperson had to be elected. RH asked those attending whether they wished to put themselves forward. JB put himself forward. No other members expressed an interest. JB nominated by GS and seconded by JT. JB elected as Chairperson.		
	JB asked those attending whether they wished to put themselves forward as vice chairperson. No members expressed an interest at this time.		
4.	Minutes of Meeting – 9 September 2021		
	Minutes were approved as a true and accurate record.		
	Proposed IC Seconded GS		

5.	For Approval		
a)	Management Accounts ng homes – period to 30 September 2021		
	<p>KS gave summary of report for period to 30 September 2021. Deficit of £765k for the period with majority of positive variance over budget arising from underspend on planned maintenance and increased rental income being over budget. Main negative variance due to lower level of capitalisation of planned maintenance spend.</p> <p>Bank balances moving down from £36.2m to £29.5m. Loans moving downwards from £43.1m to £42.3m.</p> <p>Approved CR Seconded JT</p>		
b)	Management accounts – ng2 – period to 30 September 2021		
	<p>RH referred to report covering the period to 30 September 2021 detailing Income and Expenditure of the company and the balance sheet position.</p> <p>The income from activities amounted to £2.02m with £784k of direct costs and £902k of wages with a profit of £338k. All these numbers apart from wages are substantially up on the covid affected comparative period in previous year. Other income of £47k from the furlough scheme then produced a gross profit of £385k. Overheads of £222k for the period then left a net profit of £164k before tax. Balance sheet position of reserves of £943k.</p> <p>Discussion re payment of gift aid to parent company. Agreed to make a payment of £180k to NGHHA. This will be carried back into previous tax year and will substantially reduce the corporation tax charge in that year.</p> <p>Proposed JT Seconded IC</p>		
c)	Management accounts - NGPS – period to 30 September 2021		
	<p>KS referred to report covering the period to 30 September 2021 detailing Income and Expenditure of the company and the balance sheet position. Noted that:</p> <ul style="list-style-type: none"> ○ Factoring income of £245k in the period. 		

	<ul style="list-style-type: none"> Gross profit of £101k with £93k of salaries and overheads leaving £8k profit for the period before tax. Tax charge of £1,539 left £6,560 profit after tax. Level of share capital and reserves at period end £201k. Intercompany balance £218k owed by the Association to NGPS. Gross arrears level including the December factoring run at £176k. <p>After discussion the management accounts were recommended for approval to the Board and the Board of NGPS.</p> <p>Proposed CR Seconded GS</p>		
d)	Management accounts –DSGL – period to 30 September 2021		
	<p>RH referred to the management accounts for the period to 30 September 2021. The turnover in the period was £10k.</p> <p>Overheads amounted to £3,855, interest charged from NGHHA amounted to £293 and corporation tax charge of £1,539 leading to a profit after tax of £4,313.</p> <p>After discussion the management accounts were recommended for approval to the Board and the Board of DSGL.</p> <p>Proposed JT Seconded IC</p>		
e)	Internal audit plan 2021/22		
	<p>Internal audit plan for 2021/22 presented together with the three-year plan. Range of audit areas in 2021/22 discussed. Agreed to bring forward ARC audit to February 2022.</p> <p>Members approved internal audit plan for 2021/22.</p>		
f)	Risk Register review		
	<p>Risk registers for ng2 and NGPS presented to the Committee. Comment made on NGPS risk table:</p> <ul style="list-style-type: none"> To add in Covid section To update section on poor contractor performance with failure to undertake required works 		

	Committee noted the report and risk registers.		
6.	For Noting		
a)	Loans Report – 30 September 2021		
	<p>RH referred to report providing details of the loan portfolio as at 30 September 2021 and the rates of interest currently being paid.</p> <p>Loans amounted to £42.3m at end of quarter. Loans ended the quarter at 77.2% fixed and 22.8% variable. Average interest rate 3.16% and loan covenant ratios being met.</p> <p>Committee noted report and that the loan portfolio is within the Association's borrowing limits.</p>		
b)	Investment Report – 30 September 2021		
	<p>KS referred to report providing details of investments made and interest received for the quarter to 30 September 2021. Total of £11K was received in the quarter.</p> <p>Ongoing review of interest rates and accounts to ensure we get a good return, and that institution is financially secure.</p> <p>Committee noted the report.</p>		
c)	Bad debt report		
	<p>KS referred to the bad debt report for the period august to October 2021. There was a bad debt write offs of £19k in the period with £14k previously provided leading to a £5k net write off.</p> <p>Committee noted the report.</p>		
7.	AOCB		
	No matters raised.		
8.	Date of Next Meeting		
	Date of next scheduled Audit Sub-Committee Meeting – 22 February 2022.		

**'NORTH GLASGOW HOUSING ASSOCIATION LIMITED STAFFING SUB COMMITTEE
ATTENDANCE 2021-22**

	24.11								
J Thorburn	P								
C Rossine	P								
J Berrington	P								
G Satti	P								
% Total	100%								

P - PRESENT

A - APOLOGIES

X - ABSENT

A* - LEAVE OF ABSENCE GRANTED

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 100%

Staffing Sub-Committee Meeting Minutes

Meeting: Staffing Sub-Committee **Location:** Microsoft Teams

Date: 24 November 2021 **Time:** 4.30pm

Attendees: J Thorburn – JT – Chair
C Rossine – CR – Vice Chair
J Berrington – JB
G Satti – GS

Apologies: None

In Attendance: J Devine – CEO – left after item 4(c)
T Sweeney - TS (DCS)
D Waugh – DW (CSM)
O Friary – OF (HRO)

Minute Taker: C Murray - CM (PA)

	Agenda	Action	Date
1.	Apologies		
	As Above.		
2.	Disclosure of Interest and Attendance		
	Olivia Friary, Diane Waugh and Cheryl Murray will leave the meeting for item 4(a).		
3.	Minutes of the Meeting of 24 August 2021		
	Members AGREED the minutes were an accurate record of the meeting. Proposed J Berrington Seconded C Rossine <u>Matters Arising</u> None.		
4.	Reports for Approval		
a.	Confidential Staffing Report – Corporate Services		
	Olivia Friary, Diane Waugh and Cheryl Murray left the meeting.		

	Members discussed and APPROVED the confidential staffing report. Proposed C Rossine Seconded J Berrington		
b.	Confidential Staffing Report – Investment & Regeneration		
	TS invited Olivia Friary, Diane Waugh and Cheryl Murray to re-join the meeting. Members discussed and APPROVED the confidential staffing report. Proposed G Satti Seconded J Berrington		
c.	Confidential Staffing Report - Responsibility Payment		
	Members discussed and APPROVED the confidential staffing report. Proposed C Rossine Seconded J Berrington CEO left the meeting.		
d.	Corporate Services Risk Register		
	TS presented the report and advised Members that the register has been fully reviewed and updated to reflect plans, processes and timescales in relation to Covid-19. It was noticed that some of the text was hidden on the risk register due to the boxes not being stretched wide enough to display all of the text. TS assured Members that there was nothing material missing and a full copy of the risk register would be shared with Members. Members APPROVED the Corporate Services Risk Register. Proposed G Satti Seconded C Rossine	TS	

e.	Revised Policy for Approval; Dignity at Work Policy		
	Members APPROVED the revised Dignity at Work Policy. Proposed J Berrington Seconded G Satti		
f.	Revised Policy for Approval; Sabbatical Policy		
	DW advised that no requests for a sabbatical have been received in the 4 years the policy has been in place however it is still good practice to have the policy to clearly set out the parameters should a request be submitted. Members APPROVED the revised Sabbatical Policy. Proposed C Rossine Seconded G Satti		
g.	Revised Policy for Approval; Adverse Weather Policy		
	Members Approved the revised Adverse Weather Policy. Proposed J Berrington Seconded C Rossine		
h.	Revised Policy for Approval; Personal Relationships at Work		
	Members discussed the revised Personal Relationships at Work Policy. Member asked if staff are required to sign this policy to confirm they have read and understood it on an annual basis. TS said staff are not required to do that but do sign the Code of Conduct annually. TS reminded Members that the policy applies to Board Members also and commented that it would be good practice to remind staff of policies on a regular basis to ensure compliance. Members APPROVED the revised Personal Relationships at Work Policy. Proposed G Satti Seconded J Berrington		

i.	2021-2022 Festive Period; Office Closure		
	<p>Members considered the report requesting approval to close the offices at 12.30pm on Wednesday 23 December 2021 with a 'skeleton staff' working remotely to provide a service until 4pm and in recognition of the excellent work done by all of our staff over the course of this year for all staff to be awarded a half day Christmas shopping holiday.</p> <p>Members APPROVED the proposals as detailed in the report.</p> <p>Proposed C Rossine Seconded G Satti</p>		
5.	Reports for Noting		
a.	Planning for the safe return to the workplace and reopening of the offices		
	<p>TS drew Members attention to section 1 of the report which reflects the decision taken at the Urgent Decision Meeting on 10 November to delay the return of Housing Services in December to January which is in line with the rest of the Association. Those minutes will be taken to the next Board meeting for ratification.</p> <p>Members APPROVED the decisions taken as detailed in the report.</p> <p>Proposed J Berrington Seconded G Satti</p>		
b.	Staff Recruitment, Leavers & Trainee Update		
	<p>OF updated Members with regards to staff recruitment and leavers during the period 1 July to 30 September 2021. HR are currently speaking with PATH and looking at bringing in some new trainees after the new year.</p> <p>Members NOTED the report.</p>		

c.	Staff Attendance: Sickness Absence		
	<p>Members had a discussion regarding the end of furlough. Members NOTED the report detailing staff sickness absence for the period 1 July 2021 to 30 September 2021.</p> <p>Chair commented that it is good to see absence levels remain low.</p>		
d.	Staff Learning and Development		
	<p>Members NOTED the report providing details of staff learning and development activities and events that have been delivered/attended during the period 1 July 2021 to 30 September 2021. Chair commented that it is good to see that the Association is maintaining its focus on learning and development.</p>		
e.	Company Health Plan Update: Simplyhealth		
	<p>Members NOTED the report providing an update on the company health plan available to employees through the provider Simplyhealth for the period 1 April-30 September 2021.</p>		
f.	Employee Engagement		
	<p>Members NOTED the report providing an update on progress to date in relation to further developing our approach to employee engagement which is linked to our strategic priority "creating a positive culture".</p> <p>TS commented that it is challenging at the moment but management remain focused and committed to employee engagement.</p>		
g.	Annual Leave Carry Forward		
	<p>Members NOTED the report providing an update on annual leave following the legal requirement to allow staff to carry forward up to 4 weeks over a 2 year period from the 2020/21 leave year due to the Covid-19 pandemic.</p>		

h.	Customer Service Excellence (CSE) Assessment		
	TS advised that following the Association's 3-year CSE review, verbal feedback has been received from the assessor. TS will share the formal outcome once it is received. Members NOTED the report.		
i.	Health and Safety Update		
	Members NOTED the report providing the Staffing Sub-Committee with an update on health and safety in the workplace for the period 1 July to 30 September 2021.		
6.	AOCB		
	None. Meeting concluded at 5:45pm		
7.	Date of next meeting – 24 February 2022		

ng PROPERTY LIMITED BOARD ATTENDANCE 2021-22

	20.10	08.12										
C Rossine	P	P										
J Thorburn	P	P										
I Munro	P	P										
P Miller	P	P										
J Berrington	P	A										
G Satti	P	P										
L Cooper	P	P										
B Hartness	P	P										
% Total	100%	88%										

P - PRESENT

A - APOLOGIES

X - ABSENT

A* - LEAVE OF ABSENCE GRANTED

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 94%



Board Meeting Minutes

Meeting:	NGPS Board	Location:	Teams
Date:	8 December 2021	Time:	4.30pm
Attendees:	C Rossine (Chair) J Thorburn G Satti P Miller		R Hartness – BH C Wilson – CW L Cooper – LC
Apologies	J Berrington		I Munro
Minute Taker:	C Wilson (CW)		

	Agenda	Action	Date
1.	Apologies		
	As above		
2.	Disclosure of Interest and Attendance		
	No declarations of interest were made		
3.	Minutes of Meeting 20th October 2021		
	Minutes were agreed as an accurate record.		
	Proposed: P Miller Seconded: J Thorburn		
4.	Reports for Approval		
(a)	Management Accounts - period to 30 September 2021		
	<p>Information from the management accounts for the period to 30th September 2021 was reviewed. It was noted that:</p> <ul style="list-style-type: none"> Factoring income of £245K invoiced in the period. Gross profit of £101K with £93K in total of staff costs and overheads incurred or allocated from the Association. Left a profit of £8K before tax in the period. <p>BH noted the factoring position before bad debt provisions was £176K, which included items that were charged out in the factoring run for the September 2021 quarter. Bad debt provision of £48K which brings debt down to £127K (further £17K in Allpay transit)</p>		

	Proposed J Thorburn Seconded G Satti		
(b)	Risk Register		
	<p>BH reported that this will continue to be a standing item on all future agendas, as there is a focus on risk.</p> <p>A separate MMR risk register is still to be done.</p> <p>Register had been updated for a pandemic risk and poor contractor performance. No other risk areas highlighted.</p> <p>Proposed P Miller Seconded G Satti</p>		
(c)	Insurance premium amendment		
	<p>The insurance premium each year is estimated for the budget as final details regarding the premium and claims history are not available when the budget has to be finalised. In most years the difference between the estimate and the actual charge is minor and no adjustment is made within the insurance year. For 21/22 the difference was significant due to a poor claim's history and a higher-than-expected change in rebuild values. Agreed that premium should be amended from £37.61 to £42.05 per quarter and owners notified. To take effect immediately.</p> <p>Proposed J Thorburn Seconded P Miller</p>		
(d)	Shared equity advisory		
	<p>Reminder of requirements regarding shared equity owners to inform them at regular intervals of ability to increase their share of ownership. Need to do letters for both Mills Wharf and Broomfield developments.</p> <p>Proposed P Miller Seconded G Satti</p>		
(e)	Mid-Market Rent presentation		
	<p>Presentation carried out by C Wilson on the features of managing mid-market rent properties. The development at Keppochill is approaching completion and NGPS will take on the management of 21 properties.</p> <p>NGPS is registering as a private landlord and three staff have received the appropriate training.</p>		

	<p>NGHA will lease the properties to NGPS at a social rent and NGPS will let them out at the MMR rent. NGHA cannot undertake the activity directly as a landlord due to it's charitable status.</p> <p>Questions asked included:</p> <ul style="list-style-type: none"> - What white goods will be supplied? – all properties will be fitted with a fridge freezer. Combined washing machine/dryer, oven and a hob. - Can you under occupy? – yes - Will we allow pets? – No pets will be allowed in MMR properties except assistance dogs. Discussion took place on the positive effects of animals on mental health during lockdown. With this in mind, this will be reviewed and we will update the board at the next meeting. - How will we manage the risk of unemployment? – we can't, if this does happen we can sign post to GEMAP. Copy of wage slips are required prior to an offer being made. - Will we be asking for references? – Yes - credit checks will be carried out and previous tenancy references will be sought. If no previous tenancy, then a personal reference will be required. 	CW	16/02
(f)	Mid-Market Rent policies		
	<p>Initial policies to cover MMR were submitted to the Board</p> <ul style="list-style-type: none"> • Mid-Market Rent Policy to provide an overarching guide to how MMR will be delivered and how properties will be allocated. • Mid-Market Rent Arrears Policy to provide guidance on how rent is collected and how any arrears will be pursued. • Complaints Policy to provide guidance on how to make a complaint and signpost customers to the First Tier Tribunal. <p>These policies are in line with the information detailed in the Letting Agent Code of Practice 2018 (Section 46 of the Housing (Scotland) Act</p>		

	2014). These policies will be reviewed every three years, or earlier, in line with regulatory or legislative changes and/or good practice guidelines.		
	Proposed J Thorburn Seconded G Satti		
(g)	Factoring review		
	<p>Update on actions being taken arising from the Factoring Review report. Outstanding areas were highlighted and points included:</p> <ul style="list-style-type: none"> - To consult again with owners factored under the NGHFA Factoring Registration early in 2022. To step away from properties if agreement is not given for NGPS to be factors - To ensure that blocks are set up on the system for all properties. Any gaps to be identified and set up - Agreed that setting up sinking funds was not an area NGPS wished to progress at this time <p>Proposed P Miller Seconded J Thorburn</p>		
5.	Reports for Noting		
(a)	Factoring Report		
	<p>It was reported that the factoring arrears on 30th September 2021 were £67,730. There was £16K of communal repairs added to the accounts during this quarter.</p> <p>It was noted that:</p> <ul style="list-style-type: none"> • There are 9 owners owing more than £2000 and all of these have notices of potential liabilities over the property • 139 owners are currently on a payment plan <p>It was also noted that former owner's arrears are £1,970.</p> <p>CW provided an update on the service during current covid restrictions</p> <p>CW advised that roof works at 32 Midton Street were almost complete. Discussions with Council regarding St Monance Street wall works indicated no funding for owners was available. Consultation to start early in new year.</p>		

	There have been no referrals to the FTT Report noted.		
6.	AOCB		
	As works on St Monance Street wall may have to start prior to next Board meeting then delegation of authority discussed. Authority delegated to Group CEO and Chairperson of the Association.		
7.	Date of Next Meeting		
	Next Meeting is scheduled for 16 February 2022		



Board Meeting

For Approval

To: Board
From: DCEO

SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO 30 NOVEMBER 2021 **DATE 1 February 2022**

1.	Introduction		
	Below are income and expenditure and balance sheet for the period to 30th November 2021 together with cash flow and accompanying notes. It should not need emphasis that this continues to be an unusual period. Even with lockdown ended there is still impediments to normal business.		
2.	Risk and other issues		
	The management accounts are reviewed on a regular basis by the management team, Audit Committee and Board, ensuring close monitoring of financial position of the organisation. This is a key element of budgetary control and monitoring		
	There are no applicable effects on sustainability or equality and diversity issues.		
3.	Comparison against budget		
	The Management Accounts cover the period to 30 th November 2021 and compares the Income and Expenditure of the Association against the budget.		
		Effect - £k	Comment
	Rents	236	With ability to let properties and more properties being relet higher return from properties relet.
	Planned maintenance	1,297	Most costs incurred centred on the multis project with other contracts limited.
	Gift aid	180	Gift aid payment from ng2
	Other variances	<u>1,239</u>	
	Total Positive variances	<u>3,012</u>	
		Effect - £k	
	Planned maintenance	1,289	With lower planned maintenance spend

	capitalisation	then reduced capitalisation in period.
	Day to day repairs	459 Catch up on previous years held back by lockdown and reduced access.
	Other negative variances	<u>793</u>
	Total negative variances	<u>2,541</u>
	Total positive variances	3,012
	Total negative variances	<u>(2,541)</u>
	Net movement	471
	Projected deficit for period	<u>(1,855)</u>
	Actual deficit for period	<u>(1,384)</u>
	<p>Ratios for lender are in an acceptable position. Interest cover of 1.14 (after transfer from designated reserves) against a required ratio of 1.1 and the ratio of secured assets to loan value at 2.33 against a required ratio of 1.0.</p> <p>Turning to the balance sheet the significant factors within the period included:</p> <ul style="list-style-type: none"> • Property expenditure of £10.58m, other assets expenditure of £181k and depreciation of £3.2m leading to a net increase in fixed assets of £7.55m. This includes the expenditure on property acquisitions, property improvements, adaptations, and computer equipment. • Bank balances moved downwards from £36.2m to £26.05m with negative cash flow of £10.1m. • Loans decreased by £1.09m with the repayments made in the period. Now loans of £42.01m outstanding. 	
4.	Recommendation	
	Board Members are asked to APPROVE the Management Accounts for the period to 30 th November 2021.	

NORTH GLASGOW HOUSING ASSOCIATION LTD.

MANAGEMENT ACCOUNTS FOR PERIOD ENDED

30.11.21

INCOME AND EXPENDITURE

Year to 31.3.21	Nov.21 Actual	Oct - Nov 21			CUMMULATIVE TO DATE			ANNUAL BUDGET
		Actual	Budget	Variance	Actual	Budget	Variance	
Income								
24,835,166 Rental Income	2,107,455	4,224,699	4,173,453	51,246	16,931,212	16,695,370	235,842	24,773,743
-440,408 Voids	-19,327	-44,954	-73,035	28,081	-201,484	-292,169	90,685	-437,041
38,381 Service Income	3,513	7,024	7,009	15	28,291	26,478	1,813	40,496
24,433,139	2,091,641	4,186,769	4,107,426	79,343	16,758,019	16,429,679	328,340	24,377,199
0 Factoring Income	370	9,760	156,435	-146,675	255,549	312,870	-57,321	625,739
555,085 Grant release/received	30,000	60,000	94,248	-34,248	263,117	376,992	-113,875	565,488
24,988,224 Net Income	2,122,011	4,256,529	4,358,109	-101,580	17,276,685	17,119,540	157,145	25,568,426
Expenditure								
1,859,479 Day to Day	249,683	523,297	318,004	-205,293	1,717,417	1,257,846	-459,571	1,861,900
888,969 Cyclical	149,864	392,829	458,134	65,305	1,257,418	1,832,535	575,117	2,845,270
1,177,828 Void Maintenance	69,703	159,399	116,667	-42,732	729,099	466,667	-262,432	700,000
394,547 Bad Dbts-Rents	3,781	13,874	76,667	62,793	275,327	306,667	31,340	460,000
0 Bad Dbts-services	0	0	0	0	0	0	0	0
15,273,257 Planned maintenance	3,091,452	4,367,035	3,466,234	-900,801	12,567,715	13,864,935	1,297,220	20,797,402
-8,730,819 Capitalised to balance sheet	-2,328,009	-3,020,565	-2,381,295	639,270	-8,235,692	-9,525,179	-1,289,487	-14,287,768
687,365 Other Property Costs	56,016	107,826	152,667	44,841	521,680	610,667	88,987	916,000
4,034,380 Depreciation	380,000	760,000	775,000	15,000	3,040,000	3,100,000	60,000	4,650,000
1,876,166 Service Costs	280,952	355,072	264,768	-90,304	1,267,808	1,046,986	-220,822	1,577,274
-185,460 Factoring Expenditure	14,410	28,334	77,112	48,778	172,828	208,448	35,620	422,672
5,509,577 Salaries	439,944	835,219	886,345	51,126	3,369,381	3,545,381	176,000	5,318,072
1,935,252 Overheads	186,200	346,097	325,783	-20,314	1,231,065	1,303,133	72,068	1,954,700
24,720,541 Total Expenditure	2,593,996	4,868,417	4,536,086	-332,331	17,914,046	18,018,087	104,041	27,215,522
267,683 Surplus from Ordinary Activities	-471,985	-611,888	-177,977	-433,911	-637,361	-898,546	261,185	-1,647,096
0 Development Income	0	0	0	0	0	0	0	0
0 Development Expenditure	0	0	0	0	0	0	0	0
0 Development Surplus	0	0	0	0	0	0	0	0
737,595 Other Income	50,206	98,936	114,667	-15,731	349,116	462,054	-112,938	691,387
615,451 Other Expenditure	42,088	73,130	135,667	62,537	398,143	542,667	144,524	814,000
389,828 Net Surplus	-463,867	-586,082	-198,977	-387,105	-686,388	-979,159	292,771	-1,769,709
1,207,444 Loan Interest	96,257	218,761	231,430	12,669	937,589	925,718	-11,871	1,388,577
98,552 Interest received	2,540	5,266	12,500	-7,234	36,193	50,000	-13,807	75,000
41,296 Other finance charges	0	0	0	0	0	0	0	0
46,769 Property and fixed asset se	18	18	0	18	23,521	0	23,521	0
2,816,381 Pension adj/corp tax/gift ai	-180,000	-180,000		-180,000	-180,000		-180,000	0
-3,529,972 Net Surplus after interes	-377,566	-619,559	-417,906	-201,653	-1,384,263	-1,854,877	470,614	-3,083,286
1,000,000 Trans from Designated Re:	600,000	750,000	0	750,000	1,700,000	0	1,700,000	0
0 Trans to Designated Reser	0	0	0	0	0	0	0	0
-2,529,972 Net result after Transfer	222,434	130,441	-417,906	548,347	315,737	-1,854,877	2,170,614	-3,083,286

NORTH GLASGOW HOUSING ASSOCIATION LTD.

MANAGEMENT ACCOUNTS FOR PERIOD ENDED

30.Nov.21

INCOME AND EXPENDITURE

ANALYSIS OF DIRECT EMPLOYEE & ADMINISTRATION COSTS

2021	Nov.21 <u>Actual</u>	<----- <u>Actual</u>	Oct - Nov 21 <u>Budget</u>	<u>Variance</u>	CUMMULATIVE TO DATE			ANNUAL BUDGET
					<u>Actual</u>	<u>Budget</u>	<u>Variance</u>	
4,687,932 Salaries	386,639	728,262	779850	51,588	2,917,649	3,119,401	201,752	4,679,101
821,645 Pensions	53,305	106,957	106495	-462	451,732	425,981	-25,751	638,971
5,509,577 Total Direct Employee	439,944	835,219	886345	51,126	3,369,381	3,545,381	176,000	5,318,072
98,465 Heat & Light	1,251	9,634	8333	-1,301	32,447	33,333	886	50,000
228,151 Depreciation	20,000	40,000	33333	-6,667	160,000	133,333	-26,667	200,000
12,571 Office & General	1,767	2,439	6667	4,228	7,600	26,667	19,067	40,000
59,851 Cleaning and Materials	13,637	14,455	14167	-288	55,404	56,667	1,263	85,000
75,007 Subscriptions	5,600	10,447	12500	2,053	41,746	50,000	8,254	75,000
7,695 Photocopier costs	2,122	2,287	3333	1,046	6,688	13,333	6,645	20,000
41,759 Postage & Stationery	2,860	4,836	10000	5,164	19,736	40,000	20,264	60,000
0 Office Repairs & maintenanc	0	7,890	5000	-2,890	20,426	20,000	-426	30,000
204,629 Rent, Rates, Insurance	23,141	43,195	33333	-9,862	175,133	133,333	-41,800	200,000
136,269 Telephone & internet	24,090	36,957	21667	-15,290	105,224	86,667	-18,557	130,000
17,190 Audit & Accountancy	507	8,014	5000	-3,014	9,724	20,000	10,276	30,000
32,031 Equipment Maintenance	2,262	5,203	9167	3,964	15,406	36,667	21,261	55,000
40,680 Legal Fees	1,542	8,921	5000	-3,921	19,280	20,000	720	30,000
16,209 Leasing Contracts	578	1,157	3333	2,176	9,261	13,333	4,072	20,000
4,247 Promotions, publicity & ann	0	4,095	5000	905	10,219	20,000	9,781	30,000
120,967 Consultants	17,699	22,418	23333	915	68,579	93,333	24,754	140,000
414,229 Computer Support	29,173	62,538	53333	-9,205	238,115	213,333	-24,782	320,000
223,589 Computer - License & acce	26,289	40,188	30200	-9,988	137,648	120,800	-16,848	181,200
0 Office Landscape Maintena	0	0	1250	1,250	0	5,000	5,000	7,500
1,733,539 Total Office Overheads	172,518	324,674	283950	-40,724	1,132,636	1,135,800	3,164	1,703,700
5,496 Recruitment advertising & c	1,683	2,322	3333	1,011	16,121	13,333	-2,788	20,000
15,699 Staff Training	2,050	4,119	10000	5,881	23,108	40,000	16,892	60,000
0 Staff life cover	0	0	2000	2,000	0	8,000	8,000	12,000
3,358 Staff uniforms	1,335	1,917	1000	-917	3,826	4,000	174	6,000
0 Temporary Staff	0	0	833	833	0	3,333	3,333	5,000
3,015 Conferences & Seminars	1,955	2,430	4167	1,737	2,475	16,667	14,192	25,000
10,938 Travel & Subsistence	207	266	4167	3,901	1,820	16,667	14,847	25,000
141,910 Health & Safety	4,098	6,890	11667	4,777	38,180	46,667	8,487	70,000
180,416 Total Staff Overhead Cos	11,328	17,944	37167	19,223	85,530	148,667	63,137	223,000
13,162 Training	0	475	1333	858	995	5,333	4,338	8,000
1,286 Travel Expenses	12	24	667	643	91	2,667	2,576	4,000
3,420 Expenses to Committee	632	774	1000	226	2,949	4,000	1,051	6,000
3,429 Conferences	1,710	2,206	1667	-539	8,864	6,667	-2,197	10,000
21,297 Total Committee Costs	2,354	3,479	4667	1,188	12,899	18,667	5,768	28,000
Total Direct Employee & Administration Costs	626,144	1,181,316	1212129	30,813	4,600,446	4,848,515	248,069	7,272,772

**NORTH GLASGOW HOUSING ASSOCIATION LIMITED
MANAGEMENT ACCOUNTS FOR THE PERIOD TO
BALANCE SHEET**

30.Nov.21

Previous
year
totals

FIXED ASSETS		ACTUAL
131,350,817	Housing Properties	141,926,504
-25,094,890	Depreciation	-28,134,890
<u>106,255,927</u>		<u>113,791,614</u>
	Less:	
0	Housing Association Grant	0
<u>106,255,927</u>	Net Value	<u>113,791,614</u>
1,394,695	Other Fixed Assets	1,415,724
1,300	Investments	300
<u>107,651,922</u>	TOTAL FIXED ASSETS	<u>115,207,638</u>
CURRENT ASSETS		
287,768	Stock & WIP	164,595
36,166,311	Cash and Other Short Term Investments	26,052,340
513,240	Rent Arrears	161,019
1,509,226	Other Current Assets	1,161,258
<u>38,476,545</u>	TOTAL CURRENT ASSETS	<u>27,539,212</u>
CURRENT LIABILITIES		
2,154,506	Short Term Loans and Current Loan Capital Repayments	2,154,506
0	Bank Overdrafts	0
4,749,794	Other Current Liabilities	4,398,742
2,816	Pension liability under one year	2,816
<u>6,907,116</u>	TOTAL CURRENT LIABILITIES	<u>6,556,064</u>
<u>31,569,429</u>	NET CURRENT ASSETS	<u>20,983,148</u>
<u>139,221,351</u>	TOTAL ASSETS LESS CURRENT LIABILITIES	<u>136,190,786</u>
CREDITORS DUE AFTER ONE YEAR		
40,951,913	Long Term Loans	39,861,005
4,481,312	Pension liability	4,145,822
16,416,502	Deferred income	16,196,628
<u>61,849,727</u>		<u>60,203,455</u>
<u>77,371,624</u>	NET ASSETS	<u>75,987,331</u>
RESERVES		
20,211,168	Designated reserves	18,511,168
14,885,518	Revenue	15,201,255
42,274,810	Revaluation reserve	42,274,810
<u>77,371,496</u>	TOTAL RESERVES	<u>75,987,233</u>
128	SHARE CAPITAL	98
<u>77,371,624</u>		<u>75,987,331</u>

cashflow

NORTH GLASGOW HOUSING ASSOCIATION LIMITED
MANAGEMENT ACCOUNTS FOR THE PERIOD TO 30.Nov.21
CASHFLOW

YEAR TO		
31.03.2021		
0		
OPERATING ACTIVITIES		ACTUAL
382,204 Operating surplus for period		-686,388
4,034,380 depreciation - properties		3,040,000
228,151 Depreciation - fixtures		160,000
-351,385 Amortisation of capital grants		-240,000
46,769 Gain on sale of fixed assets		23,521
Other finance charges		
-380,474 Decrease/(Increase)in Debtors		700,189
-144,929 Decrease/(Increase)in stock		123,173
12,090,293 (Decrease)/Increase in Creditors		-486,416
share capital cancelled		
<u>15,905,008</u> Net Cash In/(Out)flow From Operating Activities		<u>2,634,079</u>
INVESTING ACTIVITIES		
0 Grants Received		0
-13,410,851 Acquisition and Construction Of Properties		-10,575,687
-357,047 Acquisition of Other Fixed Assets		-181,029
-6,553 Procceds on disposal of properties		0
0 Investment in Activities		1,000
<u>-13,774,451</u> Net Cash In/(Out)flow From Investing Activities		<u>-10,755,716</u>
2,130,557		-8,121,637
FINANCING		
18,400,000 Loans Received		0
-1,857,508 Less: Loans Repaid		-1,090,908
98,552 Interest Received		36,193
-1,207,444 Interest Paid		-937,589
-14 Share capital issued		-30
<u>15,433,586</u> Net cash In/(Out)flow From Financing		<u>-1,992,334</u>
<u>17,564,143</u> Increase/(Decrease) in Cash and Cash Equivalents		<u>-10,113,971</u>
17,564,144 Movement in Cash & Bank		-10,113,971
0 Movement in Bank overdrafts		0
<u>17,564,144</u> Increase/(Decrease) in Cash and Cash Equivalents		<u>-10,113,971</u>
18,602,167 Opening cash balance		36,166,311
<u>36,166,311</u>		<u>26,052,340</u>

North Glasgow Housing Association Limited

Nationwide Ratios

All information contained in these ratios are taken from the annual accounts except for current figures which is management accounts

	Nov.21	2021	2020	2019
Share capital	98	128	142	144
Reserves	75,987,233	77,371,496	80,909,091	78,222,768
HAG	16,196,628	16,416,502	5,510,078	3,654,930
Net worth	92183959	93788126	86419311	81877842
Current assets	27,539,212	38,476,545	20,386,998	19,869,107
Current liabilities	6,556,064	6,907,116	5,210,813	4,285,090
Borrowings old facility	14,387,863	14,925,590	15,613,605	16,268,124
Borrowings new facility	924,296	972,680	1,042,196	1,108,002
Number of charged properties - original loan	1192	1192	1192	1192
Value per property	24955	24955	24955	24955
Total value	29746000	29746000	29746000	29746000
Number of charged properties (A) - New loan	71	71	71	71
Value per property	25606	25606	25606	25606
Total value - Category A	1818000	1818000	1818000	1818000
NB properties (B) new loan EUV	124	124	124	124
Value per property	41468	41468	41468	41468
Total value - Category B EUV	5142000	5142000	5142000	5142000
Total A + B	6960000	6960000	6960000	6960000
C Operating surplus	-686,388	382,204	951,115	1,371,368
D Profit on sale of fixed assets	23,521	46,769	8,535	38,631
E Interest Receivable	36193	98552	120858	116652
F Interest Payable	-937589	-1207444	-908340	-1088873
K Other Finance Charges	0	-41296	-104203	-85337
L Pension movement	180,000	-2,816,381	2,618,358	-1,146,288
G Surplus before tax	-1384263	-3537596	2686323	-793847
H transfer from designated reserves	1,700,000	1,000,000	0	500,000
I transfer (to) designated reserves				
J Surplus after reserve transfer	315737	-2537596	2686323	-793847
Lenders definition of annual surplus (G+F+H+K+L)	1073326	1527525	1080508	2026651
Interest Cover Ratio - required ratio >1.1 unless year with agreed deficit				
Annual surplus/interest payable	1.14	1.27	1.19	1.86
Quick ratio	4.20	5.57	3.91	4.64
Borrowings to Net Worth - Nationwide	16.61	16.95	19.27	21.22
Charged value to Borrowings (CVB) - original loan EUV	2.067	1.993	1.905	1.828
CVB - original loan - EUV with sales	2.897	2.793	2.669	2.562
CVB new loan - EUV	7.530	7.155	6.678	6.282
CVB - EUV combined total both loans	2.33	2.25	2.145	2.056

**Board Meeting****For Approval**

To: Board
From: DCEO

SUBJECT: BUSINESS PLAN PRIORITIES PROGRESS DATE: 1 February 2022

1.	Introduction
	<p>As members are aware, the Association's current Business Plan covers 3 years 2021 to 2024 and it contains a number of key priorities covering that period. Some of these priorities are recurring items e.g., governance and risk which are required to be achieved year on year, or biannually and others are one-off actions.</p> <p>This table below provides an update on the key priorities for 2021/22 plotted against the four quarters together with a position statement at 31/12/21.</p> <p>Please note that the table on Appendix 1 covers the priorities that have been assigned to this current financial year.</p>
2.	Recommendation
	Members are asked to APPROVE this report.

Business Plan Priorities 2021/22		Q1	Q2	Q3	Q4	Position Statement on 31 December 2021
Robust Governance						
Governance Framework and Governance Self-Assessment annually		●	●	●		Completed Q3 and submitted to SHR.
Risk Strategy		●	●			Completed Q1. Strategic risk register reviewed Q2.
Succession Planning for Board and staff		●	●	●	○	Board recruitment advert placed Q1. Recruitment and selection process for Independent Board members completed Q2. Board member development e.g. training, Board member reviews, etc are ongoing in Q3 and Q4.
Options Appraisal for the business		●				Completed Q1
Know our tenants and other customers needs		●	●	●	○	Review to be started now that Covid is decreasing.
Prudent Financial Management						
New loan finance to support investment programme		●				Loan arranged for Carron ASHP
Rents and Affordability (including exploring rent restructure)		●	●	●	○	Review started with aim of having ready for 23/24 rent increase decision at Feb meeting.
Creating a Positive Culture						
Invest in the community – capacity building		●	●	●	○	Ongoing BID project, Inspiring Scotland, On Your Marks and Thriving Places.

Health, safety, and wellbeing of staff	●	●	●	○	Ongoing high level of focus on staff health, safety and wellbeing including the development and implementation of Covid-19 related protocols and procedures. Audit done with ACS in Q3 to refine and implement the Health, Safety and Wellbeing Management System.
Continuous Improvement					
Options Appraisal for low demand stock	●	●	●	○	Work ongoing re Hawthorn Street and Balgrayhill decks.
Tenants' Health and Safety	●	●	●	○	Review ongoing with assistance from ACS
Growing our Business					
Explore growth potential of ng2	●	●	●	○	To review options now that limitations due to Covid is decreasing.
New grant funding for regeneration projects	●	●	●	○	Lottery funding approved Q1. Funding for cycle projects awarded.
Regeneration – Physical, Social and Economic	●	●	●	○	Keppochhill new build project reaching completion after Covid delays.
Business Improvement District	●	●	●	○	Work ongoing with banners and planters done. Work on shop fronts to be progressed by BID.

**Board Meeting****For Approval**

To: Board
From: Director of Housing Services

SUBJECT: RENT INCREASE 2022/23

DATE: 1 February 2022

1.	Introduction
	<p>The purpose of this report is to seek approval from the Board for the Rent and Service Charge increase for 2022/23 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 £42m• support future loans for investment in the stock
2.	2022/23 increase Consultation
	<p>We started our rent consultation on 13th December 2021 and we consulted on the following as approved at the 30th November 2021 Board.</p> <ul style="list-style-type: none">• 2.9%• 3.15% (£60,000 additional spend for planned maintenance)• 3.4% (£120,000 additional spend for planned maintenance) <p>We consulted out tenants using the following methods.</p> <ul style="list-style-type: none">• Letter to all tenants providing a free post envelope• Text Message, including follow up to all Tenants we hold a number for• Survey Monkey on our Website and Social Media Platforms• Housing Officers prompting returns during estate/rent visits• Concierge and Retirement Housing Officers pro-actively seeking returns• CSO's encouraging/assisting with returns when taking telephone calls.• North News Winter Edition• Wider Role Solutions carrying out a telephone survey of our tenants• Housing Services Staff pro actively contacting tenants by phone <p>The consultation was due to end on Friday 21st January 2022, however, in order to maximise our tenant engagement, we extended the consultation to Friday 28th January 2022.</p>

At the close of the consultation, we had engaged with 1904 tenants, this is more than double our figure from last year. 963 responded through Wider Role Solutions, 400 responded via text message, 324 responded via the freepost survey form and the remainder were a mix of telephone and in person contacts.

For the first time, we have included tenants that we did engage with, who have advised that they did not have an opinion on the increase and also those who thought that there should be no increase.

The results were as follows:

Rent Increase Option	Number	Percentage
2.9%	1326	69.6%
3.15%	250	13.1%
3.4%	106	5.6%
No Opinion	100	5.3%
No Rent Increase	122	6.4%
Total	1904	100%

This is a 38% return and compares favourably with a 17% return in 21/22, a 22% return in 2020/21 and an 11% return in 2019/20. Based on the current situation, a 38% return is a significant return and demonstrates our commitment to engaging with as many tenants as possible this year. At the November board meeting, we agreed a target of 30%, which we exceeded comfortably.

3. Summary

The majority of our tenants have voted overwhelmingly to increase the rent by 2.9%.

4. Recommendations

The Board are asked to consider the above and agree the rent and service charge increase for 2022/23.



For Approval

To: Board

From: Director of Housing Services

DATE **1 February 2022**

1.	Introduction
	This report is to update the board on notifiable events that have been reported to the Scottish Housing Regulator since the last meeting.
2.	Notifiable Events
	<p>During this reporting period, there has been one notifiable event:</p> <p>On 6th December at almost midnight, our concierge service were alerted to a fire at [REDACTED] [REDACTED] Due to the layout of the block. The fire/smoke damage was contained to the stairwell and the corridors and houses were not affected. Scottish Fire and Rescue confirmed that no tenants required to be decanted. There was disruption to the aerial supply as SFRS had to cut melted cables, which was repaired the following day. A deep clean and decontamination of the block also took place the following day, by our contractor – Greenerleaf.</p> <p>The regulator has since closed this notifiable event, as they were satisfied with our course of action.</p>
3.	Recommendation
	Members are asked to APPROVE the notifiable event reported to the Scottish Housing Regulator.

Board Meeting

For Approval

To: Board
From: Senior Corporate Services Officer

SUBJECT: GIFTS, HOSPITALITY AND DONATIONS **DATE: 1 February 2022**

1.	Introduction														
	<p>In line with our Policy on the above, the Board should receive a biannual report on gifts and hospitality given and received and on donations made by the Association/group subsidiaries.</p> <p>The table below sets out relevant notifications provided to Corporate Services for the period covering 1st April 2021 to 30 September 2021.</p> <table><tr><th>Date</th><th>Donor</th><th>Recipient</th><th>Gift</th><th>Value</th><th>Accepted?</th><th>Comments</th></tr><tr><td>1/09/2021</td><td>Tenant</td><td>Housing Officer</td><td>Bottle wine and 2 x £15 M&S gift cards</td><td>£40</td><td>Accepted</td><td>Donated to staff draw</td></tr></table>	Date	Donor	Recipient	Gift	Value	Accepted?	Comments	1/09/2021	Tenant	Housing Officer	Bottle wine and 2 x £15 M&S gift cards	£40	Accepted	Donated to staff draw
Date	Donor	Recipient	Gift	Value	Accepted?	Comments									
1/09/2021	Tenant	Housing Officer	Bottle wine and 2 x £15 M&S gift cards	£40	Accepted	Donated to staff draw									
2.	Recommendation														
	Members are asked to APPROVE this report.														

Register of Payments and Benefits

Case No 139

1. DESCRIPTION OF BENEFIT

BENEFIT	✓	DETAILS, (eg event name, host, venue, attendees, cost per person, date)
Attendance at Event	✓	<p>SURF Award Presentation Dinner on 9th December 2021 in the Glasgow Central Hotel.</p> <p>12 Attendees: John Devine (staff), Margaret Fraser (staff), Allan Gow (Board Member), John Thorburn (Board Member), Catherine Rossine (Board Member) plus guests: [REDACTED]</p> <p>Total Cost: £864 - £80.00 (ex VAT) per individual place (including two free project places and one free place for booking a table of ten).</p>

2. BOARD APPROVAL

Checklist – please tick as appropriate		Details
Has an ng group member been nominated for an award?	no	ng homes nominated for BID (Business Improvement District)
Is attendance in recognition of achievement or in pursuit of appropriate business development?		
Is event directly relevant to our objectives/business aims?		
Are total costs reasonable and appropriate as determined by Chair and CEO? (If costs exceed £500 per person, Board must give specific approval based on business case)	✓	

3. RECOMMENDATION

Meeting where approved	Urgent Decision Meeting
Date of meeting	10 November 2021

Directors Signature		_____
Chair's Signature		_____

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



Board Meeting For Noting

To: Board
From: Director of Corporate Services

SUBJECT: **PLANNING FOR A SAFE RETURN TO THE WORKPLACE** **DATE** **1 February 2021**

1.	Introduction
	<p>As members are aware that due to the steep rise in the number of Covid-19 infections in Scotland and across the UK that we postponed our plan for all staff to be returning to the offices (initially on a 3/2 split rota basis) and for customer visits to start albeit on an appointment only basis from early January.</p> <p>The current advice from the Scottish Government remains the same in that their advice is to continue to work from home where possible. From February 2022 the Scottish Government will engage with business to consider moving towards a hybrid model.</p> <p>It is important to note that a number of staff are unable to carry out their role remotely and have been on the premises throughout the pandemic. We have another group of staff who can work remotely however have certain duties that need to be done from the office and this has been carried out safely and effectively.</p> <p>It is also important to highlight that whilst the office are not yet open to visitors, all our essential services are being delivered successfully with communication channels with tenants and other customers being well used, in addition to this staff are utilising technology and other methods to meet with customers where required.</p> <p>We are now in a position to plan ahead for a safe return to the workplace on Monday 14 March 2022, (initially on a 3/2 split rota basis) and to plan for customer visits to start albeit on an appointment only basis. Following the published guidance we will review our procedures and protocols to ensure they are in line with the guidance and will consult with staff to provide them with sufficient notice of the planned return to the workplace and to ensure that all concerns have been taken into account.</p> <p>Safety and caution remain our watchwords and in the short term we are proposing no change to the procedures, protocols and working practices that we currently have in place,</p>

	so the status quo prevails. Our proposal is to hold a 'Safe return to the workplace' meetings with the managers, throughout January and February, to discuss a planned return for 14 March 2022. This will allow time for staff consultation and for any concerns to be addressed.
2.	Recommendation
	Members are asked to NOTE the contents of this report.



Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

SUBJECT: FREEDOM OF INFORMATION

DATE: 1 February 2022

1.	Introduction
	<p>On 11 November 2019 RSLs and certain of their subsidiaries (ng2) were brought under the scope of the Freedom of Information (Scotland) Act 2002 for certain of their functions. RSLs are also subject to the Environmental Information (Scotland) Regulations (EISRs) which have a wider scope than the FOISA Act. FOISA and EISRs together are known as Freedom of Information (FOI) Law and the Scottish Information Commissioner (SIC) is responsible for promoting and enforcing FOI Law. This legislation means that anyone requesting information from a public authority has legal rights and must be provided with the information requested if the public authority holds it at the time of the request unless the law allows for the request to be refused.</p> <p>Information which is covered by the FOISA Act:</p> <ul style="list-style-type: none">• The prevention and alleviation of homelessness• Management of social housing accommodation• Provision and management of sites for gypsy travellers• Information supplied to the SHR on finance and governance
2.	FOI – the 3 duties
	<p>There are 3 core FOI duties:</p> <ul style="list-style-type: none">• The duty to respond to requests for information• The duty to advise and assist requesters• The duty to publish information (ng homes group publishes information on its website in line with its Guide to Information).
3.	FOI Statistics
	<p>ng homes received 2 FOISA requests and 15 EISR requests during Q1 and Q2 2021. Requests for information covered a variety of subjects including queries re statistics on housing awards bands; number of housing applications on ng homes housing list over a period of 7 years; number of applications on ng homes housing list for different property sizes by number of bedrooms; number of properties let over various years; number of properties to be completed in 2021/22; total housing stock figure for each of the last 5 years, broken down by year and number of bedrooms; rental prices for each of the last 5 years;</p>

	<p>housing asset management and IT systems; various questions relating to black and ethnic minority employees (BAME) at ng homes; information in relation to alleged accidents; information in relation to the boundary of a particular property; evidence of checking of water tanks.</p> <p>If a requester is unhappy with the response from us they have the right to request a review from us. There were 2 requests for review replied to in the period upholding the original decision.</p> <p>ng2 received one EISR request in the period.</p>
4.	Subject Access Requests
	<p>The SIC also collect data on Subject Access Requests (SARs) received under the heading "Number of Requests Received Under the Data Protection Act" to assess how the number of FOISA and EISR requests authorities receive compares to the number of Subject Access Requests received. A Subject Access Request is where a person requests copies of their own personal information. In Q1 and Q2 ng homes group received 5 SARs of which 2 related to ng2.</p>
5.	Recommendation
	Board members are asked to note the contents of this report.

Board Report For Noting

To: Board
From: Senior Corporate Services Officer

SUBJECT: DECLARATION OF INTEREST UPDATE

DATE: 1 February 2022

1.	Introduction
	<p>This Report updates the Board on the current declaration of interests by ng homes Board/Area Committee and ng homes group staff. The Declaration of Interest Policy, which was introduced in 2015, applies across the entire ng group, and assists compliance with Scottish Housing Regulator (SHR) 2012 Governance Standard 5.4, "Governing body members and staff declare and manage openly conflicts of interest and ensure they do not benefit improperly from their position".</p>
2.	Declarations of Interest
	<p>Board and Area Committee members: Relevant declarations of interest are summarised in the attached Appendix.</p> <p>Employees: There are currently 175 employees in ng group. This includes 105 ng homes staff plus 24 ng2 direct service staff, e.g. concierge.</p> <p>The attached Appendix details staff declared interests involving themselves and/or someone closely connected to them (these are close or more distant relatives and friends).</p> <p>Declaring interests: this involves a degree of judgement, within Policy guidelines. Some employees opted to highlight relationships which may not require declaration per the Policy, which is fine. Also, the Code of Conduct requires disclosure of a wider range of issues than is covered by our Payments and Benefits Policy. For example, an employee or Board member may declare a connection involving a cousin or niece, whereas there is no requirement under current Payments and Benefits Policy for Board approval to a related tenancy or a contract of employment. The objective is to encourage maximum openness in declaring interests, and then to apply a more targeted set of rules if Payments and Benefits Policy applies.</p>
3.	Managing Declared Interests – Board/ Area Committee Members and Employees
	<p>For Board members, interests are managed per the Code of Conduct, and our Declaration of Interest, Payments and Benefits and Gifts and Hospitality policies. Key provisions are:</p> <ul style="list-style-type: none"> • Complete a Declaration of Interest Form and update it for any change in your

interests

- Inform the Chair if a matter in which you or someone closely connected to you has a personal, business or financial interest, is to be discussed at the meeting, so that it is
- Recorded in the minutes
- Play no part in discussions or decisions on matters affected by the declared interest – except where permissible under Declaration of Interest Policy
- Comply with related governance policies

For **employees**, declarations are managed in line with the same governance policies. However, given the operational role of staff as opposed to Board members, additional internal procedures apply, with Directors responsible for implementation. These are important to avoid any perception that an employee or someone they are connected to receives any favourable treatment. Areas covered by procedures for employees include:

a) If an employee or someone to whom they are connected is a tenant or on the housing list or a factored owner then the employee must have no involvement in:

- Housing allocation process
- Rent accounting or arrears management
- Instructing repairs or maintenance works
- Instructing improvements or medical adaptations
- Other housing management issues
- Award of compensation or rewards
- Factoring services or billing

This list is not exhaustive and restrictions may apply for other areas. For tenancy offers Board approval is required under Payments and Benefits.

b) If an employee is connected to another ng group employee(s) or job applicant then there must be no involvement by a connected employee in:

- External or internal recruitment or re-grading processes or decisions
- Direct line management between employees
- Authorisation of overtime, expenses or bonus payments

Board/Staffing Sub-Committee approval is sought for any new contract involving a re-grading or promotion for an existing group employee who has a relevant connection per Payments and Benefits Policy to another employee in ng group.

	<p>c) If an employee is connected to a proprietor, major shareholder, or senior manager in a business that contracts/may contract with ng group: Payments and Benefits restrictions may apply or Board consideration may be required. In making decisions, seniority and role of the ng employee may be relevant, as well as seniority of a connected person within a business. For declared connections deemed permissible and approved under Payments and Benefits, even where no material conflict of interest exists, relevant ng manager/employee to have no involvement in:</p> <ul style="list-style-type: none"> • Procurement of contracts for works, supplies or services • Authorising/commissioning/payment approval for works, supplies or services • Contract management or monitoring
4.	Other Areas where Declaration Required
	<p>There are some business areas where we also require declarations from people external to ng group.</p> <p>a) Contractors and suppliers: template form to be completed by existing/prospective ng group contractors and suppliers for contract values over £1,000. This extends to sub-contractors nominated by ng homes or ng2. The template must be incorporated into procurement documentation including pre-qualification questionnaire and tenders.</p> <p>b) Recruitment: template form to be completed by all ng homes/ng2 applicants.</p> <p>c) Housing allocations: template form to be completed by housing applicants</p> <p>d) Sale or purchase of land or property: template form to be completed by vendors or purchasers of land/property that may be acquired or sold by ng group.</p> <p>e) Leasing of commercial property: template form to be completed by any businesses or individuals to or from whom ng homes or ng2 proposes to lease commercial space.</p>
5.	Recommendation
	Board is requested to note declaration information for all parts of the ng group.

Appendix: Declarations of Interests – January 2022

Board Member Declarations

Interest	Declarations
I am a tenant	5
Someone connected to me is a tenant	1 (connected to 2 tenants)
I am a factored owner	2
Someone connected to me is a factored owner	0
I own property in area (not factored)	0
I am a Board Member of a ng group subsidiary	7
I am a volunteer/involved with a local community organisation	4
I am a shared owner	1
I am Glasgow City Councillor - SNP	1

Area Committee Member Declarations (excl. ng homes Board members)

Interest	Declarations
I am a tenant	2
I am a factored owner	1
I am a Board member of an ng group subsidiary	1
I am a volunteer/involved with a local community organisation	1

Employee Declarations (ng homes and ng2 direct service staff)

Interest	Declarations
I am a tenant	4
Someone connected to me is a tenant	16 (covering 17 tenancies)
I am a housing applicant	2
Someone connected to me is a housing applicant	4
I am a factored owner	2
Someone connected to me is a factored owner	5
I own property in area which is not my own home (not factored)	4
Someone connected to me is also an employee of ng homes or ng2	22 employees declared a connection to one or more ng homes or ng2 employees
Someone connected to me is employed in a relevant business	2
I am a director of a ng group subsidiary	3
Paid/voluntary work with organisation that does business with ng homes	2
I am a Board member of another housing association	6

I am a volunteer/involved with a local community organisation	3
---	---

Employee Declarations (ng2 staff)

Interest	Declarations
I am a tenant	2
Someone connected to me is a tenant	3 (covering 4 tenancies)
I am a housing applicant	0
Someone connected to me is a housing applicant	0
I am a factored owner	1
Someone connected to me is a factored owner	0
I own property in area (not factored)	0
Someone connected to me is also an employee of ng homes or ng2	8 employees declared a connection to one or more ng homes or ng2 employees
Someone connected to me is employed in a relevant business	0
I am a director of a ng group subsidiary	0
Paid/voluntary work with organisation that does business with ng homes	0
I am a Board member of another housing association	0
I am a volunteer/involved with a local community organisation	0



Board Meeting For Noting

To: Board
From: Communications Officer

SUBJECT: COMMUNICATIONS REPORT

DATE: 1 FEBRUARY 2022

1.	Introduction								
	This report provides the Board with an update on all communications and media information from 1 st January 2021 to 31 st December 2021.								
2.	Website Analysis								
	<p>Google Analytics monitors ng homes’ website traffic and produces a report covering audiences, locations, popular pages and what devices are used. For a short period tracking was disabled due to a change in Cookies. During this time we were not able to gather analytics. Our web developers, Kiswebs, were able to rectify the problem and tracking was available again.</p> <p>During the period, the ng homes website had:</p> <table><tr><th>Audience</th><th>Popular pages</th><th>Devices used</th></tr><tr><td>8,358 users</td><td>Apply for a Home, Vacancies and Contact Us</td><td>Mobile phone devices (69%), desktop computer/laptop (27%) and tablets (4%)</td></tr></table>			Audience	Popular pages	Devices used	8,358 users	Apply for a Home, Vacancies and Contact Us	Mobile phone devices (69%), desktop computer/laptop (27%) and tablets (4%)
Audience	Popular pages	Devices used							
8,358 users	Apply for a Home, Vacancies and Contact Us	Mobile phone devices (69%), desktop computer/laptop (27%) and tablets (4%)							
3.	App								
	The ng homes app launched on 17 December 2020. For the period there have been 264 downloads. We are continuing to promote the app on our website, social channels and in North News, and we are exploring new features for the app which should increase downloads and usage.								
4.	Social Media								
	<p>ng homes are utilising the use of social media in order to communicate with customers and make it easier for customers to contact the Association. We use the following channels:</p> <p>Twitter - @ng_homes This channel shares housing and corporate related information.</p> <p>Twitter - @ngha_community</p>								

This channel shares and promotes community activities. This channel is run by the Project Manager, Regeneration.

Facebook - @nghacomunity

This channel shares and promotes community activities along with sharing essential housing and corporate information.

Instagram - @ng__homes

This channel has recently been added and shares visual content.

The social media accounts mentioned above will be reported on moving forward.

Twitter

Social channel	Tweets	Impressions	Profile views	Mentions	Followers
@ng_homes	93	81,631	9,867	725	140
@ngha_community	159	149,032	4,139	401	130

Facebook

Analytics is only available for the period 1 January – 31 October 2021.

Page reach	Page likes	Audience
4,291	519	69.3% Female 30.7% Male 77.1% viewing from Glasgow, UK

Instagram

Analytics is not available for the period 1 January – 31 October 2021. The period available is 1 September – 31 December 2021.

Accounts reached	Post and stories reach	Profile visits
212	383	67

We will continue to explore the use of social channels to communicate with the Association's customers.

5. North News

Issues 59, 60 and 61 of Norths News have now been distributed. If members would like to contribute to the next issue, please contact the Communications Officer:

media@nghomes.net.

6.	Media Centre										
	<p>The Media Centre continues to be a valuable channel of communication. The Media Centre was viewed 8,915 times during the period with the majority being on a desktop (59%), followed by a mobile (37%) and tablet (4%).</p> <p>The most viewed press releases and news articles during the period include:</p> <table> <tr> <td>Opportunities for 16-26 year olds across Glasgow on a 6 month funded programme</td><td>536</td></tr> <tr> <td>John Devine appointed as ng homes' new CEO as Robert Tamburrini retires</td><td>435</td></tr> <tr> <td>Glasgow Lord Provost thanks businesses and volunteers supporting North Glasgow community during pandemic</td><td>402</td></tr> <tr> <td>Barclays support North Glasgow through the pandemic</td><td>314</td></tr> <tr> <td>Multi-storey flats to benefit from highly efficient new heating system</td><td>249</td></tr> </table>	Opportunities for 16-26 year olds across Glasgow on a 6 month funded programme	536	John Devine appointed as ng homes' new CEO as Robert Tamburrini retires	435	Glasgow Lord Provost thanks businesses and volunteers supporting North Glasgow community during pandemic	402	Barclays support North Glasgow through the pandemic	314	Multi-storey flats to benefit from highly efficient new heating system	249
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Multi-storey flats to benefit from highly efficient new heating system	249										
7.	Google Accounts – Business and Reviews										
	<p>When searching for ng homes on Google, the verified businesses will appear in the search results or on Google Maps.</p> <p><u>Google Business</u></p> <table> <tr> <th rowspan="2">Business</th><th>Business Profile Interactions (BPI)</th></tr> <tr> <td><i>Business Profile Interactions are when people call, message, ask for directions, and more from your Business Profile on Google.</i></td></tr> <tr> <td>Ned Donaldson</td><td>123,975</td></tr> <tr> <td>Saracen House</td><td>11,217</td></tr> <tr> <td>ng2</td><td>13,415</td></tr> </table> <p><u>Google Reviews</u></p> <p>There were 13 reviews in the period and the majority of these were positive.</p>	Business	Business Profile Interactions (BPI)	<i>Business Profile Interactions are when people call, message, ask for directions, and more from your Business Profile on Google.</i>	Ned Donaldson	123,975	Saracen House	11,217	ng2	13,415	
Business	Business Profile Interactions (BPI)										
	<i>Business Profile Interactions are when people call, message, ask for directions, and more from your Business Profile on Google.</i>										
Ned Donaldson	123,975										
Saracen House	11,217										
ng2	13,415										
8.	Recommendation										
	Board Members are asked to note the contents of this report.										



Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

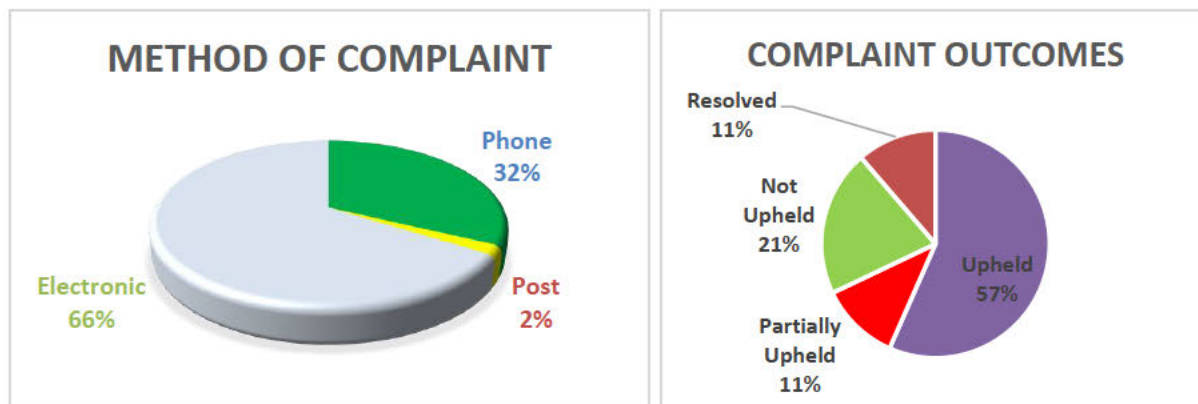
**SUBJECT: COMPLAINTS AND COMPLIMENTS
(Q3 2021/22)**

DATE: 1 February 2022

1.	Introduction																										
	This report updates the Board on complaints and compliments received for the 3-month period; 1 October to 31st December 2021 (Q3).																										
2.	Complaints Monitoring Q3 2021/22																										
	<p>a) Analysis of Complaints received in the period 1 October to 31 December 2021</p> <p>Over the 3-month period, a total of 56 complaints were received. The table below details the service area which the complaint was logged under.</p> <table> <tr> <th>Complaint Service Area</th><th>No. logged</th></tr> <tr> <td>Contractors</td><td>16</td></tr> <tr> <td>Investment</td><td>7</td></tr> <tr> <td>Repairs</td><td>16</td></tr> <tr> <td>Other Housing</td><td>6</td></tr> <tr> <td>Anti-Social</td><td>4</td></tr> <tr> <td>Rent and Arrears</td><td>0</td></tr> <tr> <td>Allocations</td><td>1</td></tr> <tr> <td>Close Cleaning and Backcourt Maintenance</td><td>0</td></tr> <tr> <td>About a Staff Member</td><td>4</td></tr> <tr> <td>Landscaping and Garden Maintenance</td><td>1</td></tr> <tr> <td>Factoring</td><td>1</td></tr> <tr> <td>Total</td><td>56</td></tr> </table> <p>b) Analysis of complaints responded to in the period October to December 2021</p> <p>53 complaints were resolved; 47 at Stage 1 (frontline resolution) and 6 at Stage 2 (serious/complex or unresolved at Stage 1). Of the 53 complaints resolved over Q3, 36 (68%) were upheld/partially upheld and 11 (21%) were not upheld. Six complaints (11%) were classed as resolved. This is a new category outcome recently introduced by the SPSO. A complaint is classed as resolved when both the Association and the customer agree what action (if any) will be taken to provide full and final resolution for</p>	Complaint Service Area	No. logged	Contractors	16	Investment	7	Repairs	16	Other Housing	6	Anti-Social	4	Rent and Arrears	0	Allocations	1	Close Cleaning and Backcourt Maintenance	0	About a Staff Member	4	Landscaping and Garden Maintenance	1	Factoring	1	Total	56
Complaint Service Area	No. logged																										
Contractors	16																										
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About a Staff Member	4																										
Landscaping and Garden Maintenance	1																										
Factoring	1																										
Total	56																										

the customer, without making a decision about whether the complaint is upheld or not upheld.

Over the period, electronic methods were the preferred method of making a complaint.

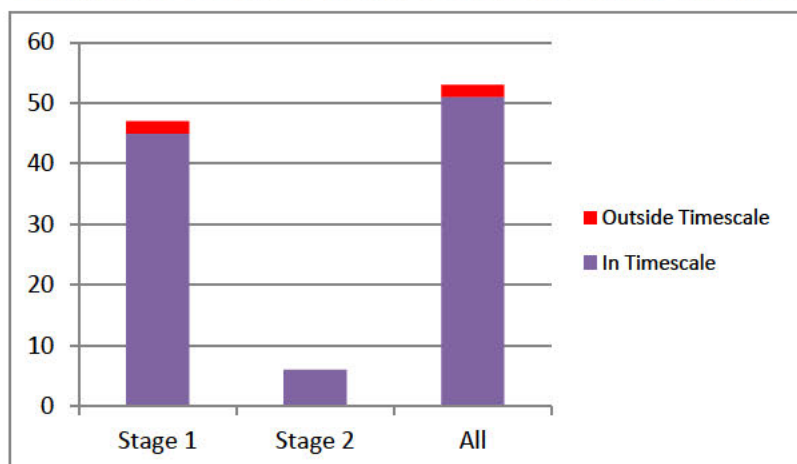


3. Performance v target timescales for dealing with complaints Q3

In total 37 (58%) of complaints were resolved within target timescales. 31 (66%) Stage 1 complaints were responded to in the target timescale (5 days) and 6 (100%) Stage 2 complaints were responded to in the target timescale of 20 days. 16 complaints were granted an extension due to the complex nature of the complaint. If we take into account the revised target date, then 96% of complaints were responded to within timescale.

The average number of days taken to respond to a Stage 1 complaint was 5.72 days and the average number of days taken to respond to a Stage 2 complaint was 15.5 days.

Complaints resolved in timescales including extensions



4. You Said, We Did (Complaints made and action taken)

You Said









Tenant was unhappy that ng homes offices are not open to the public during the pandemic and therefore were unable to offer appointments to inspect his plasterwork.







	<p>We Did</p> <p>We explained that the office was closed due to the Scottish Government's advice to work from home but that we are offering a full service. An appointment was arranged to carry out the inspection at the tenant's house.</p> <p>You Said</p> <p>Tenant was unhappy with the smoke alarms installed as part of upgrade which were intermittently beeping.</p> <p>We Did</p> <p>We advised the customer we were aware some batches of alarms had developed a fault, although this was not dangerous, and arranged for the contractor to replace them.</p> <p>You Said</p> <p>Customer was left with no internet due to a contractor accidentally cutting the wire.</p> <p>We Did</p> <p>We apologised to the customer on behalf of the contractor and arranged for the contractor to rectify the issue the following morning.</p>
5.	Compliments received Q3 2021/22
	<p>As well as receiving complaints, 9 compliments were recorded in our register for Q3. These included the following messages of thanks:</p> <ul style="list-style-type: none"> • Housing Officer is absolutely fantastic! • Very grateful for Housing Officer help. • Sincere thanks for the work re drainage at property. Staff involved were professional, knowledgeable, courteous and an asset to ng homes. • Thanks for clearing away bags of rubbish in the street, flytipping and debris from mattresses which had been set on fire. • Housing Officer is a star for working late to help tenant. • Delighted with refurbished shower bathroom and the tradesmen who carried it out.
6.	Recommendation
	Board members are asked to note this report.


Board Meeting For Noting

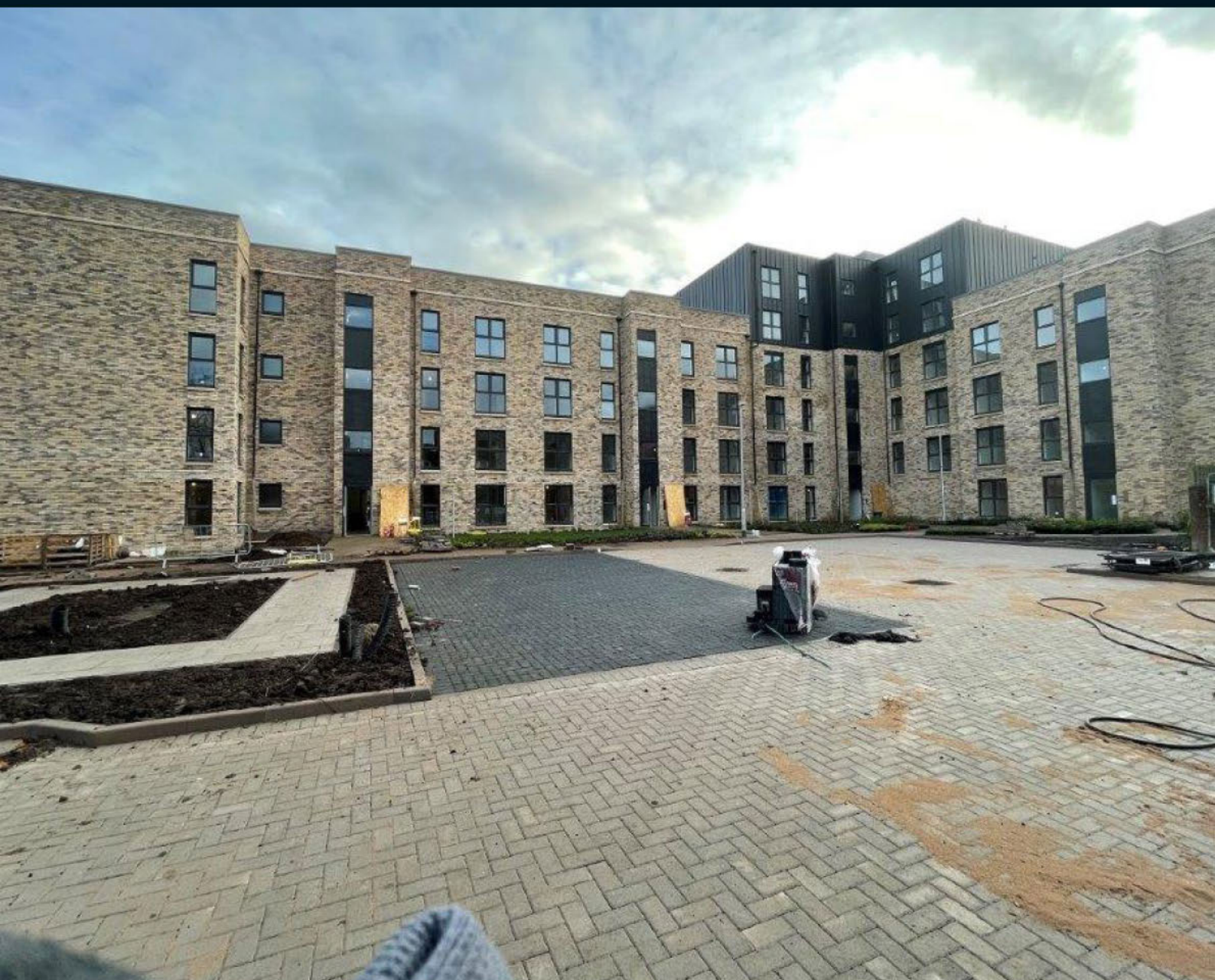
To: Board
From: Director of Housing Services

SUBJECT: KPI PERFORMANCE INDICATORS 21/22 **DATE:** 1 February 2022

1.	Key Performance Indicators (KPIs):				
	Indicator	Out turn 20/21	Target 21/22	Year to Date April 21 – December 21	Risk
	Voids				
	Vacancies in lettable stock	8%	10%	368 Projected (9%)	
	Lets	429	No Target	320	
	Section 5 Homeless Lets	26%	35%	33%	
	Average re-let timescale	36.4 days (27.2 days exc. Covid)	25 days	17.8 days	
	Offers Refused	44%	30%	30%	
	Rent & Arrears				
	Void rent loss	0.9%	0.7%	0.6%	
	Gross rent arrears (Current, Former & W/Off)	5.8%	5.5%	5.7%	
	Non-Technical Arrears	4.2%	4%	4.1%	
	% of tenants with arrangements.	65% £588,966	No Target	68% (£672,796.64) are on an arrangement and 59% are maintaining their arrangement	
	Tenancy Sustainment				
	Tenancies Sustained for more than 12 months	89%	85%	89%	

Indicator	Out turn 20/21	Target 21/22	Year to Date April 21 – December 21	Risk
Anti-Social Behaviour				
No of Anti-Social Cases received in the year	99	No Target	54	
No of Anti-Social Cases resolved in the year & within timescale	93%	90%	51 Resolved 100%	
Court Action & Evictions				
New Court Actions	19	No Target	22	
Court Actions that resulted in Evictions	1 ASB	No target	3 (Rent Arrears)	
Repairs				
Average timescale to complete emergency repairs	2.63 hrs (8804)	24 hrs	2.57 hrs (6192)	
Average timescale to complete non emergency repairs	4.68 days (5715)	5 days	5.54 days (7739)	
Reactive Repairs completed right first time.	94%	90%	88%	
Gas Safety Certificate Compliance				
% with current gas safety certificate	100%	100%	100%	
Properties with gas cert' renewed within 12 months	99.8%	100%	100%	
Adaptations				
Application brought forward from 20/21	5 (3 cancelled)	No Target	5	
Applications approved YTD	95 New (1 Cancelled)	No Target	78 (1 Cancelled)	
Average days taken to complete approved applications	16.8 days	25 days	13.4 days	

	Indicator	Out turn 20/21	Target 21/22	Year to Date April 21 – December 21	Risk
	Number of medical adaptations completed.	105	No Target	97	
	Customer Satisfaction				
	Overall Service Level	90%	90%	94.3%	
2.	Recommendation				
	The Board are asked to note the Key Performance Indicators for 1 st April 2021 – 31 st December 2021.				



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