

**Tuesday 23 May 2023**  
**4:30pm**



# ng homes

## BOARD

## MEETING







## AGENDA

**Meeting:** Board Meeting

**Invitees** Board

**Location:** Saracen House

**Date:** Tuesday 23 May 2023

**Time:** 4.30pm

**Please submit any apologies to Cheryl Murray**

**Email:** [cmurray@nghomes.net](mailto:cmurray@nghomes.net)

**Telephone:** 0141 630 4324

	Agenda	Paper	Lead Officer	Page Number
1.	Apologies			
2.	Declaration of Interest and Attendance			5
3.	Minutes of the Board Meeting on 28 March 2023	Yes		7
	i) Matters arising			
4.	For Approval			
a.	Reactive Repairs and Maintenance Measured Term Contract Tender	Yes	AB	17
b.	Strategy & Development Funding Plan (SDFP) 2023/24-2027/28 (REVISION 2)	Yes	AB	29
c.	Management Accounts to 28 February 2022	Yes	BH	37
d.	NGHA Business Plan	Yes	BH	45
e.	Five Year Financial Projections	Yes	BH	105
f.	Business Plan Priorities Progress – Q4	Yes	BH	113
g.	Loan Portfolio Return	Yes	BH	117
h.	Annual Return on Charter	Yes	LC	119
i.	Housing Services Restructure	Yes	LC	175
j.	Balgrayhill Road Villas	Yes	LC	177
k.	Gifts, Hospitality and Donations Report	Yes	TS	179
l.	Return to the Workplace / Hybrid Working	Yes	TS	181
6.	CEO Update	Verbal		
7.	Chairs' Remarks	Verbal		
8.	Delegates Feedback	Verbal		

<b>9.</b>	<b>For Noting</b>			
a.	Governance Update	Yes	TS	207
b.	Declaration of Interests YTD	Yes	TS	215
c.	Freedom of Information	Yes	TS	217
d.	Governance Assessment	Yes	TS	219
e.	KPI Performance YTD (Q1-4)	Yes	LC	221
f.	Complaints and Compliments	Yes	LC	225
g.	Notifiable Events	Yes	LC	229
<b>10.</b>	<b>Minutes of Committees and Subsidiaries</b>			
a.	Regeneration Committee Meeting on 2 May 2023	Yes		235
<b>11.</b>	<b>AOCB</b>			
<b>12.</b>	<b>Date of next meeting – Tuesday 25 July 2023</b>			

#### Enclosures

None

#### Key for Colour Coding in Reports



Highlighting Good Performance



Requires Close Monitoring



Requires Urgent Attention



**'NORTH GLASGOW HOUSING ASSOCIATION LIMITED BOARD ATTENDANCE 2022-23**

<b>C Rossine</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>							
<b>J Thorburn</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>							
<b>Cllr A Gow</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>A*</b>	<b>A*</b>							
<b>J Berrington</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>A</b>	<b>P</b>							
<b>G Satti</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>							
<b>J MacLeod</b>	<b>P</b>	<b>A</b>	<b>A</b>	<b>P</b>	<b>P</b>							
<b>P Nelson</b>	<b>P</b>	<b>A</b>	<b>A</b>	<b>A</b>	<b>A</b>							
<b>F Malcolm</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>A</b>	<b>X</b>							
<b>J Kennedy</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>							
<b>M Grimley</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>A</b>	<b>P</b>							
<b>J Fernie</b>	<b>A</b>	<b>P</b>	<b>P</b>	<b>A</b>	<b>P</b>							
<b>% Total</b>	<b>91%</b>	<b>82%</b>	<b>45%</b>	<b>73%</b>								

<b>P</b>	<b>-</b>	<b>X</b>	<b>-</b>	<b>ABSENT</b>
<b>A</b>	<b>-</b>	<b>A*</b>	<b>-</b>	<b>LEAVE OF ABSENCE GRANTED</b>

**TARGET ATTENDANCE - 80%**

**AVERAGE ATTENDANCE - 73%**



# Board Meeting Minutes

**Meeting:** Board Meeting **Location:** Saracen House / Microsoft Teams

**Date:** 28 March 2023 **Time:** 4.30pm

**Attendees:** J Thorburn J Kennedy (virtual) – left after item 6  
C Rossine  
G Satti J MacLeod (virtual)  
J Fernie J Berrington (virtual)  
M Grimley (virtual)

**Apologies:** P Nelson, A Gow, F Malcolm

**In Attendance:** J Devine (CEO), B Hartness (DCEO) BH, L Cooper (DHS) LC, A Bell (DDPS) AB – left after item 4(g)

**Minute Taker:** C Murray CM (PA)

	Agenda	Action	Date
1.	<b>Apologies</b>		
	As above.		
2.	<b>Declaration of Interest and Attendance</b>		
	As Above.		
3.	<b>Minutes of Board Meeting on 7 February 2023</b>		
	Board AGREED the minutes were an accurate record of the meeting.  Proposed J MacLeod    Seconded J Thorburn  i)        Matters Arising None.		
4.	<b>For Approval</b>		
a.	Management Accounts to 31 January 2023		
	BH presented the Management Accounts for the period to 31 January 2023 and commented that the Association remains in a viable position		

	<p>and projections have been accurate. Members were pleased with the progress given the challenges and level of expenditure over the last 3 years.</p> <p>Members APPROVED the Management Accounts for the period to 31<sup>st</sup> January 2023.</p> <p>Proposed J Berrington      Seconded J Fernie</p>		
b.	NGHA Budget		
	<p>BH presented the annual budget annual budget which includes an assessment of the full cost of each activity and a fair allocation and apportionment of costs.</p> <p>Member asked about the variance of rental income vs budget BH advised that this was due to not only just the difficulties and time issues with doing a budget months before that start of a period. It also included that we move rent as properties are void to the rent that would be applicable to the property, This generally involves an uplift to the rent, so hence being ahead of budget.</p> <p>CEO commented that they have continued to honour the rental agreement following the stock transfer from GHA. The Association has considered rent harmonisation and never anticipated some of the tenancies and therefore rental periods to last so long.</p> <p>Members APPROVED:</p> <ul style="list-style-type: none"> <li>a) the revised budget for 2023/24.</li> <li>b) to receive quarterly reports on performance.</li> <li>c) to delegate DCEO / C.E.O (and Executive Team) with day-to-day responsibility for implementing and managing overheads and overall budget reporting any material changes as necessary.</li> <li>d) the Executive team to continue to review expenditure for savings and to report back to Board on such.</li> </ul> <p>Proposed J Thorburn      Seconded G Satti</p>		

c.	NGPS Business Plan & Budget		
	<p>BH presented the NGPS Business Plan and Budget. BH highlighted the increase of 5% on management fees. A 5% increase for insurance has been built in but are currently awaiting the results of the insurance renewal so the insurance premium may change.</p> <p>Members APPROVED:</p> <p>a) the draft budget for 2023/24;</p> <p>b) factoring charges for 2023/24 subject to final confirmation of insurance premium.</p> <p>c) to receive quarterly reports on performance through the NGPS minutes.;</p> <p>d) to remit the Business plan back to NGPS for approval.</p> <p>Proposed J Kennedy    Seconded J MacLeod</p>		
d.	ng2 Business Plan & Budget		
	<p>BH presented the ng2 Business Plan and Budget.</p> <p>CEO commented that although it is important ng2 remain viable it is important for Members to be aware of the benefits ng2 bring to the Association such as savings on VAT on labour or dealing with bulk/fly tipping via ng2 at cost, which releases pressures on the Association's finances, as well as the employment opportunities ng2 bring to the local community.</p> <p>Members APPROVED the business plan of NG2 and remits it back to the NG2 Board to adopt.</p> <p>Proposed J Berrington    Seconded G Satti</p>		
e.	DSGL Business Plan		
	<p>BH presented the DSGL Business Plan and Budget.</p> <p>Member asked for an update on the progress with the commercial unit at Keppochhill Road.</p>		

	<p>BH commented that it has been delayed and due to discussions with [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] The property will be run through the Association as it avoids the issue of a tri-party lease.</p> <p>Members APPROVED the business plan and budget of DSGL for 2023/24 and remits it back to the DSGL Board to formally adopt.</p> <p>Proposed J Thorburn      Seconded G Satti</p>		
f.	Expenses Policy		
	<p>AB presented the revised Expenses Policy. Members considered and APPROVED the policy.</p> <p>Proposed G Satti      Seconded J Thorburn</p>		
g.	Strategy Development Funding Plan (SDFP) 2023/24-2027/28		
	<p>AB presented the report. Members APPROVED the Strategy &amp; Development Funding Plan 2023/24 - 2027/28 for submission to Glasgow City Council, Housing &amp; Regeneration Services Department.</p> <p>Proposed J Macleod      Seconded G Satti</p>		
h.	Key Performance Indicator (KPI) Targets		
	<p>LC presented the key performance indicators outturn for 21/22, YTD vs target and proposed targets for 22/23. LC requested Members to consider increasing the target for completing disabled adaptations from 25 days to 30 days due to an increase in demands for adaptations along with the increase in cost and lead in time for materials generally making it difficult to achieve the current 25 day target. LC commented that increasing the target from 25 to 30 days would still be a challenging target.</p> <p>Member referred to item 9(b) Benchmarking and asked why a target for adaptations wasn't included. LC explained that the KPIs used in the benchmarking report are the ones the SHR benchmark on their website and adaptations is not one of them. However, The Association did a benchmarking exercise via Scottish Housing Network (SHN) and can provide that information.</p>		

	<p>Member commented they would have liked some more quantitative information in the report.</p> <p>Members discussed the difficulty in calculating a realistic delivery time since requests can vary. It is also difficult to compare to others as each HA's demographic can vary. ng homes have an older demographic of tenants. There are also external factors that can impact such as the timescale of occupational therapists/social care. Coming to the end of the year can also pose delays as the Association nears the end of funding or budget.</p> <p>Member asked of tenancy sustainment is returning to pre-covid levels. LC advised the outturn was around 85% pre-pandemic and the last couple of years has been more stable. When the ban on evictions is lifted there may be a change in that. This is echoed from Shelter Scotland who are expecting an increase in homelessness.</p> <p>LC agreed to provide more information in writing to Members via email relating to the adaptations KPI.</p> <p>Members APPROVED the proposed targets for 23/24.</p> <p>Proposed J Fernie      Seconded J Berrington</p>	LC	
i.	Maintenance Policy		
	<p>LC presented the Maintenance Policy and explained the reasons for asking Members to consider changing the timescale for complex repairs from 20 working days to 30 working days.</p> <p>The Association are looking closely at how to provide a better service to its customers and manage expectations better.</p> <p>Members APPROVED the amended Maintenance Policy.</p> <p>Proposed J MacLeod      Seconded G Satti</p>		
j.	Housing Services Risk Register		
	Due to the Area Committee being disbanded by the Board in February		

	<p>2023 LC presented the Housing Services Risk Register in its place. Members considered and APPROVED the proposed changes to the Housing Services Risk register.</p> <p>Proposed J Berrington    Seconded J Thorburn</p>		
<b>5.</b>	<b>Chief Executive's Update</b>		
	<p>CEO provided Members with an update on the Notifiable Event following a fire at ■■■ Saracen Street on Thursday 16 March 2023 and the priority for people's safety. CEO advised that politicians have also been kept up to date and press enquiries have been responded to.</p> <p>CEO was pleased to report that the Notifiable Event regarding asbestos is now closed.</p> <p>CEO thanked Board Member, ■■■ for presenting on the subject of risk and resilience to the senior management team and that the feedback has been positive. CEO appreciates it is a difficult subject matter and the recommendations made will be considered. CEO said that risk registers in general are being reviewed across all departments.</p> <p>CEO advised of a successful funding application for £3.9m via the Scottish Government .to bring properties back up to standard to house Ukrainian refugees.</p> <p>Following the unsuccessful Levelling Up Bid, the CEO continues with discussions with GCC on alternative funding to bring property at Stoneyhurst Street back into play.</p> <p>CEO informed Members of a successful opportunity to welcome a graduate on a four-month work placement via GCC's Step up to Net Zero initiative to review the Associations approach.</p> <p>CEO referred to the upcoming Board Strategy Day scheduled for Sunday 14 May and advised of plans to have an agenda item to discuss the future of social regeneration at ng homes following the retirement of the ■■■■.</p>		



CEO referred to his update at the February Board Meeting where he advised of plans to review the service provided by concierge and confirmed that a consultant has been appointed.

CEO referred to a recent, successful work placement via ng2 that recruited 20 people to start (■ of who had additional support needs (ASN)). CEO was pleased to report that 13 completed the placement ■ with ASN) and 9 went onto secure employment with ng2 ■ with ASN):

	DWP	ASN
<b>Number started</b>	20	■
<b>Number completed</b>	13	■
<b>Number offered positions</b>	9	■

CEO is keen to broaden the equality and diversity throughout the organisation, take the pressure off of ng2 annual recruitment as well as improving social benefits and supporting people. CEO invited any Board Member who may wish to discuss the employability strategy in more detail separately.

The Association had a visit from ■ (■ Scottish Government). CEO advised that ■ was instrumental in securing funding that started ng2 and wanted to show ■ what ng2 has achieved. They also walked Possilpark and discussed areas of opportunity.

As a new chief executive, the CEO meets regularly with local politicians, senior managers, etc. An 'update from the CEO' is also included in every staff newsletter, however the CEO is conscious of being accessible, listening to every member of staff and giving everyone a voice, therefore the first of monthly 'drop in' sessions with the CEO for all staff is starting tomorrow.

Since the last Board meeting there has been a second incident where staff have been threatened with physical violence and insulted. CEO stressed the Association's zero tolerance approach to that kind of behaviour and is making some modest changes to the reception areas. The Regulator has been informed and local politicians have also

	<p>been informed that ng homes will take a firm stance on tenants who think that sort of behaviour is appropriate. Staff affected by such incidents have been supported throughout and both tenants have been banned from accessing the office. Advice on whether to take legal action is being sought.</p> <p>CEO was aware that he covered a lot in his update and invited any questions or for Members to get in touch to arrange a separate chat to discuss anything in more detail.</p>		
<b>6.</b>	<b>Chairs' Remarks</b>		
	<p>Chair gave thanks to the staff involved in the incident at Saracen St on Thursday 16 March 2023.</p> <p>CEO commented that all [REDACTED] involved have been supported throughout.</p>		
<b>7.</b>	<b>Delegates Feedback</b>		
	<p>The EVH meeting with union scheduled in February to discuss the proposed changes to Staff T&amp;Cs was cancelled as the union had not responded to them.</p> <p>Chair gave feedback following the CIH Housing Festival that three Board Members attended.</p> <p>Chair attended SFHA's Governing body member assurance - putting safety first and shared the slides via Members iPads.</p> <p>Member gave an update following the first GWSF meeting in three years.</p>		
<b>8.</b>	<b>AOCB</b>		
	<p>CEO raised concerns for the Ukrainian families settling in the area. There has been little information on what wrap-a-round support they will get resulting in a potential risk, reputationally, on how these families integrate into the community. ng homes will be asking GCC for more information and a plan.</p>		
<b>9.</b>	<b>For Noting</b>		
a.	Notifiable Events		
	Members NOTED the report providing an update on notifiable events		

	that have been reported to the Scottish Housing Regulator since the last meeting.		
b.	Benchmarking		
	Members NOTED the report detailing the performance of ng homes in comparison to peer landlords.		
c.	ng homes Engagement Plan Meeting with SHR		
	Members NOTED the report providing information on what was discussed with the Scottish Housing Regulator on 12 December 2022 regarding ng homes' engagement plan.		
<b>10.</b>	<b>Minutes of Subsidiaries / Sub-Committees</b>		
a.	Minutes of the ng2 Board Meeting on 14 February 2023		
	Noted.		
b.	Minutes of the Audit Committee on 16 February 2023		
	Noted.		
c.	Minutes of the ng Property Board Meeting on 22 February 2023		
	Noted.		
d.	Minutes of the Regeneration Committee on 7 March 2023		
	Noted.		
<b>11.</b>	<b>Date of Next Meeting – Tuesday 23 May 2023</b> Meeting concluded at 6.00pm		



# Board Meeting

## For Approval

**To:** Board  
**From:** Deputy Director of Property Services

**SUBJECT: DAY TO DAY REACTIVE REPAIRS  
MEASURED TERM CONTRACT**

**DATE: 23 MAY 2023**

1.	Introduction							
	The purpose of this report is to seek approval to appoint a contractor to the Day-to-Day Reactive Repairs Measured Term Contract.							
2.	Purpose of the Procurement							
	ng homes appointed Ewing Somerville Partnership (Scotland) Ltd (ESP), Procurement Consultants, to procure a contractor for the Day-to-Day Reactive Repairs Measured Term Contract for properties at various addresses in North Glasgow. A full Tender Report prepared by ESP is attached.							
3.	Procurement Process							
	<p>The procurement was let under the provisions of the Public Contracts (Scotland) Regulations 2015, using the two-stage restricted procedure. At Stage 1 there were 21 expressions of interest and four contractors ultimately submitted a pre-qualifying Single Procurement Documents (SPD). Following assessment of the SPDs [REDACTED] bidders satisfied the minimum threshold requirements and were invited to submit tenders at Stage 2 of the process.</p> <p>The following contractors were invited to submit tenders:</p> <ul style="list-style-type: none"><li>• [REDACTED]</li><li>• [REDACTED]</li></ul> <p>Shortly before the submission deadline, [REDACTED] advised ESP that they would not be submitting a bid [REDACTED]</p> <p>[REDACTED]</p>							
4.	Tender Return							
	<p>The following tender was submitted by the published tender return date:</p> <table><tr><td>Contractor</td><td>Tender Submitted</td><td>Tender Corrected</td></tr><tr><td>City Building (Contracts) LLP</td><td>[REDACTED]</td><td>[REDACTED]</td></tr></table>		Contractor	Tender Submitted	Tender Corrected	City Building (Contracts) LLP	[REDACTED]	[REDACTED]
Contractor	Tender Submitted	Tender Corrected						
City Building (Contracts) LLP	[REDACTED]	[REDACTED]						



A section relating to window renewals had not been included but City Building has now included a provisional sum against these items to ensure their tender is valid.

ESP has confirmed that the rates contained within the Schedule of Rates have been through a formal tender process and are deemed to be competitive and represent value for money.

5.

Tender Appraisal

The Quality/Price ratio for the second stage Invitation to Tender was 70% quality/ 30% price and evaluation of the bid resulted in the following overall scores:

Contractor	Price Score 30 % (300)	Quality Score 70% (700)	Combined Price / Quality Score (1000)
City Building (Contracts) LLP			

Following completion of the Price and Quality Evaluation, it is recommended that City Building (Contracts) LLP should be appointed to the Measured Term Contract.

The contract is for a period of 3 years from 1<sup>st</sup> August 2023 – 31 July 2026 with the option to extend by a variable period not exceeding 24 months, at the discretion of ng homes.

6.

The Construction (Design & Management) Regulations 2015

An F10 notification of these works is not required. A Pre-Construction Information document was supplied with the tender and City Building (Contracts) LLP will now be required to provide a Construction Phase Plan for the contract.

The contract contains a clause for the Principal Contractor to be appointed as Principal Designer under the CDM Regulations 2015, if required.

7.

Risk and Mitigation

The **risk** of not accepting the tender is that the current contract will expire, and the Association will not have a new contract in place. The **mitigation** is to appoint City Building (Contracts) LLP to the Day to Day Reactive Repairs Measured Term Contract.

8.

Recommendation

The Board is requested to APPROVE the appointment of City Building (Contracts) LLP to the Day to Day Reactive Repairs Measured Term Contract in the sum of

	plus VAT of [REDACTED] equating to [REDACTED]
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**Board Meeting****For Approval**

**To:** Board  
**From:** Maintenance Manager

**SUBJECT: STRATEGY & DEVELOPMENT FUNDING  
PLAN (SDFP) 2023/24-2027/28  
(REVISION 2)**

**DATE: 23 May 2023**

<b>1.</b>	<b>Introduction</b>
	The purpose of this report is to seek Board approval of the revised Strategy & Development Funding Plan (SDFP) for 2023/24-2027/28.
<b>2.</b>	<b>SDFP</b>
	Glasgow City Council (GCC) requested that all Registered Social Landlords review and submit a revised SDFP for the period 2023/24 - 2027/28 by 21 April 2023. The SDFP was approved by the Board on 28th March 2023 and submitted thereafter to GCC. However, further discussions on the submission ensued and GCC has agreed to provide Feasibility Study Funding for the full refurbishment 25 units contained within 3 closes at 104,106 and 116 Stonyhurst Street, Possilpark. As a result, the SDFP requires to be amended to reflect this. The revised SDFP is attached.
<b>3.</b>	<b>Recommendation</b>
	The Board is requested to note and APPROVE the attached revised Strategy & Development Funding Plan 2023/24 - 2027/28 for submission to Glasgow City Council, Housing & Regeneration Services Department.



# GLASGOW CITY COUNCIL

## HOUSING AND REGENERATION SERVICES

### STRATEGY & DEVELOPMENT FUNDING PLAN 2023/24 - 2027/28



RSL: \_\_\_\_\_ ng homes

GCC HOUSING & REGENERATION SERVICES  
STRATEGY & DEVELOPMENT FUNDING PLAN

RSL \_\_\_\_\_ ng homes \_\_\_\_\_

PROJECT NAME AND KEY DATES

Acquisition	
Tender	
Start Date	
Completion	

Acquisition	
Tender	
Start Date	
Completion	

Acquisition	
Tender	
Start Date	
Completion	

Acquisition	
Tender	
Start Date	
Completion	

BLOCK A TENDERS APPROVED IN 2022/23 OR BEFORE

NO OF UNITS AND CLIENT GROUP

RENT	MMR	NSSE	TOTAL
Provision for Particular Needs e.g. wheelchair adaptable			

ADDITIONAL

Greener Standard	Yes/No
HA Ownership	Yes/No

RENT	MMR	NSSE	TOTAL
Provision for Particular Needs			

Greener Standard	Yes/No
HA Ownership	Yes/No

RENT	MMR	NSSE	TOTAL
Provision for Particular Needs			

Greener Standard	Yes/No
HA Ownership	Yes/No

RENT	MMR	NSSE	TOTAL
Provision for Particular Needs			

Greener Standard	Yes/No
HA Ownership	Yes/No

EXPENDITURE PROFILE BY YEAR & TYPE OF FUNDING (£0 0000Ms)

PREV. YRS (22/23 & prev)	YEAR 1 (23/24)	YEAR 2 (24/25)	YEAR 3 (25/26)	YEAR 4 (26/27)	YEAR 5 (27/28)	TOTAL
0.000	0.000	0.000	0.000			0.000

GRANT  
PRIVATE  
SALES  
OTHER  
TOTAL

PREV. YRS (22/23 & prev)	YEAR 1 (23/24)	YEAR 2 (24/25)	YEAR 3 (25/26)	YEAR 4 (26/27)	YEAR 5 (27/28)	TOTAL
0.000	0.000	0.000	0.000			0.000

GRANT  
PRIVATE  
SALES  
OTHER  
TOTAL

PREV. YRS (22/23 & prev)	YEAR 1 (23/24)	YEAR 2 (24/25)	YEAR 3 (25/26)	YEAR 4 (26/27)	YEAR 5 (27/28)	TOTAL
0.000	0.000	0.000	0.000			0.000

GRANT  
PRIVATE  
SALES  
OTHER  
TOTAL

PREV. YRS (22/23 & prev)	YEAR 1 (23/24)	YEAR 2 (24/25)	YEAR 3 (25/26)	YEAR 4 (26/27)	YEAR 5 (27/28)	TOTAL
0.000	0.000	0.000	0.000			0.000

GRANT  
PRIVATE  
SALES  
OTHER  
TOTAL

GCC HOUSING & REGENERATION SERVICES  
STRATEGY & DEVELOPMENT FUNDING PLAN

BLOCK B TENDERS TO BE APPROVED 2023/24

RSL \_\_\_\_\_ ng homes

PROJECT NAME AND KEY DATES

Acquisition	
Tender	
Start Date	
Completion	

ADDITIONAL		
Greener Standard		Yes/No
HA Ownership		Yes/No

Acquisition	
Tender	
Start Date	
Completion	

Greener Standard		Yes/No
HA Ownership		Yes/No

Acquisition	
Tender	
Start Date	
Completion	

Greener Standard		Yes/No
HA Ownership		Yes/No

Acquisition	
Tender	
Start Date	
Completion	

Greener Standard		Yes/No
HA Ownership		Yes/No

NO OF UNITS AND CLIENT GROUP

RENT	MMR	NSSE	TOTAL
Provision for Particular Needs			0

RENT	MMR	NSSE	TOTAL
Provision for Particular Needs			0

RENT	MMR	NSSE	TOTAL
Provision for Particular Needs			0

RENT	MMR	NSSE	TOTAL
Provision for Particular Needs			0

EXPENDITURE PROFILE BY YEAR & TYPE OF FUNDING (£0.000Ms)

PREV. YRS (22/23 & prev)	YEAR 1 (23/24)	YEAR 2 (24/25)	YEAR 3 (25/26)	YEAR 4 (26/27)	YEAR 5 (27/28)	TOTAL
GRANT						0.000
PRIVATE		0.600				0.600
SALES						0.000
OTHER						0.000
TOTAL	0.000	0.600	0.000			0.600

PREV. YRS (22/23 & prev)	YEAR 1 (23/24)	YEAR 2 (24/25)	YEAR 3 (25/26)	YEAR 4 (26/27)	YEAR 5 (27/28)	TOTAL
GRANT						0.000
PRIVATE						0.000
SALES						0.000
OTHER						0.000
TOTAL	0.000	0.000	0.000			0.000

PREV. YRS (22/23 & prev)	YEAR 1 (23/24)	YEAR 2 (24/25)	YEAR 3 (25/26)	YEAR 4 (26/27)	YEAR 5 (27/28)	TOTAL
GRANT						0.000
PRIVATE						0.000
SALES						0.000
OTHER						0.000
TOTAL	0.000	0.000	0.000			0.000

PREV. YRS (22/23 & prev)	YEAR 1 (23/24)	YEAR 2 (24/25)	YEAR 3 (25/26)	YEAR 4 (26/27)	YEAR 5 (27/28)	TOTAL
GRANT						0.000
PRIVATE						0.000
SALES						0.000
OTHER						0.000
TOTAL	0.000	0.000	0.000			0.000

GCC HOUSING & REGENERATION SERVICES  
STRATEGY & DEVELOPMENT FUNDING PLAN

RSL \_\_\_\_\_ ng homes

BLOCK C TENDERS TO BE APPROVED AFTER 2023/24

PROJECT NAME AND KEY DATES

Crowhill Street / Ashfield Street NB	
Acquisition	2009
Tender	May-24
Start Date	Nov-24
Completion	Feb-26

Stonehurst Street Feasibility	
Acquisition	N/A
Tender	N/A
Start Date	Nov-23
Completion	Dec-23

Acquisition	
Tender	
Start Date	
Completion	

Acquisition	
Tender	
Start Date	
Completion	

NO OF UNITS AND CLIENT GROUP

RENT	MMR	NSSE	TOTAL
24			24
Provision for Particular Needs			

RENT	MMR	NSSE	TOTAL
25			25
Provision for Particular Needs			

RENT	MMR	NSSE	TOTAL
			0
Provision for Particular Needs			

RENT	MMR	NSSE	TOTAL
			0
Provision for Particular Needs			

ADDITIONAL	
Greener Standard	Yes/No
HA Ownership	Yes/No

Greener Standard	Yes/No
HA Ownership	Yes/No

Greener Standard	Yes/No
HA Ownership	Yes/No

Greener Standard	Yes/No
HA Ownership	Yes/No

EXPENDITURE PROFILE BY YEAR & TYPE OF FUNDING (£0.000MIs)

	PREV. YRS (22/23 & prev)	YEAR 1 (23/24)	YEAR 2 (24/25)	YEAR 3 (25/26)	YEAR 4 (26/27)	YEAR 5 (27/28)	TOTAL
GRANT		0.720	1.560	0.222			2.502
PRIVATE		0.684	1.560	0.077			2.321
SALES							0.000
OTHER							0.000
TOTAL	0.000	1.404	3.120	0.299			4.823

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	
GRANT		0.025					0.025
PRIVATE							0.000
SALES							0.000
OTHER							0.000
TOTAL	0.000	0.025	0.000	0.000			0.025

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	
GRANT							0.000
PRIVATE							0.000
SALES							0.000
OTHER							0.000
TOTAL	0.000	0.000	0.000	0.000			0.000

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	
GRANT							0.000
PRIVATE							0.000
SALES							0.000
OTHER							0.000
TOTAL	0.000	0.000	0.000	0.000			0.000

OFFICIAL

STRATEGIC HOUSING INVESTMENT PLAN PRIORITY	Crowhill St / Ashfield St	Stage 3 Medical Adaptations	PROJECT 3 NAME	PROJECT 4 NAME
SUPPORT AREA BASED REGENERATION	✓			
SOCIAL RENTED HOUSING TO MEET HOUSING NEED	✓			
INTERMEDIATE HOUSING OPTIONS				
SUPPORTING PRIVATE SECTOR HOUSING DEVELOPMENT				
SOCIAL CARE HOUSING PRIORITY LEARNING DISABILITY				
SOCIAL CARE HOUSING PRIORITY PHYSICAL DISABILITY		✓		
SOCIAL CARE HOUSING PRIORITY MENTAL HEALTH				
HOUSING FOR OLDER PEOPLE		✓		
PROVISION OF WHEELCHAIR HOUSING				
LARGE FAMILY HOUSING				
SUSTAINING EXISTING SUPPLY	✓	✓		
PROTECTING GLASGOW'S BUILT FORM	✓			
ADAPTATIONS		✓		

Please Indicate Priority Compliance for each Project with a Tick

OFFICIAL





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

To: Board  
From: DCEO

**SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO 28TH FEBRUARY 2023**      **DATE 23 May 2023**

1.	Introduction		
	Below are income and expenditure and balance sheet for the period to 28 <sup>th</sup> February 2023 together with cash flow and accompanying notes.		
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 28 <sup>th</sup> February 2023 and compares the Income and Expenditure of the Association against the budget.		
		Effect	Comment
		- £k	
	Rents	339	With ability to let properties and more properties being relet higher return from properties relet.
	Planned maintenance	2,408	Most costs incurred centred on the multis project with other contracts limited.
	Other expenditure	260	Less projects occurring in the period than expected
	Other variances	<u>962</u>	
	Total Positive variances	<u>3,969</u>	

	<b>Effect</b>
	<b>- £k</b>
Planned maintenance capitalisation	3,059 With lower planned maintenance spend then reduced capitalisation in period.
Other property costs	291 Additional costs including insurance valuation exercise
Service costs	470 Primarily increased utility bills
Other negative variances	<u>544</u>
<b>Total negative variances</b>	<b><u>(4,364)</u></b>
<b>Total positive variances</b>	<b>3,969</b>
<b>Total negative variances</b>	<b><u>(4,364)</u></b>
<b>Net movement</b>	<b>(395)</b>
<b>Projected deficit for period</b>	<b><u>(493)</u></b>
<b>Actual deficit for period</b>	<b><u>(888)</u></b>
<p>Ratios for lender are in an acceptable position. Interest cover of 1.17 (after transfer from designated reserves) against a required ratio of 1.1 and the ratio of secured assets to loan value at 2.54 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"> <li>Property expenditure of £5.58m, other assets expenditure of £133k and depreciation of £4.86m leading to a net increase in fixed assets of £842k. This includes the expenditure on property acquisitions, property improvements, adaptations, and computer equipment.</li> <li>Bank balances moved downwards from £21.75m to £20.04m with negative cash flow of £1.71m.</li> <li>Loans decreased by £450k with the repayments made in the period. Now loans of £41.04m outstanding.</li> </ul>	
<b>5.</b>	<b>Recommendation</b>
	Board Members are asked to approve the Management Accounts for the period to 28 <sup>th</sup> February 2023.

**NORTH GLASGOW HOUSING ASSOCIATION LTD.**

**MANAGEMENT ACCOUNTS FOR PERIOD ENDED**

**28.02.23**

**INCOME AND EXPENDITURE**

Year to 31.3.22	Feb.23 Actual	Jan - Feb 23 Actual	Budget	Variance	CUMMULATIVE TO DATE Actual	Budget	Variance	ANNUAL BUDGET
<b>Income</b>								
25,416,007 Rental Income	2,181,715	4,368,937	4,184,856	184,081	24,033,032	23,693,820	339,212	25,892,417
-318,640 Voids	-23,539	-54,363	-52,311	-2,052	-246,270	-296,173	49,903	-323,655
40,439 Service Income	3,534	7,151	7,479	-328	39,470	39,055	415	43,210
25,137,806	2,161,710	4,321,725	4,140,024	181,701	23,826,232	23,436,703	389,529	25,611,972
0 Factoring Income	12,922	41,856	0	41,856	614,472	545,378	69,095	727,170
396,183 Grant release/received	65,298	130,596	135,915	-5,319	718,278	747,531	-29,253	815,488
<b>25,533,989 Net Income</b>	<b>2,239,930</b>	<b>4,494,177</b>	<b>4,275,938</b>	<b>218,239</b>	<b>25,158,982</b>	<b>24,729,611</b>	<b>429,371</b>	<b>27,154,630</b>
<b>Expenditure</b>								
2,803,883 Day to Day	249,554	418,587	355,533	-63,054	2,229,903	1,973,770	-256,133	2,148,090
2,230,836 Cyclical	152,896	222,163	310,550	88,387	1,313,816	1,708,025	394,209	1,961,465
1,294,091 Void Maintenance	101,666	139,447	166,667	27,220	978,489	916,667	-61,822	1,000,000
127,684 Bad Dbts-Rents	0	0	66,667	66,667	208,325	366,667	158,342	400,000
0 Bad Dbts-services	0	0	0	0	0	0	0	0
18,449,671 Planned maintenance	1,044,204	1,626,813	2,384,056	757,243	10,704,236	13,112,309	2,408,073	14,304,337
-12,132,841 Capitalised to balance sheet	-281,544	-509,246	-1,474,551	-965,305	-5,050,750	-8,110,032	-3,059,282	-8,847,308
881,002 Other Property Costs	68,937	112,945	111,000	-1,945	901,538	610,500	-291,038	666,000
4,513,299 Depreciation	417,000	834,000	833,333	-667	4,587,000	4,583,333	-3,667	5,000,000
1,811,741 Service Costs	199,416	309,317	269,065	-40,252	1,984,808	1,514,278	-470,530	1,658,874
-183,926 Factoring Expenditure	31,098	60,277	50,882	-9,396	466,474	429,848	-36,626	515,289
5,528,420 Salaries	443,698	863,663	891,802	28,139	4,849,302	4,904,909	55,607	5,350,810
1,998,636 Overheads	297,777	401,925	347,450	-54,475	2,029,488	1,910,975	-118,513	2,084,700
<b>27,322,496 Total Expenditure</b>	<b>2,724,702</b>	<b>4,479,891</b>	<b>4,312,453</b>	<b>-167,438</b>	<b>25,202,629</b>	<b>23,921,249</b>	<b>-1,281,380</b>	<b>26,242,257</b>
<b>-1,788,507 Surplus from Ordinary Activities</b>	<b>-484,772</b>	<b>14,286</b>	<b>-36,515</b>	<b>50,801</b>	<b>-43,647</b>	<b>808,363</b>	<b>-852,010</b>	<b>912,374</b>
0 Development Income	0	0	0	0	0	0	0	0
0 Development Expenditure	0	0	0	0	0	0	0	0
<b>0 Development Surplus</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
753,342 Other Income	12,973	61,782	79,667	-17,885	530,035	438,167	91,868	478,000
697,782 Other Expenditure	53,223	74,331	122,167	47,836	411,737	671,917	260,180	733,000
<b>-1,732,947 Net Surplus</b>	<b>-525,022</b>	<b>1,737</b>	<b>-79,015</b>	<b>80,752</b>	<b>74,651</b>	<b>574,613</b>	<b>-499,962</b>	<b>657,374</b>
1,340,939 Loan Interest	110,702	211,433	202,522	-8,912	1,151,230	1,113,868	-37,362	1,215,129
51,052 Interest received	24,269	43,963	8,333	35,630	168,904	45,833	123,071	50,000
91,064 Other finance charges	0	0	0	0	0	0	0	0
33,029 Property and fixed asset sales	0	0	0	0	0	0	0	0
-3,723,872 Pension adj/corp tax/gift aid	0	49	49	49	-19,951	-19,951	-19,951	0
<b>643,003 Net Surplus after interest</b>	<b>-611,455</b>	<b>-165,782</b>	<b>-273,203</b>	<b>107,421</b>	<b>-887,724</b>	<b>-493,422</b>	<b>-394,302</b>	<b>-507,755</b>
3,000,000 Trans from Designated Reserve	500,000	200,000	0	200,000	1,100,000	0	1,100,000	0
0 Trans to Designated Reserve	0	0	0	0	0	0	0	0
<b>3,643,003 Net result after Transfer</b>	<b>-111,455</b>	<b>34,218</b>	<b>-273,203</b>	<b>307,421</b>	<b>212,276</b>	<b>-493,422</b>	<b>705,698</b>	<b>-507,755</b>

**NORTH GLASGOW HOUSING ASSOCIATION LTD.**

**MANAGEMENT ACCOUNTS FOR PERIOD ENDED**

**28.Feb.23**

**INCOME AND EXPENDITURE**

**ANALYSIS OF DIRECT EMPLOYEE & ADMINISTRATION COSTS**

31.03.22	Feb.23 <u>Actual</u>	<----- <u>Actual</u>	Jan - Feb 23 <u>Budget</u>	<u>Variance</u>	<b>CUMMULATIVE TO DATE</b>			<b>ANNUAL BUDGET</b>
					<u>Actual</u>	<u>Budget</u>	<u>Variance</u>	
4,454,454 Salaries	388,577	753,258	789455	36,197	4,235,972	4342000	106,028	4,736,727
1,073,966 Pensions	55,121	110,405	102347	-8,058	613,330	562909	-50,421	614,083
<b>5,528,420 Total Direct Employee</b>	<b>443,698</b>	<b>863,663</b>	<b>891802</b>	<b>28,139</b>	<b>4,849,302</b>	<b>4904909</b>	<b>55,607</b>	<b>5,350,810</b>
69,066 Heat & Light	11,443	26,183	11667	-14,516	71,186	64167	-7,019	70,000
300,749 Depreciation	25,000	50,000	43333	-6,667	275,000	238333	-36,667	260,000
16,243 Office & General	4,013	4,881	5000	119	24,414	27500	3,086	30,000
93,300 Cleaning and Materials	11,344	11,344	14167	2,823	81,256	77917	-3,339	85,000
66,044 Subscriptions	7,000	9,837	12500	2,663	70,163	68750	-1,413	75,000
10,402 Photocopier costs	2,103	2,103	3333	1,230	9,792	18333	8,541	20,000
45,349 Postage & Stationery	11,456	12,082	8333	-3,749	45,604	45833	229	50,000
33,900 Office Repairs & mainten	6,624	6,624	5000	-1,624	8,618	27500	18,882	30,000
220,530 Rent, Rates, Insurance	32,070	56,931	40000	-16,931	263,072	220000	-43,072	240,000
181,975 Telephone & internet	16,861	30,411	22500	-7,911	175,417	123750	-51,667	135,000
18,114 Audit & Accountancy	0	0	5000	5,000	10,300	27500	17,200	30,000
25,173 Equipment Maintenance	4,748	6,393	8333	1,940	24,992	45833	20,841	50,000
32,856 Legal Fees	11,624	11,624	5000	-6,624	35,630	27500	-8,130	30,000
13,892 Leasing Contracts	578	1,156	3333	2,177	6,362	18333	11,971	20,000
12,816 Promotions, publicity & ann	0	-3,780	4167	7,947	7,945	22917	14,972	25,000
115,101 Consultants	6,059	6,059	20000	13,941	72,775	110000	37,225	120,000
371,664 Computer Support	89,060	109,572	60000	-49,572	456,834	330000	-126,834	360,000
212,591 Computer - License & acce	40,418	40,778	33533	-7,245	259,118	184433	-74,685	201,200
0 Office Landscape Maintena	0	0	1250	1,250	0	6875	6,875	7,500
<b>1,839,765 Total Office Overheads</b>	<b>280,401</b>	<b>382,198</b>	<b>306450</b>	<b>-75,748</b>	<b>1,898,478</b>	<b>1685475</b>	<b>-213,003</b>	<b>1,838,700</b>
21,083 Recruitment advertising & c	429	845	3333	2,488	8,855	18333	9,478	20,000
32,307 Staff Training	6,232	6,302	10000	3,698	22,987	55000	32,013	60,000
10,000 Staff life cover	2,000	2,000	2000	0	11,000	11000	0	12,000
8,208 Staff uniforms	1,325	1,325	1000	-325	3,322	5500	2,178	6,000
0 Temporary Staff	0	0	833	833	0	4583	4,583	5,000
5,343 Conferences & Seminars	529	529	4167	3,638	19,122	22917	3,795	25,000
4,654 Travel & Subsistence	1,901	2,515	3333	818	10,992	18333	7,341	20,000
56,848 Health & Safety	4,146	5,397	11667	6,270	41,256	64167	22,911	70,000
<b>138,443 Total Staff Overhead Cos</b>	<b>16,562</b>	<b>18,913</b>	<b>36333</b>	<b>17,420</b>	<b>117,534</b>	<b>199833</b>	<b>82,299</b>	<b>218,000</b>
2,510 Training	0	0	1333	1,333	132	7333	7,201	8,000
697 Travel Expenses	431	431	667	236	1,600	3667	2,067	4,000
4,417 Expenses to Committee	383	383	1000	617	4,733	5500	767	6,000
12,804 Conferences	0	0	1667	1,667	7,011	9167	2,156	10,000
<b>20,428 Total Committee Costs</b>	<b>814</b>	<b>814</b>	<b>4667</b>	<b>3,853</b>	<b>13,476</b>	<b>25667</b>	<b>12,191</b>	<b>28,000</b>
<b>Total Direct Employee &amp; Administration Costs</b>	<b>741,475</b>	<b>1,265,588</b>	<b>1239252</b>	<b>-26,336</b>	<b>6,878,790</b>	<b>6815884</b>	<b>-62,906</b>	<b>7,435,510</b>

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

**28.Feb.23**

Previous  
year  
totals

<b>FIXED ASSETS</b>		ACTUAL
146,365,386	Housing Properties	151,937,549
-29,599,612	Depreciation	-34,186,611
<u>116,765,774</u>		<u>117,750,938</u>
Less:		
0	Housing Association Grant	0
<u>116,765,774</u>	Net Value	<u>117,750,938</u>
1,534,382	Other Fixed Assets	1,392,608
1,300	Investments	300
<u>118,301,456</u>	<b>TOTAL FIXED ASSETS</b>	<u>119,143,846</u>
<b>CURRENT ASSETS</b>		
103,476	Stock & WIP	103,476
21,752,552	Cash and Other Short Term Investments	20,046,001
468,884	Rent Arrears	673,360
1,332,523	Other Current Assets	1,217,753
<u>23,657,435</u>	<b>TOTAL CURRENT ASSETS</b>	<u>22,040,590</u>
<b>CURRENT LIABILITIES</b>		
2,454,506	Short Term Loans and Current Loan Capital Repayments	2,584,506
0	Bank Overdrafts	0
5,826,856	Other Current Liabilities	4,592,082
912	Pension liability under one year	912
<u>8,282,274</u>	<b>TOTAL CURRENT LIABILITIES</b>	<u>7,177,500</u>
<u>15,375,161</u>	<b>NET CURRENT ASSETS</b>	<u>14,863,090</u>
<u>133,676,617</u>	<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<u>134,006,936</u>
<b>CREDITORS DUE AFTER ONE YEAR</b>		
39,037,667	Long Term Loans	38,455,359
937,000	Pension liability	671,199
15,687,340	Deferred income	17,753,516
<u>55,662,007</u>		<u>56,880,074</u>
<u>78,014,610</u>	<b>NET ASSETS</b>	<u>77,126,862</u>
<b>RESERVES</b>		
17,091,245	Designated reserves	15,991,245
19,768,367	Revenue	19,980,643
41,154,887	Revaluation reserve	41,154,887
<u>78,014,499</u>	<b>TOTAL RESERVES</b>	<u>77,126,775</u>
111	SHARE CAPITAL	87
<u>78,014,610</u>		<u>77,126,862</u>

cashflow

NORTH GLASGOW HOUSING ASSOCIATION LIMITED  
MANAGEMENT ACCOUNTS FOR THE PERIOD TO 28.Feb.23  
CASHFLOW

YEAR TO

31.03.2022

0

OPERATING ACTIVITIES

ACTUAL

-1,732,947	Operating surplus for period	74,651
4,513,299	depreciation - properties	4,587,000
300,749	Depreciation - fixtures	275,000
-354,032	Amortisation of capital grants	-718,278
33,029	Gain on sale of fixed assets	0
	Other finance charges	
221,059	Decrease/(Increase)in Debtors	-89,706
184,292	Decrease/(Increase)in stock	0
788,524	(Decrease)/Increase in Creditors	1,303,830
	share capital cancelled	

3,953,973 Net Cash In/(Out)flow From Operating Activities

5,432,497

INVESTING ACTIVITIES

0	Grants Received	0
-15,014,569	Acquisition and Construction Of Properties	-5,572,163
-440,436	Acquisition of Other Fixed Assets	-133,226
-8,577	Procceds on disposal of properties	-1

0 Investment in Activities

1,000

-15,463,582 Net Cash In/(Out)flow From Investing Activities

-5,704,390

-11,509,609

-271,893

FINANCING

1	Loans Received	1,945,277
-1,614,247	Less: Loans Repaid	-2,397,585
51,052	Interest Received	168,904
-1,340,939	Interest Paid	-1,151,230
-17	Share capital issued	-24

-2,904,150 Net cash In/(Out)flow From Financing

-1,434,658

-14,413,759 Increase/(Decrease) in Cash and Cash Equivalents

-1,706,551

-14,413,759 Movement in Cash & Bank

-1,706,551

0 Movement in Bank overdrafts

0

-14,413,759 Increase/(Decrease) in Cash and Cash Equivalents

-1,706,551

36,166,311 Opening cash balance

21,752,552

21,752,552

20,046,001

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

	Feb.23	2022	2021	2020
Share capital	87	111	128	142
Reserves	77,126,775	78,014,499	77,371,496	80,909,091
HAG	17,753,516	15,687,340	16,416,502	5,510,078
<b>Net worth</b>	<b>94880378</b>	<b>93701950</b>	<b>93788126</b>	<b>86419311</b>
<b>Current assets</b>	<b>22,040,590</b>	<b>23,657,435</b>	<b>38,476,545</b>	<b>20,386,998</b>
<b>Current liabilities</b>	<b>7,177,500</b>	<b>8,282,274</b>	<b>6,907,116</b>	<b>5,210,813</b>
<b>Borrowings old facility</b>	<b>13,235,519</b>	<b>14,376,463</b>	<b>14,925,590</b>	<b>15,613,605</b>
<b>Borrowings new facility</b>	<b>824,467</b>	<b>922,587</b>	<b>972,680</b>	<b>1,042,196</b>
<b>Number of charged properties - original loan</b>	<b>1192</b>	<b>1192</b>	<b>1192</b>	<b>1192</b>
<b>Value per property</b>	<b>24955</b>	<b>24955</b>	<b>24955</b>	<b>24955</b>
<b>Total value</b>	<b>29746000</b>	<b>29746000</b>	<b>29746000</b>	<b>29746000</b>
<b>Number of charged properties (A) - New loan</b>	<b>71</b>	<b>71</b>	<b>71</b>	<b>71</b>
<b>Value per property</b>	<b>25606</b>	<b>25606</b>	<b>25606</b>	<b>25606</b>
<b>Total value - Category A</b>	<b>1818000</b>	<b>1818000</b>	<b>1818000</b>	<b>1818000</b>
<b>NB properties (B) new loan EUV</b>	<b>124</b>	<b>124</b>	<b>124</b>	<b>124</b>
<b>Value per property</b>	<b>41468</b>	<b>41468</b>	<b>41468</b>	<b>41468</b>
<b>Total value - Category B EUV</b>	<b>5142000</b>	<b>5142000</b>	<b>5142000</b>	<b>5142000</b>
<b>Total A + B</b>	<b>6960000</b>	<b>6960000</b>	<b>6960000</b>	<b>6960000</b>
<b>C Operating surplus</b>	<b>74,651</b>	<b>-1,732,947</b>	<b>382,204</b>	<b>951,115</b>
<b>D Profit on sale of fixed assets</b>	<b>0</b>	<b>33,029</b>	<b>46,769</b>	<b>8,535</b>
<b>E Interest Receivable</b>	<b>168904</b>	<b>51052</b>	<b>98552</b>	<b>120858</b>
<b>F Interest Payable</b>	<b>-1151230</b>	<b>-1340939</b>	<b>-1207444</b>	<b>-908340</b>
<b>K Other Finance Charges</b>	<b>0</b>	<b>-91064</b>	<b>-41296</b>	<b>-104203</b>
<b>Gift aid</b>	<b>0</b>	<b>180000</b>		
<b>L Pension movement</b>	<b>0</b>	<b>3,543,872</b>	<b>-2,816,381</b>	<b>2,618,358</b>
<b>G Surplus before tax</b>	<b>-907675</b>	<b>643003</b>	<b>-3537596</b>	<b>2686323</b>
<b>H transfer from designated reserves</b>	<b>1,100,000</b>	<b>3,000,000</b>	<b>1,000,000</b>	<b>0</b>
<b>I transfer (to) designated reserves</b>				
<b>J Surplus after reserve transfer</b>	<b>192325</b>	<b>3643003</b>	<b>-2537596</b>	<b>2686323</b>
<b>Lenders definition of annual surplus (G+F+H+K+L)</b>	<b>1343555</b>	<b>1531134</b>	<b>1527525</b>	<b>1080508</b>
<b>Interest Cover Ratio - required ratio &gt;1.1 unless year with agreed deficit</b>				
<b>Annual surplus/interest payable</b>	<b>1.17</b>	<b>1.14</b>	<b>1.27</b>	<b>1.19</b>
<b>Quick ratio</b>	<b>3.07</b>	<b>2.86</b>	<b>5.57</b>	<b>3.91</b>
<b>Borrowings to Net Worth - Nationwide</b>	<b>14.82</b>	<b>16.33</b>	<b>16.95</b>	<b>19.27</b>
<b>Charged value to Borrowings (CVB) - original loan EUV</b>	<b>2.247</b>	<b>2.069</b>	<b>1.993</b>	<b>1.905</b>
<b>CVB - original loan - EUV with sales</b>	<b>3.149</b>	<b>2.899</b>	<b>2.793</b>	<b>2.669</b>
<b>CVB new loan - EUV</b>	<b>8.442</b>	<b>7.544</b>	<b>7.155</b>	<b>6.678</b>
<b>CVB - EUV combined total both loans</b>	<b>2.54</b>	<b>2.34</b>	<b>2.25</b>	<b>2.145</b>





# Board Meeting

## For Approval

To: Board  
From: DCEO

**SUBJECT: BUSINESS PLAN 2023/26**

**DATE 23 MAY 2023**

<b>1.</b>	<b>Introduction</b>
	This Report highlights key business planning assumptions and seeks Board approval for the 2023/26 Business Plan.
<b>2.</b>	<b>Risk</b>
	<p>The Business plan is a necessary part of the governance structure of the Association and the group. The business plan sets out the strategic objectives, actions and initiatives agreed by the Board for the year ahead. It is a required document that must be submitted to the Regulator as part of the information requested under the Regulation Plan. Not to prepare the plan and failure to submit would be a failure in controls and a breach of agreements.</p> <p>The risk is mitigated by the proper preparation of the business plan and consideration of such against required standards. Review of such and submission to the Regulator within the agreed timescale.</p>
<b>3.</b>	<b>Business Plan 2023/26</b>
	<p>The full draft Business plan is attached to this paper for consideration.</p> <p><b>Proposed Financial Assumptions</b></p> <p>Headline proposals include:</p> <ul style="list-style-type: none"> <li>• Inflation is assumed at 2% for most years. The exception to this is 2024/25 where inflation is assumed to be 5%.</li> <li>• 4% provision for void rent loss and bad debt for years 2 to 30</li> <li>• Over £38m of planned maintenance expenditure in the first five years.</li> <li>• Completion of the improvements works for the Balgrayhill multis.</li> <li>• Nationwide, THFC and EST debt fully repaid by 2037. GBSH loan repayable in full in 2038 with drawdown of £13.9m in 2038 to help finance this. Long term interest assumption of 4%.</li> <li>• Additional planned maintenance expenditure being built in for EESSH and other regulatory changes.</li> </ul>

Our financial position going into 2022/24 continues to be healthy. The Association is planning to run a surplus in 2023/24, thereafter is profitable for over fifteen years before another deficit occurs. The future will contain unexpected events so maintenance of our income stream and control of our costs has to be the prime focus.

### **Sensitivity analysis**

The Business Plan incorporates sensitivity analysis, showing the impact of significant, adverse changes. The sensitivities modelled include the following, considered both on an individual and combination basis:

- Base with bad debts and voids at 5% each for five years
- Planned maintenance costs increasing by 10%
- SONI at 6% for five years
- Inflation only rent increases of 1% years 2 to 30
- Planned maintenance plus 10% and inflation only rent increases
- Staff costs plus 10%

The worst-case scenarios/combinations result in ng homes borrowing significant additional loans and would require smoothing out later years' investment expenditure for the Association to remain viable. At present, most of the potential changes are anticipated though some are becoming more of a reality. However, the situation will be monitored closely and in the event of a change occurring appropriate action will be taken so that ng homes remains financially viable and compliant with lenders' covenants.

### **Business Plan priorities 2023/26**

The Plan also describes our major priorities going forward, reflecting discussions and issues carried over from last year:

- Deliver the investment programme for 2023/24 including progress with EESSH
- Improve performance v Housing Charter indicators
- Maximise grant income to support regeneration and stock investment programmes
- Ongoing review of group governance

Review of meeting the annual and medium-term priorities will be provided in ongoing Board and committee reports and in the Performance Plan review meetings for 2023/24.

## **4. Recommendation**

The Board is requested to review the Business Plan and approve submission of the Plan as required to lenders and to the Scottish Housing Regulator, with a summary of the Plan to be

	prepared for staff and key stakeholders.
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## Board Meeting Finance

**To:** Board  
**From:** Deputy CEO

**SUBJECT: FIVE YEAR FINANCIAL PROJECTIONS  
(FYFP) 2023**

**DATE 23 May 2023**

<b>1.</b>	<b>Introduction</b>
	The Association is required by the Scottish Housing Regulator (SHR) to submit by 31 May a five-year financial projection (FYFP). This details the outcome for the year just completed and projected income and expenditure account, balance sheet and details of the numbers and cost of properties expected to be completed over the next five years. Various other detail on the underlying assumptions used for the projections is also submitted. The projection has been prepared in line with the financial projections used for the business plan.
<b>2.</b>	<b>Risk</b>
	<p>The Five-Year Financial Projection is a required regulatory return which must be completed accurately and submitted to the Scottish Housing Regulator within the deadline. Non submission or completion with inaccurate data would result in a risk of increased engagement with the Regulator.</p> <p>The risk is mitigated by accurate and timeous submission of the return. The return has been properly prepared from the projections used for the Business Plan. .</p>
<b>3.</b>	<b>Recommendation</b>
	Board Members are asked to approve the five-year financial projections return.





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

**To:** Board  
**From:** DCEO

**SUBJECT: BUSINESS PLAN PRIORITIES PROGRESS    DATE: 23 May 2023**

<b>1.</b>	<b>Introduction</b>
	<p>As members are aware, the Association's Business Plan 2022 to 2025 contained 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 at Appendix 1 provides an update on the key priorities for 2022/23 plotted against the four quarters together with a position statement at 31/03/23.</p>
<b>2.</b>	<b>Recommendation</b>
	Members are asked to APPROVE this report.

Business Plan Priorities 2022/23		Q1	Q2	Q3	Q4	Position Statement on 31 March 2023
<b>Robust Governance</b>						
Governance Framework and Governance Self-Assessment annually	●	●				This was completed during Q3, supported by experienced external consultant, [REDACTED]. The signed Annual Assurance Statement was submitted to SHR by the deadline of 31 October 2022. The planning for the 2023 Governance Assessment (3 year review) is underway.
Succession Planning for Board and staff	●	●	●	●	●	Ongoing work on advertising for staff. Board members to be involved in exploring new ways of recruiting Board members. Renewed focus on Learning and Development including training to support staff development.
Know our tenants and other customers' needs	●	●	●	●	●	Review being progressed and online tenant survey being prepared.
<b>Prudent Financial Management</b>						
Rents and Affordability	●	●				Rent affordability review completed. Put as part of 23/24 rent increase paper.
<b>Creating a Positive Culture</b>						
Invest in the community – capacity building	●	●	●	●	●	Lottery project – now in year 2 of three year fund. Successful Ballot for the BID - Application made to Investing in Communities Fund for entrepreneur project. Funding not awarded.
Health, safety, and wellbeing of staff	●	●	●	●	●	Ongoing high level of focus on staff health, safety, and wellbeing. Staff survey on Wellbeing was issued to all staff. Results of such now being evaluated.



Continuous Improvement				
Options Appraisal for low demand stock	●	●	●	●
Tenants' Health and Safety	●	●	●	●
EESH 2032 and fuel poverty	●	●	●	●
Growing our Business				
Explore growth potential of ng2	●	●	●	●
New grant funding for regeneration projects	●	●	●	●
Regeneration – Physical, Social and Economic	●			
Business Improvement District	●	●		

Application for £3.9m funds for housing Ukrainians accepted which provides funding for upgrades to most of this stock type.

Review ongoing with assistance from ACS.

The Association has renewed our subscription to the EVH/ACS Landlord Safety Manual.

Energy installations in multis complete. Metering system now operational.

Reviewing options.

SFHA energy funds being used. For fuel support and other activities Levelling up bid application was unsuccessful.

Application to Glasgow Communities Fund declined.

Application submitted to Social Housing Fund Cycling was approved with over £200k funds approved.

All Keppochhill properties let by 30th June.

BID ballot successful and rates funding from such going to BID as rates notices have been issued across the area. Remaking Saracen – funding application via the BID for funds for shop fronts stage 2 approved.



# Board Meeting

## For Approval

To: Board  
From: DCEO

**SUBJECT: LOAN PORTFOLIO RETURN 2023**

**DATE 23 May 2023**

<b>1.</b>	<b>Introduction</b>
	It is a requirement that each year the Association submits a loan portfolio return to the Scottish Housing Regulator (SHR). The return confirms standard details regarding the Associations loans and interest rates being paid. The return has to be submitted by 30 June.
<b>2.</b>	<b>Risks</b>
	<p>The loan portfolio return is a required regulatory return which has to be completed accurately and submitted to the Scottish Housing Regulator within the deadline. Non submission or completion with inaccurate data would result in a risk of increased engagement with the Regulator.</p> <p>The risk is mitigated by accurate and timeous submission of the return. The return will be checked against our records and that of the lenders. Once approved the DCEO will complete the submission process through the on-line portal.</p>
<b>3.</b>	<b>Submission of the return</b>
	<p>The Regulator focuses on loan compliance in ensuring that covenant conditions are fully met and in part to check whether Associations have adequate resources available to meet commitments as they fall due.</p> <p>The Association ensures that all documentation required for covenant compliance is submitted on time and in the appropriate format.</p> <p>Normally the return would go the June Board meeting but there is not one this year. It can't go the May meeting as some of the loan statements have only recently been received. So, the loan reconciliations are still being completed and then the return has to be created. Therefore, there is a need to delegate to the June Audit Sub-Committee meeting the authority to review and give approval for submission of the return.</p>
<b>4.</b>	<b>Recommendation</b>
	That the Board approves the loan portfolio return approval be delegated to the Audit Sub-Committee.



# Board Meeting

## For Approval

**To:** Board  
**From:** Director of Housing Services

**SUBJECT: ANNUAL RETURN ON CHARTER 2022/23    DATE    23 May 2023**

<b>1.</b>	<b>Introduction</b>
	<p>The Annual Return on Charter (ARC), reports our out-turn against the Social Housing Charter indicators for 2022/23 for submission to the Scottish Housing Regulator (SHR). This report provides a summary of ng homes out-turn performance against ARC indicators, with comparison to last year. A meeting will place on 17<sup>th</sup> May 2022 with The CEO, The Director of Housing Services and the Chair of ng homes to go through this years ARC and compare with last years ARC. A copy of this years completed return is attached as an enclosure.</p>
<b>2.</b>	<b>Out-turn 2022/23</b>
	<p>Notable performance out-turn includes:</p> <p><b>Stock turnover (vacancies)</b> Vacancies totalled 448 this year, <b>(8%)</b> of our lettable stock. This compares to the previous year, where 493 vacancies occurred <b>(9%)</b>. Turnover has slightly reduced in spite of properties at Hawthorn/Balmore and Balgrayhill Road being cleared.</p> <p><b>Lettings</b> There were <b>424</b> lets this year versus <b>438</b> from the previous year. <b>24%</b> of these were internal transfers versus <b>28%</b> the previous year. <b>35%</b> of lets were to homeless applicants versus <b>30%</b> the previous year, with the balance of <b>41%</b> from the housing list versus <b>42%</b> from the previous year.</p> <p><b>Average re-let timescales</b> Average re-let timescale <b>28.5 days</b> compared to <b>18.11 days</b> in the previous year.</p> <p><b>Tenancy sustainment</b> New tenancies lasting 12 months or more was <b>89%</b>, which was equivalent to <b>89%</b> sustainment in the previous year.</p> <p><b>Gas safety</b> This year, we report that <b>100%</b> of our gas properties have a current safety certificate. With</p>



**99.98%** of these being renewed within the last 12 months. This compares with **100%** from the previous year. **1** property from this year were not renewed within 12 months as it was not added to our gas servicing scheme. Our policy and procedures have now been updated to ensure this does not happen again.

#### **Rent collected & Void Loss**

We report collecting **98.7%** of rent receivable. This compares to **98.9%** for the previous year. Void loss was **0.5%** for this year, which is the same as the previous year.

#### **Arrears**

Total gross arrears performance (current and former tenant arrears combined) is **5.8%**. Compared to **5.4%** reported last year. The gross arrears figure includes **£235k** of former tenant arrears written off over the year. This compares with **£166k** written off the previous year. Arrears will remain a high priority for us in 22/23 and a focus will be on tracing and collecting from former tenants.

#### **Tenancy Refusals**

We report that **22.8%** of tenancy offers we make are refused. This compares with **15%** from the previous year.

#### **Staff numbers**

ng homes office based staff total of **80.71\*** includes **4.7** Full Time Equivalent ng2 staff who provide direct services to ng homes, such as Customer Service Officers and Retirement Housing Officers. The overall number of office-based staff has decreased from **83.91** last year.

**\*80.71** also includes **3** project staff funded by The Big Lottery.

ng homes concierge staff total of **21** includes **5 x ng2 staff** who provide direct services to ng homes. The overall number of concierge has decreased by 3 since last year.

Overall total staff is **110.71**, of whom **96.01** are employed by ng homes and **14.7** are ng2 employees providing direct services to ng homes.

#### **Repairs**

The number of emergency repairs completed this year is **8408** compared to **8447** in the previous year.

The average length of time taken to complete emergency repairs is **3.34 hours** compared to **2.98 hours** in the previous year.

	<p>The number of non-emergency repairs completed this year is <b>10192</b> compared to <b>10552</b> in the previous year.</p> <p>Average length of time taken to complete non emergency repairs this year is <b>5.24 days</b> compared to <b>5.64 days</b> in the previous year.</p> <p>Repairs completed right first time this year was <b>88.16%</b> compared with <b>91.93%</b> the previous year.</p> <p><b>Evictions</b></p> <p>We report <b>9</b> evictions for Rent Arrears and <b>1</b> for a Housing Issue, compared with <b>4</b> last year for Rent Arrears and <b>1</b> for Anti Social Behaviour, we expected this increase due to the restrictions on evictions over the past few years during the pandemic.</p> <p><b>Medical Adaptations</b></p> <p>A total of <b>113</b> adaptations were completed during the year in an average timescale of <b>36.7 days</b> from referral date versus <b>106</b> adaptations completed in <b>17.4 days</b> for the previous year. This is due us suspending adaptations at the end of the financial year due to budget constraints.</p> <p><b>SHQS</b></p> <p><b>4132</b> of our properties (<b>76.15%</b>) of our stock meet SHQS compliance. This is up from <b>66</b> % last year. Last year's figure was primarily due to 1,270 of our properties not having a current Electrical Safety test certificate and the increase in compliance this year is due to the accelerated programme of EICR testing that we undertook during the reporting year.</p> <p><b>382</b> or <b>7.04%</b> of our properties fail SHQS. Of these, <b>374</b> failed on 1 criterion (either Safe Electrical Systems or Energy Efficiency) and 8 failed on both Safe Electrical Systems and Energy Efficiency. We have a programme in place to deal with these failures. The remainder <b>16.81%</b> of our stock is classed as either Exempt or in abeyance.</p> <p><b>EESH</b></p> <p>The Scottish Government has brought forward the review of EESH2, which will be completed during 2023. To take account of this, the Scottish Government has put on hold temporarily both the 2025 and 2032 EESH milestones meaning that we did not report to any EESH indicators within this year's ARC Return.</p>
<b>3.</b>	<b>Recommendation</b>
	The Board are invited to approve performance for 22/23, as set out in the ARC return, and approve the document to be sent to the Scottish Housing Regulator.





# Board Meeting

For Approval

**To:** Board  
**From:** Senior Corporate Services Officer

**SUBJECT: GIFTS, HOSPITALITY AND DONATIONS**      **DATE: 23 May 2023**

<b>1.</b>	<b>Introduction</b>					
	<p>In line with our Policy on the above, the Board should receive a report on gifts and hospitality given and received and on donations made by the Association/group subsidiaries. The table below sets out relevant notifications provided to Corporate Services for the period covering 1<sup>st</sup> October 2022 to 31 March 2023.</p>					
	<b>Date</b>	<b>From</b>	<b>To</b>	<b>What</b>	<b>Approx. Value</b>	<b>Accepted/declined</b>
	22/11/2022	ng homes	Staff Member	Sympathy flowers	£45	Accepted
	21/11/2022	ng homes	Staff Member	Sympathy flowers	£45	Accepted
	16/12/2022	ng homes	Staff Member	Sympathy flowers	£50	Accepted
	12/12/2022	Glasgow Chinese Recreation Centre (GCRC)	ng homes	2 boxes chocolates, 4 bottles of wine, a box of crackers	£55	Accepted
	12/12/2022	SHARE	ng homes	Box of chocolates	£6	Accepted
	21/12/2022	Clyde Contracts	ng homes	2 litres Smirnoff Vodka, 2 bottles of Famous Grouse, 2 boxes of chocolates	£100	Accepted
	23/12/2022	Wright & Kerr	ng homes	4 bottles of wine and bottle of Grey Goose Vodka	£72	Accepted
	10/01/2023	ng homes	Staff member	Sympathy flowers	£44.50	Accepted
	07/02/2023	Glasgow Fujian Association/ CNY event	Deputy Director of Regen	Meal/ Community event at Radisson	£50	Accepted

				Blu			
	08/03/2023	ng homes	Staff member	Sympathy flowers	£44.50	Accepted	Approved by CEO
	08/03/2023	ng homes	Staff member	Sympathy flowers	£45.50	Accepted	Approved by CEO
	24/03/2023	ng homes	Staff member	Sympathy flowers	£44.50	Accepted	Approved by CEO
<b>2.</b>	<b>Recommendation</b>						
	Board members are asked to APPROVE this report.						

# Board Meeting

For Approval

**To:** Board  
**From:** Director of Corporate Services

**SUBJECT:** HYBRID / REMOTE WORKING; THE WAY FORWARD **DATE:** 23 May 2023

<b>1.</b>	<b>Introduction</b>
	<p>As members are aware, like many organisations, at the outset of the Covid-19 pandemic the Association adopted remote working as a temporary measure. This action was taken to protect the health and wellbeing of our staff, Board members and customers. This approach has helped to safeguard the business and has served the Association well to date.</p> <p>It should be noted that some job roles are not suitable for remote working and, therefore, due to the nature of their work some staff have been ever present in the workplace throughout the period of the pandemic. For those job roles where it is possible, our temporary arrangements for remote working have evolved since it was first introduced. Currently anyone who wishes to attend the workplace / office for their full working week can do so. Any remote working days must suit business needs and must be agreed between the staff members and their line manager. As a consequence of this, there may be times when staff will be required to attend the workplace on specific days.</p> <p>Now as we emerge from the pandemic, it is vital that the Association carefully considers our approach to remote working going forward. We have kept staff informed of our approach over the last three years and we have communicated clearly that any longer-term change, permanent or otherwise e.g. a trial arrangement would be decided by the Board.</p> <p>Staff have also been advised that the Board will be considering a number of important factors to allow it to arrive at an informed decision regarding this. In addition to considering the level of health risk posed by the virus and any related UK or Scottish Government guidance or directives in place at the time, the following five key strands of information will be considered;</p> <ol style="list-style-type: none"> <li>1. The results of the tenants' survey conducted during 2022 seeking tenants' views on service delivery during our period of hybrid/remote working.</li> <li>2. The result of the staff survey on hybrid/remote working (conducted in September 2022 and as discussed at the Staff Mid-Year Review sessions in November and December last year).</li> </ol>

3. The legal view on hybrid/remote working including any associated risks (as provided by BTO Solicitors).
4. What other organisations in the sector are doing in respect of hybrid/remote working, in particular, our local peer group of housing associations.
5. The up-to-date view/guidance from key organisations within the sector and beyond e.g. Employers in Voluntary Housing (EVH), Scottish Federation of Housing Associations (SFHA), Scottish Housing Regulator (SHR), ACAS, Chartered Institute of Personnel and Development (CIPD).

Members will appreciate that this is a complex situation, this is reinforced by the BTO Information Note which covers 20 pages (copy attached for information) and provides a wide range of detail on a raft of key issues, benefits and drawbacks to consider.

It is safe to say that the global pandemic has forced many employers to adopt new ways of working and that it is generally accepted that the world of work is changing as a result. Employers are now considering how to develop a hybrid working model to maintain an element of remote working for employees which also keeps service delivery at the forefront of the business.

It is clear that organisations in the housing sector and beyond are making decisions based on their own circumstances and there is no definitive guidance in place or template to follow in this regard. However, key requirements for success will be ensuring that we take cognisance of business needs and that we have a robust policy and operating procedures in place.

There is a recognition that there is a "no one size fits all" model that can be applied but rather that each organisation has to develop an approach that is right for its own circumstances. It is therefore vitally important that the Board are fully informed in making such an important decision.

### **Proposed Board and Staff Working Group**

At the Board Strategy Day held on 14 May there was a facilitated discussion session on hybrid/remote working and the way forward for the Association. From this discussion and early analysis of the information available to us, there is a shared understanding of the complexity and the challenges around this matter. It was agreed that, at the Board meeting on 23 May 2023, the Board should consider approving the formation of a Board and Staff

	<p>Working Group to consider all aspects in detail and to develop a suitable proposal for consultation with staff and other stakeholders, and final Board approval during Q2 this year.</p> <p>A group of four senior staff members (Director of Housing Services, Corporate Services Manager, Deputy Director of Property Services, Deputy Director of Finance) have recently been looking at this matter internally including discussing a draft policy and operational procedures. It is suggested that the Board and Staff Working Group should comprise of this current group of senior staff together with up to four Board members and the Director of Corporate Services.</p>
<b>2.</b>	<b>Recommendation</b>
	Board members are asked to APPROVE the contents of this report including the creation of a Board and Staff Working Group.







# Board Meeting For Noting

**To:** Board  
**From:** Director of Corporate Services

**SUBJECT: GOVERNANCE UPDATE**

**DATE: 23 May 2023**

<b>1.</b>	<b>Introduction</b>
	This report provides an update on governance related matters from 24 January 2023 to 9 May 2023.
<b>2.</b>	<b>Scottish Housing Regulator News / Publications</b>
	<p>As previously reported, a comprehensive archive of news and publications is available on the SHR's website <a href="http://www.housingregulator.gov.scot">www.housingregulator.gov.scot</a> The sections for news and publications are clear and easily accessible. The SHR now has specific Coronavirus (Covid-19) related news / articles. You can access the SHR's Coronavirus latest news and information through their website. The SHR has updated a whole raft of previously published information, guidance and advice for RSL's and Governing Bodies. These updates are available on the SHR's website at <a href="https://www.housingregulator.gov.scot/publications?p=3&amp;s=10">https://www.housingregulator.gov.scot/publications?p=3&amp;s=10</a></p> <p>There are also links to speeches and other information.</p> <p>Other SHR news and publications can be accessed at the links below:</p> <p><a href="https://www.housingregulator.gov.scot/about-us/news">https://www.housingregulator.gov.scot/about-us/news</a>  <a href="https://www.housingregulator.gov.scot/publications">https://www.housingregulator.gov.scot/publications</a></p> <p>For ease of reference your search for publications can be filtered by date range and publication type which includes the following categories:</p> <ul style="list-style-type: none"> <li>• Advice for landlords</li> <li>• Statutory guidance for landlords</li> <li>• National Reports</li> <li>• Consultations</li> <li>• Forms and questionnaires</li> <li>• Speeches and presentations</li> <li>• Corporate Publications</li> <li>• Archived Reports</li> <li>• Information for tenants</li> </ul>



**Recent news/features**

Housing Regulator publishes Strategy and work plans for 2023/24; 24 April 2023

<https://www.housingregulator.gov.scot/about-us/news/housing-regulator-publishes-strategy-and-work-plans-for-202324>

We're moving to a new office; 14 April 2023

<https://www.housingregulator.gov.scot/about-us/news/we-re-moving-to-a-new-office>

Regulator announces programme of annual assurance visits to landlords; 6 April 2023

<https://www.housingregulator.gov.scot/about-us/news/regulator-announces-programme-of-annual-assurance-visits-to-landlords>

Scottish Housing Regulator marks retirement of Board member, Bob Gil; 3 April 2023

<https://www.housingregulator.gov.scot/about-us/news/scottish-housing-regulator-marks-retirement-of-board-member-bob-gil>

Housing Regulator publishes outcome of its annual risk assessment; 31 March 2023

<https://www.housingregulator.gov.scot/about-us/news/housing-regulator-publishes-outcome-of-its-annual-risk-assessment>

SHR publishes updated Charter Technical Guidance and FAQs for social landlords; 21 March 2023

<https://www.housingregulator.gov.scot/about-us/news/shr-publishes-updated-charter-technical-guidance-and-faqs-for-social-landlords>

Regulator reaffirms its commitment to including tenants and service users in its work; 17 March 2023

<https://www.housingregulator.gov.scot/about-us/news/regulator-reaffirms-its-commitment-to-including-tenants-and-service-users-in-its-work>

Average weekly rents will increase by 5% in 2023/24; 15 March 2023

<https://www.housingregulator.gov.scot/about-us/news/average-weekly-rents-will-increase-by-5-in-202324>

Scottish Housing Regulator re-affirms its commitment to equalities; 14 March 2023

<https://www.housingregulator.gov.scot/about-us/news/scottish-housing-regulator-re-affirms-its-commitment-to-equalities>

Registered Social Landlords withstood difficult economic and operating conditions in 2021/22; 2 March 2023

<https://www.housingregulator.gov.scot/about-us/news/registered-social-landlords-withstood-difficult-economic-and-operating-conditions-in-202122>

Regulator publishes updated engagement plan for Blochairn Housing Association; 22 February 2023

<https://www.housingregulator.gov.scot/about-us/news/regulator-publishes-updated-engagement-plan-for-blochairn-housing-association>

Housing sector comes together to publish briefing on damp and mould; 21 February 2023

<https://www.housingregulator.gov.scot/about-us/news/housing-sector-comes-together-to-publish-briefing-on-damp-and-mould>

Scottish Ministers announce re-appointment of SHR board members; 20 February 2023

<https://www.housingregulator.gov.scot/about-us/news/scottish-ministers-announce-re-appointment-of-shr-board-members>

Regulator publishes updated engagement plan for Cadder Housing Association; 17 February 2023

<https://www.housingregulator.gov.scot/about-us/news/regulator-publishes-updated-engagement-plan-for-cadder-housing-association>

Regulator highlights considerable pressure on councils' services for people experiencing homelessness; 9 February 2023

<https://www.housingregulator.gov.scot/about-us/news/regulator-highlights-considerable-pressure-on-councils-services-for-people-experiencing-homelessness>

Housing sector comes together to address damp and mould; 6 February 2023

<https://www.housingregulator.gov.scot/about-us/news/housing-sector-comes-together-to-address-damp-and-mould>

Scottish Housing Regulator updates asset management recommended practice; 3 February 2023

<https://www.housingregulator.gov.scot/about-us/news/scottish-housing-regulator-updates-asset-management-recommended-practice>



	<p>We've completed the de-registration of Abbeyfield Scotland Ltd; 2 February 2023  <a href="https://www.housingregulator.gov.scot/about-us/news/weve-completed-the-de-registration-of-abbeyfield-scotland-ltd">https://www.housingregulator.gov.scot/about-us/news/weve-completed-the-de-registration-of-abbeyfield-scotland-ltd</a></p> <p>We're seeking Regulation Managers and Regulation Analysts to join our tea; 23 January 2023  <a href="https://www.housingregulator.gov.scot/about-us/news/were-seeking-regulation-managers-and-regulation-analysts-to-join-our-team">https://www.housingregulator.gov.scot/about-us/news/were-seeking-regulation-managers-and-regulation-analysts-to-join-our-team</a></p> <p>Regulator publishes revised engagement plan for City of Edinburgh Council; 23 January 2023  <a href="https://www.housingregulator.gov.scot/about-us/news/regulator-publishes-revised-engagement-plan-for-city-of-edinburgh-council">https://www.housingregulator.gov.scot/about-us/news/regulator-publishes-revised-engagement-plan-for-city-of-edinburgh-council</a></p>
<b>3.</b>	<b>The Office of the Scottish Charity Regulator (OSCR)</b>
	<p>The OSCR website; <a href="http://www.oscr.org.uk">www.oscr.org.uk</a> provides access to a comprehensive suite of information for charities. This includes news, updates, reports and guidance documents and links to videos and information on webinars that are planned.</p> <p><b>Latest News</b></p> <p>Event: ProtectUK security workshop; 9 May 2023  <a href="https://www.oscr.org.uk/news/event-protectuk-security-workshop/">https://www.oscr.org.uk/news/event-protectuk-security-workshop/</a></p> <p>OSCR publishes new Sector Overview Report; 2 May 2023  <a href="https://www.oscr.org.uk/news/oscr-publishes-new-sector-overview-report/">https://www.oscr.org.uk/news/oscr-publishes-new-sector-overview-report/</a></p> <p>When should charities make a referral to Disclosure Scotland?; 17 Apr 2023  <a href="https://www.oscr.org.uk/news/when-should-charities-make-a-referral-to-disclosure-scotland/">https://www.oscr.org.uk/news/when-should-charities-make-a-referral-to-disclosure-scotland/</a></p> <p>Video: Safeguarding webinar; 4 Apr 2023  <a href="https://www.oscr.org.uk/news/video-safeguarding-webinar/">https://www.oscr.org.uk/news/video-safeguarding-webinar/</a></p> <p>How OSCR carries out investigations; 27 Mar 2023  <a href="https://www.oscr.org.uk/news/how-oscr-carries-out-investigations/">https://www.oscr.org.uk/news/how-oscr-carries-out-investigations/</a></p>

	<p>Inquiry reports: The World's Big Sleep Out Trust &amp; Social Bite Fund; 27 Mar 2023  <a href="https://www.oscr.org.uk/news/inquiry-reports-social-bite-fund-the-worlds-big-sleep-out-trust/">https://www.oscr.org.uk/news/inquiry-reports-social-bite-fund-the-worlds-big-sleep-out-trust/</a></p> <p>OSCR joins SCVO for free safeguarding webinar on 28 March 2023; 23 Mar 2023  <a href="https://www.oscr.org.uk/news/oscr-joins-scvo-for-free-safeguarding-webinar/">https://www.oscr.org.uk/news/oscr-joins-scvo-for-free-safeguarding-webinar/</a></p> <p>Revitalising Trusts project tracks down millions for public benefit; 22 Mar 2023  <a href="https://www.oscr.org.uk/news/revitalising-trusts-project-tracks-down-millions-for-public-benefit/">https://www.oscr.org.uk/news/revitalising-trusts-project-tracks-down-millions-for-public-benefit/</a></p> <p>What happens when a charity doesn't submit their annual report and accounts on time?;  17 Mar 2023  <a href="https://www.oscr.org.uk/news/what-happens-when-a-charity-doesn-t-submit-their-annual-report-and-accounts-on-time/">https://www.oscr.org.uk/news/what-happens-when-a-charity-doesn-t-submit-their-annual-report-and-accounts-on-time/</a></p> <p>How can you improve your charity's annual reports and accounts?; 15 Mar 2023  <a href="https://www.oscr.org.uk/news/how-can-you-improve-your-charity-s-annual-reports-and-accounts/">https://www.oscr.org.uk/news/how-can-you-improve-your-charity-s-annual-reports-and-accounts/</a></p> <p>How to manage your charity during tough times; 14 Mar 2023  <a href="https://www.oscr.org.uk/news/how-to-manage-your-charity-during-tough-times/">https://www.oscr.org.uk/news/how-to-manage-your-charity-during-tough-times/</a></p> <p>Turkey-Syria earthquake: Safe methods of giving support; 9 Feb 2023  <a href="https://www.oscr.org.uk/news/turkey-syria-earthquake-safe-methods-of-giving-support/">https://www.oscr.org.uk/news/turkey-syria-earthquake-safe-methods-of-giving-support/</a></p> <p>What type of accounts do charitable companies have to submit to OSCR?; 8 Feb 2023  <a href="https://www.oscr.org.uk/news/what-type-of-accounts-do-charitable-companies-have-to-submit-to-oscr/">https://www.oscr.org.uk/news/what-type-of-accounts-do-charitable-companies-have-to-submit-to-oscr/</a></p>										
<b>4.</b>	<b>Board attendance at learning/development events (training / conferences etc)</b>										
	<p>Board members remain committed to keeping their skills and knowledge up to date and continue to embrace the opportunities that technology has provided by taking part in training events and conferences. The table below provides details of the learning events scheduled for Board members during the period covered by this report.</p> <table border="1"> <thead> <tr> <th>Course / Webinar / Conference</th><th>No of Board members</th><th>Date(s)</th><th>Training Provider</th></tr> </thead> <tbody> <tr> <td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>			Course / Webinar / Conference	No of Board members	Date(s)	Training Provider				
Course / Webinar / Conference	No of Board members	Date(s)	Training Provider								

	attending		
UK GDPR / Data Protection	8	25/1/23 (2 hours)	Information Law Solutions Ltd.
The Board's role in approving and implementing policies including Succession and Severance.	6	31/1/23 (1.5 hours)	Internal (DCEO & DCS)
Treasury Management	6	28/2/23 (1.5 hours)	Internal (DCEO & DDF)
GBM assurance – putting safety first	1	3/3/23 (2.5 hours)	SFHA
CIH Housing Festival	2	7/3/23 – 8/3/23 (12 hours)	CIH / Various
Data and Digital Conference 2023	1	21/3/23 (4 hours)	HACT
SHARE Annual Conference	2	24/3/23 – 26/3/23 (15 hours)	SHARE / Various
Building a better future: Glasgow's Local Housing Strategy for 2023-2028	1	4/4/23 (1 hour)	CaCHE (UK Collaborative Centre for Housing Evidence)
The Scottish Housing Regulator; What Committees / Boards need to know	1	9/5/23 (2 hours)	SHARE

The direct cost of the above events was £1,670 and this equated to 97.5 hours of Board member learning / development.

It is important that members have access to a wide range of learning and development resources and we are keen to support anyone who would like to take part in any session or event. SHARE's website [www.share.org.uk](http://www.share.org.uk) is a useful resource where you can access



	<p>information on their latest news, planned training, networks and events. Other training and learning opportunities are provided by a range of organisations including SFHA, EVH and CIH that continue to offer training and awareness sessions, webinars, and conferences. If members are interested in any of the courses, webinars or events advertised or have any specific training requirements please contact Tony Sweeney or Cheryl Murray to make the necessary arrangements.</p>
<b>5.</b>	<b>Annual Board Appraisal and Individual Board Member Reviews Update</b>
	<p>The Association was supported by SHARE again this year. [REDACTED] at SHARE provided guidance throughout the process and met with the Board on 13 April to present the draft Board Appraisal Outcomes Report. The report was positive and was well received by the Board. The report is being firmed up and will be sent to Board members during Q1 together with their Individual Learning Statement (ILS). The Outcomes Report will also inform the development of the draft 2023/24 Board Training Plan for discussion and agreement with the Board during Q2 2023/24 to be implemented thereafter.</p>
<b>6.</b>	<b>Review of ng group Independence Agreements (Intragroup Agreements)</b>
	<p>As previously reported, this exercise is underway with [REDACTED] at BTO Solicitors supporting the Association and we aim to present the revised Intragroup Agreements to the Board for discussion and approval during Q1 2023/24.</p>
<b>7.</b>	<b>Planned Governance Assessment (three-year review)</b>
	<p>As members will be aware, the Association conducts a review of its governance arrangements annually in preparation for the submission of the Association's Annual Assurance Statement to the SHR by 31 October each year. A full comprehensive review is planned every three years with a lighter touch review conducted in the intervening years. The three-year review is due this year. [REDACTED] will be supporting the Association again this year by conducting the comprehensive assessment of the Association's governance framework and other governance matters. This will inform and support the Association in the preparation of the 2023 Annual Assurance Statement. The governance review is the subject of a separate report.</p>
<b>8.</b>	<b>Board Strategy Day; Sunday 14 May 2023</b>
	<p>The outcomes from the 2023 Board Strategy Day will be subject of a future report. The event was designed to be interactive and fully involve Board members and senior staff in</p>

	discussing, addressing and agreeing strategic matters. The event allowed attendees to look back at the last 12 months and look ahead at the challenges and to discuss and agree strategic objectives going forward. External Consultant [REDACTED] [REDACTED] [REDACTED] [REDACTED] took part on the day and delivered a presentation on the planned 2023 Governance Assessment / Review.
<b>9.</b>	<b>Ombudsman/ First Tier Tribunal Complaints</b>
	<p><b>Scottish Public Services Ombudsman (SPSO)</b></p> <p>There were no tenant complaints investigated by the Scottish Public Services Ombudsman.</p> <p><b>First Tier Tribunal Complaints</b></p> <p>There were no First Tier Tribunal Complaints to report.</p>
<b>10.</b>	<b>Recommendation</b>
	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: 23 May 2023**

1.	<b>Introduction</b>																								
	<p>This Report updates the Board on the current declaration of interests by ng homes Board 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) 2019 Governance Standard 5. The RSL conducts its affairs with honesty and integrity; 5.4, "Governing body members and staff declare and manage openly and appropriately any conflicts of interest and ensure they do not benefit improperly from their position."</p>																								
2.	<b>Declarations of Interest</b>																								
	<p><b>Board members:</b> Relevant declarations of interest are summarised below.</p> <p><b>Board Member Declarations</b></p> <table><tr><th>Interest</th><th>Declarations</th></tr><tr><td>I am a tenant</td><td>2</td></tr><tr><td>Someone connected to me is a tenant</td><td>0</td></tr><tr><td>I am a factored owner</td><td>2</td></tr><tr><td>Someone connected to me is a factored owner</td><td>0</td></tr><tr><td>I own property in the area (not factored)</td><td>0</td></tr><tr><td>I am a Board Member of an ng group subsidiary</td><td>5</td></tr><tr><td>I am a volunteer/involved with a local community organisation</td><td>1</td></tr><tr><td>I am a shared owner</td><td>1</td></tr><tr><td>I am a Glasgow City Councillor - SNP</td><td>1</td></tr><tr><td>I do paid/voluntary work with an organisation which does business with the ng homes group</td><td>2</td></tr><tr><td>Relevant political or campaigning activities</td><td>2</td></tr></table> <p><b>Employees:</b> At the time of writing this report on 2 May 2023 there were 185 employees in the ng group. This includes 99 ng homes staff plus 16 ng2 direct service staff, e.g. concierge. The tables overleaf detail staff declared interests involving themselves and/or someone closely connected to them (these are close or more distant relatives and friends).</p>	Interest	Declarations	I am a tenant	2	Someone connected to me is a tenant	0	I am a factored owner	2	Someone connected to me is a factored owner	0	I own property in the area (not factored)	0	I am a Board Member of an ng group subsidiary	5	I am a volunteer/involved with a local community organisation	1	I am a shared owner	1	I am a Glasgow City Councillor - SNP	1	I do paid/voluntary work with an organisation which does business with the ng homes group	2	Relevant political or campaigning activities	2
Interest	Declarations																								
I am a tenant	2																								
Someone connected to me is a tenant	0																								
I am a factored owner	2																								
Someone connected to me is a factored owner	0																								
I own property in the area (not factored)	0																								
I am a Board Member of an ng group subsidiary	5																								
I am a volunteer/involved with a local community organisation	1																								
I am a shared owner	1																								
I am a Glasgow City Councillor - SNP	1																								
I do paid/voluntary work with an organisation which does business with the ng homes group	2																								
Relevant political or campaigning activities	2																								



**Employee Declarations (ng homes and ng2 direct service staff)**

Interest	Declarations
I am a tenant	4
Someone connected to me is a tenant	15 (covering 16 tenancies)
I am a housing applicant	0
Someone connected to me is a housing applicant	1
I am a factored owner	2
Someone connected to me is a factored owner	6 (covering 7 properties)
I own property in the area which is not my own home (not factored)	2
Someone connected to me is also an employee of ng homes or ng2	20
Someone connected to me is employed in a relevant business	0
I am a director of an ng group subsidiary	3
Paid/voluntary work with an organisation that does business with ng homes	0
I am a Board member of another housing association	3
I am a volunteer/involved with a local community organisation	1

**Employee Declarations (ng2 staff)**

Interest	Declarations
I am a tenant	8
Someone connected to me is a tenant	8 (covering 10 tenancies)
I am a housing applicant	4
Someone connected to me is a housing applicant	1
I am a factored owner	0
Someone connected to me is a factored owner	1
I own property in the area (not factored)	0
Someone connected to me is also an employee of ng homes or ng2	13
Someone connected to me is employed in a relevant business	0
I am a director of an ng group subsidiary	0
Paid/voluntary work with an 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

**3. Recommendation**

Board 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: 23 May 2023**

<b>1.</b>	<b>Introduction</b>
	<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"><li>• The prevention and alleviation of homelessness</li><li>• Management of social housing accommodation</li><li>• Provision and management of sites for gypsy travellers</li><li>• Information supplied to the SHR on finance and governance</li></ul>
<b>2.</b>	<b>FOI – the 3 duties</b>
	<p>There are 3 core FOI duties:</p> <ul style="list-style-type: none"><li>• The duty to respond to requests for information</li><li>• The duty to advise and assist requesters</li><li>• The duty to publish information (ng homes group publishes information on its website in line with its Guide to Information).</li></ul>
<b>3.</b>	<b>FOI Statistics</b>
	<p>ng homes received 2 FOISA requests and 1 EISR requests during Q3 and Q4 2022/23. The requests for information consisted of questions in relation to CCTV and repairs and maintenance to a communal garden.</p> <p>If a requester is unhappy with the response from the Association they have the right to request a review from us. There were no requests for review received in the period.</p>

	All information requests were responded to within the target timescale of 20 working days.
<b>4.</b>	<b>Subject Access Requests</b>
	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 Q3 and Q4 the ng homes group received 7 SARs. All were responded to in the target timescale of one month from receipt.
<b>5.</b>	<b>Recommendation</b>
	Board members are asked to note the contents of this report.



# Board Meeting For Noting

**To:** Board  
**From:** Director of Corporate Services

**SUBJECT:** 2023 GOVERNANCE ASSESSMENT  
(THREE YEAR REVIEW)

**DATE** 23 May 2023

<b>1.</b>	<b>Introduction</b>
	<p><b>Governance Review</b></p> <p>Governance self-assessment is a key part of the process followed in preparation for the submission of the Annual Assurance Statement to the SHR by 31 October each year. A full comprehensive governance assessment is planned every three years with a lighter touch review conducted in the intervening years. The three-year review is due this year.</p> <p>The Association has been fully compliant in governance matters as reported since the introduction of the SHR Annual Assurance Statement process in 2019. The purpose of the review this year is to conduct a comprehensive assessment of the Association's ongoing approach to governance including the governance framework, policies, procedures etc. to assess whether we continue to operate in accordance with regulatory and legislative requirements.</p> <p>The Association is being supported in the process, again this year, by [REDACTED] [REDACTED] attended the Board Strategy Day in Glasgow on Sunday 14 May and delivered a presentation that introduced the review process including the key points that will be addressed, the review timetable and the Board and staff input that will be required. As part of the process an outcomes report will be presented to the Board and this will inform and support the Association in the preparation of the 2023 Annual Assurance Statement to be submitted to the SHR by 31 October 2023.</p>
<b>2.</b>	<b>Recommendation</b>
	Board Members are asked to NOTE this report





















# Board Meeting For Noting

**To:** Board  
**From:** Director of Housing Services

**SUBJECT: KPI PERFORMANCE INDICATORS 22/23**      **DATE: 23 May 2023**

1.	Key Performance Indicators (KPIs):				
	Indicator	Out turn 21/22	Target 22/23	Year to Date April 22 – March 23	Risk
	Voids				
	Vacancies in lettable stock	9%	10%	448 (8%)	
	Lets	410 + New Build 439	No Target	424	
	Section 5 Homeless Lets	32%	35%	35%	
	Average re-let timescale	18.1 days	25 days	28.5 days	
	Offers Refused	15%	30%	22.8%	
	Rent & Arrears				
	Void rent loss	0.5%	0.7%	0.51%	
	Gross rent arrears (Current, Former & W/Off)	5.6%	5.5%	5.8%	
	Non-Technical Arrears	3.7%	4.0%	3.5%	
	% of tenants with arrangements.	68% £641,668	No Target	68% (£602,140) are on an arrangement and 72% are maintaining their arrangement	
	Tenancy Sustainment				
	Tenancies Sustained for more than 12 months	89%	85%	91%	

Indicator	Out turn 21/22	Target 22/23	Year to Date April 22 – March 23	Risk
<b>Anti-Social Behaviour</b>				
No of Anti-Social Cases received in the year	71	No Target	44	
No of Anti-Social Cases resolved in the year & within timescale	67 Resolved 100%	90%	39 Resolved 100%	
<b>Court Action &amp; Evictions</b>				
New Court Actions	31	No Target	52	
Court Actions that resulted in Evictions	4 Rent Arrears	No target	9 Rent Arrears 1 Housing Issue	
<b>Repairs</b>				
Average timescale to complete emergency repairs	3 hrs (8447)	24 hrs	3.34 hrs (8408)	
Average timescale to complete non-emergency repairs	5.6 days (10552)	5 days	5.24 days (10192)	
Reactive Repairs completed right first time.	92%	90%	88.16%	
<b>Gas Safety Certificate Compliance</b>				
% with current gas safety certificate	100%	100%	100%	
Properties with gas cert' renewed within 12 months	100%	100%	99.98%	
<b>Adaptations</b>				
Application brought forward from 21/22	5	No Target	22 (2 of these have now been cancelled)	

Indicator	Out turn 21/22	Target 22/23	Year to Date April 22 – March 23	Risk
Applications approved YTD	110	No Target	<b>117</b>	
Number of medical adaptations completed.	106	No Target	<b>113</b>	
Average days taken to complete adaptations	17.4 days	25 days	<b>36.7 Days</b>	
<b>Customer Satisfaction</b>				
Overall Service Level	94.8%	90%	<b>83.6%</b>	
<b>2.</b>	<b>Areas for Improvement</b>			
	<p>Our average days to let is 28.5, this increase from last year is partly due to problems we have had with energy suppliers to get debt reset on gas and electric meter and this is having an effect on our ability to complete void works as we are unable to let a property without carrying out gas and electrical safety checks. We will be working with Utilita using their void management service to reduce/remove delays relating to meters at void stage.</p> <p>Our adaptations figure is 36.65 days against a target of 25 days, this is an improvement from the previous quarter, where it was 48.77. 36.65 days is higher than target, due to us suspending adaptations at the end of the financial year due to budget constraints.</p>			
<b>3.</b>	<b>Recommendation</b>			
	The Board are asked to note the Key Performance Indicators for 1 <sup>st</sup> April 2022 – 31 <sup>st</sup> March 2023.			





# Board Meeting For Noting

**To:** Board  
**From:** Senior Corporate Services Officer

**SUBJECT: COMPLAINTS AND COMPLIMENTS  
(Q4 2022/23)**

**DATE: 23 May 2023**

1.	<b>Introduction</b>			
	This report updates the Board on complaints and compliments received for the 3-month period 1 January to 31 March 2023 (Q4).			
2.	<b>Complaints Monitoring Q4 2022/23</b>			
	<b>a) Analysis of Complaints received in the period 1 January to 31 March 2023</b>			
	Over the 3-month period, a total of 90 complaints were received. The table below details the service area which the complaint was logged under.			
	<b>Complaint Service Area</b>	<b>Received at S1 *</b>	<b>Received at Stage 2</b>	<b>Total</b>
	Contractors	19	0	19
	Investment	6	0	6
	Repairs	41	0	41
	Other Housing	7	0	7
	Anti-Social	1	0	1
	Rent and Arrears	0	0	0
	Allocations	3	0	3
	Close Cleaning and Backcourt Maintenance	0	0	0
	About a Staff Member	5	5	0
	Landscaping and Garden Maintenance	0	0	0
	Factoring	3	0	3
	Concierge	0	0	0
	<b>Total</b>	<b>85</b>	<b>5</b>	<b>90</b>
	<i>* NB this includes escalated complaints as they were first received at Stage 1</i>			
	<b>b) SPSO Key Performance Indicators</b>			
	The SPSO published a standardised set of KPIs for the Model Complaints Handling Process for RSLs on their website in March 2022. It includes mandatory reporting and publishing requirements of complaints performance, statistics, complaints trends and outcomes, and actions taken to improve services. The attached Appendix contains a snapshot of ng homes complaints data for Quarter 4.			

3.	<b>Method of Complaint</b>								
	<p>The phone and electronic methods were the preferred method of making a complaint.</p> <table border="1"> <caption>Method of Complaint Data</caption> <thead> <tr> <th>Method</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Electronic</td> <td>46%</td> </tr> <tr> <td>Phone</td> <td>42%</td> </tr> <tr> <td>In Person</td> <td>12%</td> </tr> </tbody> </table>	Method	Percentage	Electronic	46%	Phone	42%	In Person	12%
Method	Percentage								
Electronic	46%								
Phone	42%								
In Person	12%								
4.	<b>You Said, We Did (<i>complaints made and action taken</i>)</b>								
	<p><b>You Said</b> – A tenant was unhappy with the standard of works in relation to a heating installation in their house.</p> <p><b>We Did</b> – We arranged for the contractor to revisit the work even though the tenant had signed it off at the time and asked the contractor to ensure they always take a photo of the finished work when complete.</p> <p><b>You Said</b> – Complaint received from an owner in relation to an ng property's trees growing too tall which was blocking out sunlight and shading the drying area and which tenant states was previously raised in 2020.</p> <p><b>We Did</b> – We explained that only emergency repairs were being conducted at that time due to the Pandemic but a quote is awaited from the tree surgeon to carry out work.</p> <p><b>You Said</b> – A tenant was unhappy as she said she had reported by email several times that rubbish was being left out in the close and nothing had been done about it.</p> <p><b>We Did</b> – We explained that we had not received any emails about this but we would send a letter to all tenants regarding leaving rubbish in the close.</p>								
5.	<b>Compliments received Q4 2022/23</b>								
	<p>As well as receiving complaints, 6 compliments were recorded in our register for Q4. These included the following messages of thanks:</p> <ul style="list-style-type: none"> <li>• Help received was exceptional and tenant is over the moon</li> <li>• Thanks for help with insects and trickle vents on property to improve humidity</li> <li>• Thanks for helping tenant get a move</li> <li>• Housing Officer is great and can't do enough for you</li> </ul>								
6.	<b>Recommendation</b>								
	Board members are asked to note this report.								

## Appendix

### Complaints KPIs

#### Indicator One

Quarter	Number of complaints <b>received</b> at S1 *	Number of complaints <b>received</b> directly at Stage 2	Total complaints <b>received</b> .	Relation to organisation's housing stock (6635 properties)
Q4	85	5	90	1.36%

\* Includes escalated complaints as they were first received at Stage 1.

#### Indicator Two

Quarter	Number of S1 complaints <b>closed</b> in full within <b>5</b> working days	% of all Stage 1 complaints <b>closed</b> in <b>5</b> working days as % of all Stage 1 complaints closed in full	Number of S2 complaints <b>closed</b> in full within <b>20</b> working days	% of all S2 complaints <b>closed</b> in full at Stage 2 within <b>20</b> days as % of all S2 complaints <b>responded</b> to in full	Number of complaints <b>closed</b> in full after escalation within 20 working days	Number of <b>escalated</b> complaints <b>closed</b> in full within 20 working days as % of <b>escalated</b> complaints <b>responded</b> to in full
Q4	55	70.37%	5	55.55%	0	0%

#### Indicator Three

Quarter	The average time in working days to <b>respond</b> to complaints at Stage 1	The average time in working days to <b>respond</b> to complaints at Stage 2	The average time in working days to <b>respond</b> to complaints after escalation
Q4	5.43 days	31 days	68.5 days

*Extensions of 5 days to Stage 1 complaints can be authorised in exceptional circumstances. However these are considered as "late" i.e. not completed in timescale.*



**Three complaints which were responded to in the period were subject to a lengthy delay in closing them. They included the following complaints:**

- A complaint was received in relation to recurring heating repairs, gas servicing access and a staff member. The complaint was held open in order for staff to discuss some of the issues further with the tenant, however staff were unable to make contact which caused the delay.
- A complaint was received from an owner regarding the standard of work and damage caused as a result of mullion and lintel repairs to the property. We arranged for the original window installer to carry out a survey and provide a cost to rectify any damage incurred and refinish the windows to a mutually agreeable standard. The customer was happy to resolve the complaint at that time.

#### **Indicator Four**

<b>Quarter 4</b>	<b>Upheld</b>	<b>Partially Upheld</b>	<b>Not Upheld</b>	<b>Resolved</b>
Number of S1 complaints in each category:	28	8	25	20
% of complaints in each category as % of all S1 complaints closed at Stage 1	34%	10%	31%	25%
Number of direct S2 complaints in each category:	1	3	3	2
% of direct S2 complaints closed at S2 in each category:	11%	34%	33%	22%
Number of complaints closed after escalation in each category:	1	0	1	0
% of all complaints closed after escalation	50%	0	50%	0

# Board Meeting

## For Approval

**To:** Board  
**From:** Director of Housing Services

**SUBJECT: SCOTTISH HOUSING REGULATOR** **DATE 23 May 2023**

<b>1.</b>	<b>Introduction</b>
	This report is to update the Board on notifiable events that have been reported to the Scottish Housing Regulator since the last meeting.
<b>2.</b>	<b>Notifiable Events</b>
	<p>There has been one notifiable event reported to the Scottish Housing Regulator.</p> <p>On 17<sup>th</sup> April 2023, there was an incident at Petershill Rd which resulted in the evacuation of [REDACTED] and a controlled explosion of a device found within a property. The following is a timeline of the incident.</p> <p>11.30 ng homes become aware via ng2 staff that there were closures around Petershill Road and went to investigate. [REDACTED] attended at the Police cordon. Police unable to advise what was happening as incident was still unfolding. Police did however advise that there would be a need to evacuate homes on parts of Oatfield St, Avonspark St, Petershill Rd, Dykemuir St and Red Road.</p> <p>13.30 – Police advise ng homes the cordon would be lifted in an hour and a resilience centre being set up at Springburn Leisure Centre. Police begun transporting people to Springburn Leisure centre.</p> <p>Chairperson advised of the ongoing incident and that [REDACTED] [REDACTED]. Bomb squad was on site. [REDACTED] [REDACTED] [REDACTED]. Funding for food and other necessities authorised.</p> <p>16.00 – [REDACTED] arrived on site at the police cordon to get update from Police Scotland, advised next update would be 17.30 – decision taken to put ng homes staff at the leisure centre as well as the cordon.</p> <p>17.30 – 19.00 We arranged food for residents in the Springburn Leisure Centre, which</p>

included Halal Food through our Regeneration Team. We also got food for residents at the cordon. We supplied Scotland Loves Local vouchers to residents who were going to family/friends to stay to purchase food when required.

19.00- 23.00 – Residents continued to congregate at the cordon. All were offered to go to the resilience centre however due to the ongoing incident and the assurance from Police Scotland that they would get back into their homes, many residents chose to stay as they thought they would get back home. Blankets were handed out by ng homes staff.

██████████ authorised use of hotels in line with ng homes policy. At discretion of ██████████ depending on ongoing circumstances, weather, and Police decisions. .

23.00 – Request to Police Scotland to make a decision on whether residents were going to get back into their homes. Police Scotland then came back to say no that they would not. Decision taken to provide overnight accommodation. Ng staff who remained at the cordon booked hotels and arranged taxis to the hotels. Staff went to the leisure centre to arrange accommodation for residents who were there. ██████████ were put into a decant for the night.

### **Tue 18/04/2023**

07.00 – Advised by Police the cordon was still in place and ng homes back at cordon at 8am.

09.00 – ██████████  
██████████  
██████████  
██████████  
██████████

██████████ The centre staff also pulled together clothes from their lost property and handed that into the hall for residents returning from hotels. We contacted GCC who arranged to send out the Resilience team again.

Notifiable incident report put on SHR portal.

NGHA website updated with information regarding the incident and support available at the Springburn Leisure Centre. Chairperson updated on course of events overnight. Other Board members were informed of incident and ongoing action.



Contact had been made with the local politicians to advise them of the support being provided by GCC and the Association.

10.30-12.00 – Residents were transported back from hotels via ng2 and taxis.

Councillors Audrey Dempsey and Thomas Rannachan attended at the Leisure Centre asking what they could do to help and then attended at the cordon. We asked for help with clothing and Councillor Dempsey asked us to collate a list of names and what was needed.

Sandwiches and cakes provided by GCC at the resilience centre for lunch.

<https://www.glasgowlive.co.uk/news/glasgow-families-remain-evacuated-amid-26724355>

Councillors complemented the Association staff on their support for the residents.

MOD bomb squad was now at the incident. Road closures still in force in surrounding area. Controlled explosion done on a device.

<https://www.dailyrecord.co.uk/news/scottish-news/watch-bomb-squad-carry-out-29746563>

14.00 – Police update at Leisure centre – No update on when residents would get home further update to come later. Police spoke to residents directly and apologised for not updating them sooner.

16.00 – Police Update that residents would not get home tonight – we started arranging accommodation for residents who were at the Leisure centre. Staff went to the cordon to update residents who were there. GCC arranged hot food at the Leisure centre and ng homes provided soft drinks/water. Ng homes regeneration team brought in toiletries and again arranged Halal food for the families who required it. We also supported those residents who required emergency medication.

19.00 – GCC resilience bought clothes from Asda and provided them in the leisure centre.

17.00-20.00 – Residents transported by taxis to accommodation for second night.

### **Wed 19/04/23**

09.00 – Residents transported from the hotels back to the Leisure Centre. Prescriptions were



picked up at local pharmacies for residents.

Ng homes website was updated with current position as far as we had been advised.

Chairperson updated with events since last update.

Road closures still in force. Tenant had appeared in court charged with an offence under the Explosive Substances Act 1883.

<https://www.bbc.co.uk/news/uk-scotland-glasgow-west-65321776>

12-14.00 – Police Scotland update at 2pm in leisure centre, advising residents should get back home tonight if no other items found in the property during the search.

14.00-17.00 – ng homes provided take away food for all residents and staff at the resilience centre including halal food for those that required it. Ng staff in the centre took orders from everyone present. GCC also brought in some hot food.

Website again updated with current position at 4.15pm.

18.00 – Police updated cordon would be lifted between 7pm-7.30 for residents other than 459 Petershill Road. Residents advised to stay and have their dinner and then we would arrange to get them home. Accommodation for those who remained affected was provided in hotels and a decant property, others remained with family/friends.

19.30 – Residents transported back to their homes and staff remained on site until all were home and Halal and other food delivered to homes.

#### **Thursday 20/04/2023**

08.45 – Staff went straight to the area to check on residents.

Website updated with current position. Road closures had been lifted and the MOD bomb squad had left the area.

Chairperson updated on current position.

10.00-15.00 – All occupants with the exception of the affected property got access to their homes. Police remained on standby to the affected property.

	<p>SHR portal updated with current position on the incident.</p> <p>17.30 – Door was secured on affected property</p> <p><b>Friday - 21/04/2023</b></p> <p>10am – Windows secured on affected property.</p> <p>The tenant involved in this is currently on remand in prison and we are dealing with the other members of the household. To date, the property remains secured.</p> <p>In conjunction with GCC we provided support to those affected by the incident. Accommodation was provided in hotels to vulnerable residents who did not have any other options. Funds for food and clothes was made available to those that required it.</p> <p>The Chairperson was kept advised of developments through the entire incident. The local councillors and other politicians were also advised of the progress on the incident.</p> <p>We will now review the incident to consider how it was dealt with and what we have learned from it.</p>
<b>3.</b>	<b>Recommendation</b>
	Members are asked to note the notifiable event reported to the Scottish Housing Regulator.



**'NORTH GLASGOW HOUSING ASSOCIATION LIMITED REGENERATION SUB- COMMITTEE ATTENDANCE 2022-23**

	<b>01.11.2022</b>	<b>07.03.2023</b>	<b>02.05.2023</b>						
<b>J Berrington</b>	P	P	A						
<b>G Satti</b>	P	P	P						
<b>C Rossine</b>	P	P	P						
<b>J Thorburn</b>	P	P	P						
<b>P Nelson</b>	A	A	A						
<b>J Kennedy</b>	A	A	P						
<b>% Total</b>	<b>67%</b>	<b>67%</b>	<b>67%</b>						

P PRESENT  
A APOLOGIES

X ABSENT  
A\* LEAVE OF ABSENCE GRANTED

**TARGET ATTENDANCE - 80%**

**AVERAGE ATTENDANCE - 67%**





## Regeneration Committee Meeting Minutes

**Meeting:** Regeneration Committee **Location:** Saracen House

**Date:** Tuesday 2<sup>nd</sup> May 2023 **Time:** 4.00pm

**Attendees:** C. Rossine  
J. Thorburn (Chair)  
G. Satti  
J. Kennedy

**Apologies:** Paul Nelson  
Jim Berrington

**In Attendance:** Bob Hartness (DCEO) – BH  
L Cooper (DHS) – LC  
M Fraser (DDR) – MF  
A Bell (DDPS) – AB  
C Murray (PA) – CM

**Minute Taker:** C Bramham (SAC) – CB

	Agenda	Action	Date
<b>1.</b>	<b>Apologies</b>		
	As above		
<b>2.</b>	<b>Declaration of Interest and Attendance</b>		
	Apologies noted above		
<b>3.</b>	<b>Minutes of the previous meeting – 7th March 2023</b>		
	Members AGREED the minutes were an accurate record of the meeting.		
	Proposed C Rossine   Seconded G Satti		
	<u>Matters Arising</u>		
	None		

<b>4.</b>	<b>For Approval</b>		
a.	Property Services Risk Register		
	<p>AB presented the Property Services Risk Register for APPROVAL</p> <p>The Investment Risk Register has been renamed the Property Services Risk Register to reflect the change of the team's name. The Repairs Team are now also part of the Property Services Team and changes to the 'Responsible person(s)' have been made to reflect this. Specific risks associated with Covid – 19 pandemic and Brexit have been deleted as they are now considered to be outdated. Reference to the Area Committee has also been deleted as this has been disbanded.</p> <p>It was agreed to insert wording to reflect the possibility of any future pandemics occurring.</p> <p>Members APPROVED the Property Services Risk Register.</p> <p>Proposed G Satti Seconded C Rossine</p>		
b.	Regeneration Risk Register		
	<p>MF presented the Regeneration Risk Register for APPROVAL</p> <p>No changes were made to the previous Risk Register.</p> <p>It was agreed to insert working to reflect the possibility of any future pandemics occurring.</p> <p>Members APPROVED the Regeneration Risk Register</p> <p>Proposed C Rossine Seconded G Satti</p>		



c.	Netcall Tender Call Off Approval		
	<p>BH presented the Netcall Tender for APPROVAL</p> <p>The Association intends to install a Customer Relationship management system provided by Netcall that has been recommended by our IT consultants, Assure IT, who consider it critical to enhancing the service we deliver to our customers. It will complement our existing technology system and lead to both resource savings and business improvements.</p> <p>Netcall will provide a customer relationship management tool and it will overall improve service delivery and customer service.</p> <p>The tender proposal from Netcall equates to £242,843 plus VAT of £48,569 equating to £291,412 for a three-year contract, subject to confirmation from PfH that a call off is permitted and that the tender cost represents value for money.</p> <p>Members APPROVED the Netcall Tender Call Off.</p> <p>Proposed J Kennedy      Seconded G Satti</p> <p>Post meeting note; following the Regeneration Committee meeting, written confirmation was received from PfH that the call off was considered compliant and the tender costs deemed to represent value for money.</p>		
d.	Ukraine Resettlement Fund Approval		
	<p>BH presented the Ukraine Resettlement Fund for APPROVAL</p> <p>The Scottish Government created Ukraine Longer Term Resettlement Fund with £50 million of funds to allow local authorities and registered social landlords to apply for funding to bring void properties back into use.</p> <p>An application was made to fund in November 2022 for £3,929,794 million to improve 114 properties that were currently void.</p>		

	<p>A grant offer for the full amount has now been received from the Scottish Government. Among the conditions of the grant is that the expenditure for the project must be incurred within the period to the 31 March 2024</p> <p>The project will be funded by the Scottish Government to the sum of £3.93m. As per the grant terms any excess spent above that sum will be the responsibility of ng homes. Glasgow City Council will have full responsibility for the allocation of the houses to displaced Ukrainians.</p> <p>It was confirmed that the wrap around services will be provided by Glasgow City Council. However, if felt beneficial the Association may provide support to help with the integration of Ukrainian tenants into the community as we have done with other groups.</p> <p>Members APPROVED the Ukraine Resettlement Fund</p> <p>Proposed C Rossine      Seconded G Satti</p>		
<b>5.</b>	<b>Regeneration Committee Members Training</b>		
	This is a standing item and is a reminder for Members to identify any training requirements.		
<b>6.</b>	<b>AOCB</b>		
	<p>MF confirmed follow up from the last meeting regarding the Big Lunch, a date has now been set for the 17<sup>th</sup> May 2023 at Saracen House</p> <p>MF also confirmed Karen Dunbar will be showing at Saracen House on the 24<sup>th</sup> May. Which will be open to the community. The producer from BBC will also be there to introduce it and to take any questions. This will be from 4pm till 7pm.</p> <p>In light of MF's upcoming retirement and on behalf of Committee Members, the Chair thanked MF for her commitment to the Association and the community of North Glasgow over the past 11.5 years.</p>		
<b>7.</b>	<b>For Noting</b>		

a.	Compliance Report		
b.	Investment Report		
c.	Multi-Storey Flats Major Works Report – Round 1 Funding		
d.	Multi-Storey Flats Major Works Report – Round 2 Funding		
e.	Procurement Report		
f.	Regeneration Report		
<b>8.</b>	<b>Date of Next Meeting Tuesday 5<sup>th</sup> September 2023</b>  Meeting concluded at 4.30pm		



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