



# Board Meeting Minutes

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

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

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

**Apologies:** P Nelson, F Malcolm

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

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

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

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

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



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

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

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