

	<p>Proposed J Berrington Seconded J Macleod</p> <p>i) Matters Arising</p> <p>None.</p>		
4.	Governance and Improvement Plan		
	<p>Chair referred to items 4(a) and 4(b). Chair commented that there have been two Board Working Group Meetings since the last Board meeting on 3 October 2024 and therefore there are two monthly submissions included with these papers.</p>		
a.	October Submission		
	Members NOTED the submission.		
b.	November Submission		
	<p>Chair highlighted key points from the most recent Board Working Group meeting held on 21 November:</p> <ul style="list-style-type: none"> • The Board Working Group approved the monthly operational performance summary of compliance and the updated Governance and Improvement Plan to be sent to the SHR and to be shared with all Board members. This was completed on Friday 22 November. • As detailed in the Governance and Improvement Plan at points 1 & 2 i.e. the in-depth reviews of Tenant and Resident Health and Safety Arrangements being undertaken by ██████████, and the independent review of the Association’s governance arrangement being carried out by ██████████, the Board Working Group approved the following: <ul style="list-style-type: none"> ○ the main internal contacts for the consultants ○ start date for the reviews ○ timeline for completion ○ priority areas to be covered first ○ the review period <p>Members NOTED the submission.</p>		

c.	Minutes of the Board Working Group meetings		
	Members NOTED the Minutes of the Board Working Group Meetings of 19 September 2024 and 17 October 2024.		
5.	For Approval		
a.	Management Accounts to 30 September 2024		
	<p>BH presented the report. Members discussed the reasons for the difference between the projected surplus vs the actual surplus for the period. Members noted that the Audit Committee has requested more information on variances going forward.</p> <p>Members discussed progress of letting empty units to maximise income as well as progress on off-setting council tax as an efficiency.</p> <p>Members APPROVED the Management Accounts for the period to 30 September 2024</p> <p>Proposed G Satti Seconded J Berrington</p>		
b.i	Rent Increase 2025/26		
	<p>BH presented the report.</p> <p>Member commented that he had submitted questions in advance of the meeting and was satisfied that they had been answered during BH's presentation of the report.</p> <p>Members discussed the pressures on the Association and tenants, and the importance to be mindful of each. Members and officers agreed, where possible, they will try to make efficiencies to keep rents as low as possible and will always look for opportunities to maximise income through other means. Member commented that the Association must also be mindful of the impact of making efficiencies has on service delivery.</p> <p>CEO commented that growing the subsidiary should be considered as it would result in a substantial 20% saving in relation to labour.</p> <p>The turnaround of voids is delayed greatly due to the response time of utility companies. This has been a common issue across the sector</p>		

	<p>and SFHA have requested case studies and examples to discuss with Ofgem.</p> <p>Members AGREED North Glasgow Housing Association's rent and service charges consultation options for 2025/26 as 4%, 4.5% and 5%.</p> <p>Proposed J Berrington Seconded F Malcolm</p>		
b.ii	Rent increase Consultation Plan		
	<p>LC presented the report detailing the plan and timescale of the rent consultation through a plethora of communication means that will hopefully provide an option that will suit every tenant and give everyone a chance to have their say. LC stressed that staff will proactively contact tenants to maximise the number of responses.</p> <p>Members AGREED the consultation plan for the rent and service charge increase for 2025/26.</p> <p>Proposed J MacLeod Seconded G Satti</p>		
c.	Code of Conduct for Board Members		
	<p>TS presented the report detailing the changes to the revised Code of Conduct which was reviewed in line with the SFHA's recently updated Model Code of Conduct.</p> <p>Members discussed the changes. TS highlighted the protocol process for managing an alleged/suspected breach of the Code of Conduct, contained within appendix 2, Protocol for Managing an Alleged/Suspected Breach of the Code of Conduct which is more detailed than the previous version of the protocol.</p> <p>Members APPROVED the revised Code of Conduct for Board Members including the Protocol for Managing an Alleged/Suspected Breach of the Code of Conduct (Appendix 2).</p> <p>Proposed J Berrington Seconded F Malcolm</p>		

d.	Health and Safety Policy		
	<p>AB presented the report on behalf of the Health and Safety Manager.</p> <p>There was a lengthy discussion around the lack of information within the covering report such as how the policy fits with current processes; the difference between what the Association has been doing vs what changes, if any, would be implemented; and if staff training was required.</p> <p>AB confirmed that this policy is bespoke to ng homes rather than the generic one contained in the EVH landlord's manual and that it was prepared by our new Health and Safety Manager who is well qualified in all areas of health and safety. The policy reflects all the requirements of the H&S at Work Act 1974 and has been written in a way that is more easily understood and aligns job roles and related responsibilities with ng homes' structure.</p> <p>AB confirmed that staff training had been arranged and would be delivered to members of the Directorate the following Monday and thereafter rolled out to other staff and the Board.</p> <p>Members agreed the policy was welcome, particularly as it clarifies roles and responsibilities across all aspects of health and safety within ng homes and is an additional positive step in the Association's aim of continuous improvement.</p> <p>Members APPROVED the Health and Safety Policy</p> <p>Proposed J Berrington Seconded G Satti</p> <p>Member, A Gow, agreed with the policy but his dissent regarding the lack of information within the covering report was noted.</p>		
e.	Lift Maintenance Tender Approval		
	<p>AB presented the report. AB pointed out the introduction of IT requirements within the procurement process to coincide with the Association's approach to continuous improvement.</p>		

	<p>Member asked if the contractor would be carrying out all tasks during working hours.</p> <p>AB clarified that the maintenance and servicing of the Association's lifts would be done during working hours, however some emergency repairs may be done outside of working hours. AB went on to say that insurance inspections of lifts will always take place during working hours.</p> <p>Members APPROVED the appointment of Jackson Lift Services Ltd to the Lift Servicing and Maintenance Measured Term Contract.</p> <p>Proposed J MacLeod Seconded G Satti</p>		
f.	<p>Housing Management and Finance System Tender Approval</p> <p>BH presented the report explaining the procurement process for a supplier for software services for housing management and finance.</p> <p>Members discussed the implementation timescale, were satisfied with the procurement process and outcome of the scoring and therefore APPROVED the appointment of Designer Software as the software services for housing management and finance.</p> <p>Proposed J Berrington Seconded J Thorburn</p>		
9.	<p>Association Membership Applications</p> <p>TS presented the report and advised that the four applications have followed due process.</p> <p>Members APPROVED the membership applications.</p> <p>Proposed J MacLeod Seconded G Satti</p>		
6.	<p>For Ratification</p>		
a.	<p>Payment and Benefits #171</p> <p>Members RATIFIED Payments and Benefits case #171</p> <p>Proposed F Malcom Seconded G Satti</p>		

7.	Chief Executive's Update		
	<p>CEO referred to three events he has attended since the last Board meeting: SFHA Finance conference; SHR systemic meeting; and SFHA CEO Forum. CEO commented that the key headlines at all three events were: affordability for tenants; financial management/risk; and net zero. CEO said it is clear that the priorities and challenges for ng homes are the same for others across the sector. CEO commented that these topics were also mentioned in the speech delivered by ██████████ SHR Director of Regulation at the recent SFHA Finance Conference which is included within the Governance Update at item 10(a).</p> <p>CEO referred to item 10(b) and commented that although there were no notifiable events to report, the Association has received a complaint that was sent to the Regulator regarding damp and mould. LC has been discussing the timeline of events with the Regulator and will continue to keep the Regulator updated on progress.</p> <p>CEO drew Members attention to item 10(i) that included the Association's response to GWSF regarding the proposed changes to the ARC indicators. The detail was discussed within the teams, particularly on how the changes would directly affect processes and the challenges that staff are faced with operationally.</p> <p>CEO referred to the earlier discussion on the management accounts about the work on St Monance Street being delayed. This was partly due to ongoing discussions with Glasgow City Council (GCC) regarding support for owners and was pleased to advise that the Association has received confirmation, in writing, that owners will receive grant assistance towards their share of the costs. CEO commented that the Association are very grateful to GCC for providing that support and confirmed that the work started today.</p> <p>CEO advised that GCC has confirmed an offer of grant of £111k from the Affordable Housing Supply Programme which is very welcome given that GCC have also had to manage a reduced budget.</p>		

	<p>CEO went on to say that Officers are working with GCC on funding that will bring an additional six properties back into ng homes' portfolio of lettable stock. Once complete, the only units not within the ng homes letting pool would be the 25 tenemental units on Stonyhurst Street which would require extensive work, but feasibility studies are being discussed with GCC.</p> <p>Members were aware that Springburn Dental Practice have been working with GCC planning department regarding moving into the commercial unit on Millarbank Street and although there have been challenges, the CEO was pleased to say the planning certificate was issued this month. A larger premises means the practice are able to recruit more staff and therefore will be taking on more NHS patients, which is a welcome benefit to the area.</p> <p>CEO commented that LC and her team continue to work closely with social work to drive forward the homeless agenda.</p> <p>CEO summarised a lot of the discussion from the meeting particularly around the challenges being faced by Housing Associations. CEO said that ng homes will continue to look for efficiencies where possible, continue the focus on health, safety and compliance and commented on the support and partnerships the Association are grateful to have in order to continue with the positive work being done.</p>		
8.	Chairs' Remarks		
	Chair updated Members on events she has attended since the last meeting.		
9.	Delegates Feedback		
	Member commented that EVH are expected to start the annual pay negotiations with Unite this week.		
10.	For Noting		
a.	Governance Update		
	Members NOTED the report providing an update on governance related matters from 17 September to 15 November 2024.		
b.	Notifiable Events		

	Members NOTED the report advising of no notifiable events having been reported to the Scottish Housing Regulator since the last meeting.		
c.	KPI Performance YTD (Q1-2)		
	Members NOTED the Key Performance Indicators for 1 April – 30 September 2024.		
d.	Complaints and Compliments (Q2)		
	Members NOTED the report providing an update on complaints and compliments received for the 3-month period 1 July to 30 September 2024.		
e.	Communications Update (Q2)		
	Members NOTED the report providing an update on communications and media information from 2 July to 30 September 2024.		
f.	Declaration of Interest Update		
	Members NOTED the report providing an update on the current declaration of interests of ng homes Board Members and the ng homes group staff.		
g.	Freedom of Information (Q1 & Q2)		
	Members NOTED the report providing an update on the FOISA, EISR and SARs received between 1 April – 30 September 2024.		
h.	Gifts, Hospitality and Donations Report (Q1 & Q2)		
	Members NOTED the report providing an update on the gifts, hospitality and donations given and received by the ng homes group for the period 1 April – 30 September 2024.		
i.	Response to GWSF regarding SHR's proposed changes to the ARC Indicators		
	Members NOTED the report detailing the response submitted to GWSF regarding the SHR's consultation on the proposed changes to the ARC indicators.		
11.	Minutes of Committees and Subsidiaries		
a.	HR Committee Meeting on 4 November 2024		
	Noted.		
12.	AOCB		
	The discussion on developing a Board newsletter was deferred to a future meeting.		

13.	Date of next meeting – Tuesday 6 February 2025 Meeting ended at 18:57		
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