



# Board Meeting Minutes

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| <b>Meeting:</b>       | Board Meeting   | <b>Location:</b> | Saracen House / Microsoft Teams |
| <b>Date:</b>          | 7 February 2023   | <b>Time:</b>     | 4.30pm                          |
| <b>Attendees:</b>     | J Thorburn<br>C Rossine<br>J Kennedy<br>J MacLeod<br>G Satti  |                  |                                 |
| <b>Apologies:</b>     | P Nelson, M Grimley, A Gow, J Fernie, J Berrington, F Malcolm   |                  |                                 |
| <b>In Attendance:</b> | J Devine (CEO), B Hartness (DCEO) BH, T Sweeney TS (DCS),<br>L Cooper (DHS) LC, A Bell (DDPS) AB – left after item 4(b)<br><br>[REDACTED] (Consultant) – left after item 4(a) |                  |                                 |
| <b>Minute Taker:</b>  | C Murray CM (PA)  |                  |                                 |

|    | Agenda  | Action | Date |
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| 1. | <b>Apologies</b>  |        |      |
|    | As above.<br>J Fernie joined at 4.35PM and left after 9 minutes due to IT issues (no sound).                        |        |      |
| 2. | <b>Declaration of Interest and Attendance</b>   |        |      |
|    | As Above.<br><br>Chair declared an interest in item 4(f) Shared Ownership Buy Back Policy.                          |        |      |
| 3. | <b>Minutes of Board Meeting on 22 November 2022</b>   |        |      |
|    | Board AGREED the minutes were an accurate record of the meeting.<br><br>Proposed J Thorburn      Seconded J Kennedy |        |      |

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|           | i) Matters Arising<br>None.  |  |  |
| <b>4.</b> | <b>For Approval</b>  |  |  |
| a.        | Standing Orders Review   |  |  |
|           | <p>TS introduced [REDACTED] who supported ng homes through the comprehensive review exercise conducted over the last year.</p> <p>TS presented the report detailing the proposed changes to the Standing Orders and highlighted the important main amendments including new additions. TS also referred to the proposed changes to the committee structure. Appendix 5, Meetings Etiquette, was marked to follow and TS proposed Board Members in formulating that document.</p> <p>TS referred to the proposal to no longer operate an Area Committee and assured Members that there is a low risk to the Association in this proposal as there are no items or policies due for review by that committee between now and June other than the risk registers that will be taken elsewhere in the meantime. The proposed additions/revisions of the committees and remits as planned and any other changes as required before June 2023 will be progressed using the provision of SO4.</p> <p>TS highlighted that most references to subsidiaries and Independence Agreements have been removed as these will be covered in the "Intergroup Agreements" currently being developed with support from BTO Solicitors.</p> <p>TS also mentioned the Appendices.</p> <p>TS invited questions and/or comments on the report or the proposed Standing Orders.</p> <p>[REDACTED] explained that part of her brief was to provide clarity about the governance structure. By removing sections from the main body of the Standing Orders and including those details in the remits laid out in the appendices, it gives the Association the flexibility to amend the remits as they see fit rather than be forced to re-write the Standing Orders. The new layout aligns the governance structure with the</p> |  |  |

operational structure. ■ went on to say that the Association needs to be confident it has sufficient members to resource the structure it implements.

The CEO commented on the huge commitment expected of Board members and staff and reminded members of the statistics TS presented at last year's Board Strategy Day on the number of reports produced and hours spent at meetings. The CEO would like the Association to operate more effectively and stressed the importance of getting the balance right between information presented to the Board and the time members need to digest, consider and make decisions appropriately.

■■ stressed that the Standing Orders are simply one item within the 'governance toolbox' to assist members to govern effectively and allow resources to be managed efficiently. ■ also referred to the importance of having the right scheme of delegation for both financial and non-financial elements and Officers being confident in knowing what should be going to the Board and what is an operational task; the scheme of delegation should provide clarity and allow staff to do their job operationally and be accountable to the Board.

TS pointed out that the scheme of financial and non-financial delegation is included in the ng homes Financial Regulations that are due for review during March 2023.

Members considered and APPROVED the following:

- The revised Standing Orders and appendices
- The CEO's Role Description in line with SO 11
- The proposed changes to the current committee structure as detailed in the report

Proposed J MacLeod    Seconded J Thorburn

CEO congratulated TS and all staff involved in the review of the standing orders and thanked ■ ■ for her support and guidance throughout the review process.



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|    | ■■■■■ left the meeting.  |  |  |
| b. | Business Plan Priorities Progress (Q3)   |  |  |
|    | <p>TS presented the report providing an update to Members on progress with the Business Plan priorities over Q1-3 and the position statement at 31 December 2022.</p> <p>Members considered and APPROVED the report.</p> <p>Proposed G Satti      Seconded J Kennedy</p>   |  |  |
| c. | Value for Money Strategy   |  |  |
|    | <p>AB presented the revised Value for Money Strategy. Members considered and APPROVED the revisions and noted that the strategy will be used as the basis for ongoing work in achieving value for money and communicating that to all stakeholders.</p> <p>Proposed J Thorburn      Seconded G Satti</p> <p>AB left the meeting.</p>   |  |  |
| d. | Management Accounts to 30 November 2022  |  |  |
|    | <p>BH presented the management accounts to 30 November 2022. BH commented that there was nothing out of the ordinary. BH advised that amongst other systemic associations ng homes have one of the lowest debt per unit at approx. £7.5k per unit. CEO stressed the importance of continually managing and controlling spend.</p> <p>CEO advised Members that himself and BH have discussed budgets and although the position is healthy all plans for future spend will be done in line with tight budgeting controls and spend has to be affordable and scalable.</p> <p>Members APPROVED the Management Accounts for the period to 30th November 2022.</p> <p>Proposed G Satti      Seconded J Thorburn</p> |  |  |
| e. | Mortgage to Rent Policy  |  |  |
|    | BH presented the report and advised the purpose of the policy.   |  |  |


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|    | <p>Members APPROVED the continuation of ng homes' participation in the scheme as outlined within the updated policy.</p> <p>Proposed J Thorburn      Seconded J Kennedy</p>  |  |  |
| f. | Shared Ownership Buy Back Policy   |  |  |
|    | <p>Chair declared an interest. The Vice-Chair chaired this item.</p> <p>BH presented the report. Members considered and APPROVED that the Association should continue to buy back shared ownership units within the terms outlined within the policy.</p> <p>Proposed J Thorburn      Seconded J Kennedy</p>   |  |  |
| g. | Legal Services Framework   |  |  |
|    | <p>BH presented the report updating Members on progress with the joint procurement of a Legal Services Framework. Members considered and APPROVED the contents of the report.</p> <p>Proposed J MacLeod      Seconded J Thorburn</p>   |  |  |
| h. | Rent Increase 2023/24  |  |  |
|    | <p>LC presented the report updating Members on the methods and outcome of the consultation with tenants on the 2023/24 rent increase. Out of the three options offered, 86% of tenants who engaged voted for 6%. BH advised that 6% does not even cover some of the cost increases incurred by the Association and doesn't offer any additional income. Efficiencies and cost control will be necessary to cover the difference due to rent increase not covering the cost increases that have occurred and are continuing to occur.</p> <p>Members considered and APPROVED a 6% rent and service charge increase for 2023/24.</p> <p>Proposed J Kennedy      Seconded G Satti</p> <p>CEO commended LC and her team as this would have been a difficult task and conversation to have with tenants given the current financial</p> |  |  |



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|    | <p>climate. CEO advised that he has asked LC to pull together any key themes that came out of the conversations with tenants.</p> <p>LC added that staff are currently finalising the tenant survey which feeds into the business priority 'getting to know our tenants better' which should help the Association shape their services or signpost. Rather than use an external consultant for this exercise, LC was keen to use her own housing staff to engage with tenants which also helps staff get to know their own tenants better. The survey will take into account the recent guidance issued by the Scottish Housing Regulator as well as giving the opportunity to look at the equalities data that will be incorporated into the survey along with some customer service excellence elements.</p> <p>LC commented that it would be too big an exercise to fulfil during working hours and with the support of the CEO requested approval of overtime for the task to be carried out in the evenings and on weekends. The survey is expected to start in February but is unsure at this stage how long it will take and will depend on how well tenants engage and will update the Board on progress periodically.</p> <p>Members considered and APPROVED the request for overtime to carry out this task.</p> <p>Proposed J Thorburn      Seconded G Satti</p> |  |  |
| i. | Gas Safety Policy   |  |  |
|    | <p>LC referred to the notifiable event detailed, in item 9(c), relating to a missed gas service. Following that event staff took the opportunity to fully review the gas safety policy. LC presented the detail as laid out in the report and advised that all staff who the policy will affect have been involved. Once approved each staff member will be asked to sign the policy to confirm they understand their responsibilities.</p> <p>CEO referred to the steps taken as soon as the out-of-date gas service was identified and stressed the importance of individuals understanding and being clear what their responsibilities are. Once the revised policy is approved and implemented people will be held accountable but will not be without consultation and support for staff.</p>  |  |  |

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|    | <p>The Association are currently considering who should be carrying out the audits of gas safety certificates and is looking at where technology can be implemented to remove the human element where possible and reduce the risks with dealing with high volumes of information.</p> <p>Member queried the review period of three years. LC confirmed that Corgi recommend a 3-year review period, however after some discussion members AGREED this policy should be reviewed every 2-years or earlier in line with regulatory or legislative changes and/or good practice guidelines.</p> <p>Proposed J MacLeod      Seconded G Satti</p> |  |  |
| j. | Rent Collection Policy  |  |  |
|    | <p>LC presented the proposed changes to the Rent Collection Policy. Member asked if there are material changes to the cost-of-living crisis would the policy be reviewed sooner to which LC advised that it would.</p> <p>Members considered and APPROVED the amended Rent Collection Policy.</p> <p>Proposed G Satti      Seconded J Thorburn</p>  |  |  |
| k. | Payments and Benefits Case no 149 – For Ratification  |  |  |
|    | <p>LC presented payment and benefits case no 149 to which the Chair approved at an urgent decision meeting.</p> <p>Members RATIFIED Payments and Benefits Case no 149.</p> <p>Proposed J Thorburn      Seconded J Kennedy</p>   |  |  |
| l. | Abbeyfield House Options Appraisal  |  |  |
|    | <p>In the absence of the Investment Manager, ██████████ prepared the report requesting Members to consider options for the future of Abbeyfield House. CEO presented the report.</p> <p>CEO advised discounting the first option as he doubted demolition would get approval from Scottish Government and the Association would incur some reputational damage if they went through with demolition.</p>  |  |  |



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|           | <p>Structural engineers have confirmed the building is not fit for purpose as it stands leaving retrofit the only other options.</p>  <p>CEO advised that office design has taken into account suggestions offered at the staff strategy day. Members agreed it is important to consider what people want from their working environment and to have a workplace that that attracts staff, especially now post pandemic.</p> <p>CEO advised that although his recommendation would be to opt for the third option 'Conversion of the existing building into office premises for ng homes' it is important for Members to discuss and consider all three options.</p> <p>BH added that at this point in time, the Association have sufficient funds to meet ongoing commitments, taking consideration of existing budgets.</p> <p>Members discussed and APPROVED option 3 to be progressed to procurement and delegated authority given to the Regeneration Sub-Committee to consider and approve the final tender.</p> <p>Proposed J MacLeod      Seconded G Satti</p> |  |  |
| <b>5.</b> | <b>Chief Executive's Update</b>  |  |  |
|           | <p>CEO referred to a recent article on the front page of the Evening Times regarding SHQS standards across HAs in Scotland. CEO commented that the figures reported were a reflection of completed EICRs. ng homes average 1500 EICR's per year but the limitations to accessing people's homes for two years due to the Covid-19 pandemic realistically</p>   |  |  |



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|           | <p>meant those numbers were reduced which affected the overall SHQS figures reported in the 2022 ARC.</p> <p>CEO advised that ng homes have offered 114 properties to GCC to house Ukrainian refugees. LC has been in dialogue with the Scottish Government to iron out details. If successful it could generate approx. £500k revenue for the Association.</p> <p>CEO referred to the Levelling up BID that GCC were unsuccessful for. ng homes planned to improve the tenements at Stoneyhurst St as part of the BID. CEO commented that the £4.5m ng homes had budgeted to put towards it will remain ring-fenced, along with the Capital Regeneration Grant Fund, while alternative options are considered to replace the Levelling Up funds.</p> <p>CEO advised there will be a review of the concierge service to look at modernising it and to provide a more efficient service to for tenants. CEO asked TS if Corporate Services could carry out the work. TS answered that they did not have the resource in-house for such a large piece of work. An external consultant will therefore be appointed to carry out the work.</p> <p>CEO referred to an incident at NDH on Thursday where staff Members were seriously verbally assaulted and threatened with physical violence. Support has been offered to the staff members involved. BH immediately started a risk assessment, access/safety around reception areas are under review and technology for anyone working on their own or when out in their patch will be considered. BH will be speaking to TC Young regarding what options the Association has around the eviction of anyone who abuses staff members and wants to send a serious message that verbal or physical abuse will not be tolerated.</p> |  |  |
| <b>6.</b> | <b>Chairs' Remarks</b>   |  |  |
|           | Chair advised that [REDACTED] (SHARE) and herself have almost completed the reviews with all Board members and thanked members for their time.   |  |  |
| <b>7.</b> | <b>Delegates Feedback</b>  |  |  |
|           | Chair gave an update from EVH.   |  |  |

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|           | <p>GWSF have announced their meetings will be restarted from March. JT will attend as the GWSF rep.</p> <p>JT asked to meet with JD to update him with information shared via CPP as it will have some implications for ng homes.</p>   |  |  |
| <b>8.</b> | <b>AOCB</b>   |  |  |
|           | None.   |  |  |
| <b>9.</b> | <b>For Noting</b>   |  |  |
| a.        | Governance Update   |  |  |
|           | <p>Members NOTED the report providing an update on governance related matters from 12 November 2022 to 20 January 2023.</p> <p>TS highlighted the Customer Service Excellence report that is included as an appendix. TS thanked all those involved in the CSE Assessment staff, tenants and partner organisations and he congratulated the Board and staff, in particular the customer facing teams, including Housing Services, Property Services, the Regeneration team and ng2. TS highlighted that it had been a great result with the Assessor identifying 14 areas of Compliance Plus and a reduced number of partial compliances.</p> |  |  |
| b.        | Communications Update (Q3)  |  |  |
|           | Members noted the report providing an update on all communications and media information from 1 October 2022 to 31 December 2022.   |  |  |
| c.        | Notifiable Events   |  |  |
|           | Members noted the report providing an update to Members on notifiable events that have been reported to the Scottish Housing Regulator since the last meeting.  |  |  |
| d.        | KPI Performance YTD (Q1-3)  |  |  |
|           | Members noted the report providing the year-to-date position on key performance indicators.   |  |  |
| e.        | Complaints and Compliments (Q3)   |  |  |
|           | Members noted the report providing an update on complaints and compliments received for the 3-month period 1 October to 31 December 2022 (Q3).  |  |  |

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| <b>10.</b> | <b>Minutes of Subsidiaries / Sub-Committees</b>                                   |  |  |
| a.         | Minutes of the ng Property Board Meeting on 16 November 2022                      |  |  |
|            | Noted.  |  |  |
| b.         | Minutes of the Audit Sub-Committee on 17 November 2022                            |  |  |
|            | Noted.  |  |  |
| c.         | Minutes of the Area Committee Meeting on 1 December 2022                          |  |  |
|            | Noted.  |  |  |
| d.         | Minutes of the ng2 Board Meeting on 6 December 2022                               |  |  |
|            | Noted.  |  |  |
| <b>11.</b> | <b>Date of Next Meeting – Tuesday 28 March 2023</b><br>Meeting concluded at 18:30 |  |  |