

**Tuesday 20 May 2025  
4:30pm**



**The Ron Davey Centre**

# ng homes BOARD MEETING







## AGENDA

**Meeting:** Board Meeting **Invitees** Board

**Location:** The Ron Davey Enterprise Centre

**Date** Tuesday 20 May 2025

**Time** 4.30pm

**Please submit any apologies to Cheryl Murray**

**Email:** cmurray@nghomes.net

**Telephone:** 0141 630 4324

	Agenda	Paper	Lead Officer	Page Number
1.	Apologies			
2.	Declaration of Interest and Attendance			7
3.	Minutes of Board Meeting on 25 March 2025 i) Matters Arising	Yes	Chair	9
4.	Governance and Improvement Plan			
a.	Housing H&S Compliance UK Ltd Reviews with appendices: i) Lift Safety ii) Electrical Safety iii) Gas Safety	Yes	AB / [REDACTED] (External)	19 23 55 107
b.	April Submission: i) Governance and Improvement Plan – Progress ii) Compliance Report Narrative a. Compliance Statistics Report b. Glossary of Terms	Yes  Yes Yes Yes	Chair	163  175 181 189
c.	May Submission: i) Compliance Report Narrative a. Compliance Statistics Report b. Glossary of Terms ii) Governance and Improvement Plan – Progress & presentation iii) Board Working Group & Monthly Returns	Yes  Yes  Verbal	AB/LC  BH/TS  Chair	191 197 205 207/219

d.	Governance Review; Recommendations for Approval with appendices: i) ng2 Subsidiary Service Level Agreement ii) NGPS Subsidiary Service Level Agreements iii) DSGL Subsidiary Service Level Agreements	Yes	BH	233 239 245 249
e.	P&C [REDACTED]	Yes	TS	253
f.	<b>Minutes of the Board Working Group meetings on:</b> i) 20 March 2025 ii) 23 April 2025	Yes Yes	Chair	259 263
<b>5.</b>	<b>For Approval</b>			
a.	Management Accounts to 31 March 2025	Yes	BH	267
b.	NGHA Business Plan	Yes	BH	273
c.	ng2 Business Plan and Budget	Yes	BH	337
d.	Five Year Financial Projections (FYFP)	Yes	BH	351
e.	Loan Portfolio Return	Yes	BH	359
f.	Annual Return on Charter (ARC)	Yes	LC	379
g.	Association Membership Application(s)	Yes	TS	435
h.	Gas Safety Policy	Yes	AB	437
<b>6.</b>	<b>Chief Executive's Update</b>	Verbal	CEO	
<b>7.</b>	<b>Chairs' Remarks</b>	Verbal	Chair	
<b>8.</b>	<b>Delegates Feedback</b>			
<b>9.</b>	<b>For Noting</b>			
a.	Governance Update	Yes	TS	459
b.	Scottish Housing Regulator	Yes	LC	467
c.	KPI Performance YTD (Q1-4)	Yes	LC	469
d.	Complaints and Compliments (Q4)	Yes	LC	473
e.	Communications Update (Q4)	Yes	LC	477
f.	Register of Interests YTD	Yes	TS	483
g.	Freedom of Information (Q3/4)	Yes	TS	485
h.	Gifts, Hospitality and Donations Report (Q3-4)	Yes	TS	487
<b>10.</b>	<b>Minutes of Subsidiaries / Committees</b>			
a.	NGPS Board Meeting on 19 March 2025	Yes	BH	489
<b>11.</b>	<b>AOCB</b>			
<b>12.</b>	<b>Date of Next Meeting – Tuesday 29 July 2025</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 2024-25

	03.10.24	26.11.24	04.02.25	25.03.25								
C Rossine	P	P	P	P								100%
J Thorburn	P	P	P	P								100%
Clr A Gow	A*	P	P	P								75%
J Berrington	P	P	A	P								75%
G Satti	P	P	P	P								100%
J MacLeod	P	P	P	X								75%
F Malcolm	A	P	X	X								25%
J Kennedy	P	A	P	A								50%
J Fernie	A	P	A	X								25%
S Fernandez	P	P	P	X								75%
J Sony	P	P	X	X								50%
A Strekhaliuk	P	A	P	P								75%
C Cook				P								100%
% Total	75%	83%	67%	50%								

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

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 69%



# Board Meeting Minutes

**Meeting:** Board Meeting **Location:** The Ron Davey Enterprise Centre / Microsoft Teams

**Date:** 25 March 2025 **Time:** 4.30pm

**Attendees:** C Rossine (Chair) G Satti  
A Gow J Thorburn (virtual)  
A Strehaliuk C Cook  
J Berrington

**Apologies:** J Kennedy

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

██████ – Ask Linda Ewart (External Consultant) – left after item 4(b)

**Minute Taker:** C Murray (DTPO)

	Agenda	Action	Date
<b>1.</b>	<b>Apologies</b>		
	As above.		
	Chair welcomed new Board Member Charles Cook.		
<b>2.</b>	<b>Declaration of Interest and Attendance</b>		
	As above.		
<b>3.</b>	<b>Minutes of the Previous Meetings</b>		
a.	Board Meeting on 4 February 2025		
	Board AGREED the minutes were an accurate record of the meeting.		
	Proposed J Thorburn                      Seconded G Satti		
	i) Matters Arising None.		



<b>4.</b>	<b>Governance and Improvement Plan</b>		
a.	January Submission		
	Members NOTED the submission.		
b.	February Submission		
	<p>Chair advised that the Board Working Group had met and discussed the Interim Governance report produced by external consultant [REDACTED], who was commissioned by the Board to undertake a review of governance within the Association. [REDACTED] had accepted the invitation to attend the meeting to present and discuss her report and proposals with the Board.</p> <p>Members discussed [REDACTED] recommendations and commented that it provided clear actions points which was helpful and welcomed.</p> <p>Members APPROVED the acceptance of the report findings and the proposals for consideration.</p> <p>Proposed J Berrington Seconded A Strehaliuk</p> <p>CEO advised that the SHR had requested a copy of the interim report. Members APPROVED sharing the report with the SHR.</p> <p>Proposed G Satti Seconded J Thorburn</p> <p>[REDACTED] left the meeting at 17:09</p> <p>Members reviewed and discussed the next steps necessary to consider the consultant's proposals effectively. CEO and Senior Team were tasked with coming back to the next Board Meeting in May with outline proposals to support implementation for Board members consideration.</p> <p>A discussion also took place on the Board Working Group and whether this should continue given that the reporting mechanism with the Board is fully established and the operational nature of the reports. It was agreed that this would still continue for the time being and remain under constant review. Board discussed the Governance and Improvement Plan</p>	Officers	Next Meeting

	<p>and which elements are still to be completed and whether they could carry forward to a new Governance and Improvement plan, the main focus of which, will be taking forward the proposals from [REDACTED] Governance Report.</p> <p>Chair advised that the Association would also send the Quinn Health and Safety Internal Audit report to the SHR in line with their request.</p>		
c.	Minutes of the Board Working Group meetings		
	Noted.		
<b>5.</b>	<b>For Approval</b>		
a.	Management Accounts to 31 January 2025		
	<p>BH presented the report.</p> <p>Member queried the actual surplus that is less than half the projected surplus and any actions required for the next financial year.</p> <p>BH advised that some of the work completed this year is not cyclical and will not need to be repeated e.g. disconnections from water tanks. Other costs that are not within the Association's control such as the increase in insurance premiums. Planned maintenance programmes will be reviewed.</p> <p>Members APPROVED the Management Accounts for the period to 31 January 2025</p> <p>Proposed J Berrington                      Seconded G Satti</p>		
b.	NGHA Budget		
	<p>BH presented the report.</p> <p>Members APPROVED:</p> <p>a) The revised budget for 2025/26.</p> <p>b) Receiving quarterly reports on performance.</p> <p>c) Delegating DCEO / CEO (and Senior Management Team) with day-to-day responsibility for implementing and managing overheads and overall budget reporting any material changes as necessary.</p>		



	<p>d) Senior Management Team to continue to review expenditure for savings and to report back to Board on such.</p> <p>Proposed J Berrington    Seconded G Satti</p>		
c.	NGPS Business Plan		
	<p>BH presented the report.</p> <p>Members APPROVED the Business Plan and budget of NGPS for 2025/26 and remits it back to the NGPS Board to formally adopt.</p> <p>Proposed G Satti    Seconded A Strehaliuk</p>		
d.	DSGL Business Plan		
	<p>BH presented the report.</p> <p>Members APPROVED the Business Plan and budget of DSGL for 2025/26 and remits it back to the DSGL Board to formally adopt.</p> <p>Proposed J Berrington    Seconded G Satti</p>		
e.	KPI Targets		
	<p>Item taken after 5(a).</p> <p>LC presented the Housing Services targets and AB presented the Property Services targets based on the outturn as at the end of the last quarter (Q3).</p> <p>LC advised that GCC have requested a further increase to the lets to homeless. A paper for discussion will be included at the next Board meeting in May to allow the Board to make a decision based on year-end figures.</p> <p>Member queried the customer satisfaction result seeking clarification on whether the survey included relevant questions.</p> <p>LC explained that the survey questions are determined by the SHR and must follow a prescribed sequence. The survey asks about the management of the neighbourhood, which some tenants wrongly assume</p>		

relate to cleansing and environmental issues. The survey consultant will remind tenants that these are not within the scope of ng homes remit. In terms of overall service - there remains some dissatisfaction with the repairs service. The repairs team are actively working with our contractors to continually monitor and review service delivery.

Member stated that the Board and Officers should be working to fill the void properties as quickly as possible to maximise income. LC confirmed that this is always a focus for staff.

CEO reminded Members that there has been an ongoing focus on income generation by seeking funding to turn around empty properties into lettable ones to assist with the housing crisis. One of the biggest issues that staff have no control over which delays the turnaround of void properties is utilities. CEO welcomed observations from the Board on targets but asked that areas that are outwith the control of staff are taken into consideration.

Member went on to note the significant improvement in the performance against target for adaptations and offers refused and commented that leaving the target as is will not challenge staff and overlooks good performance.

LC commented that the matching process implemented by GCC has helped reduce the offers refused, however it is still in a pilot phase. LC explained the ARC guidance around offers and that it is any offer of a property that is put in writing. Other landlords may make offers in a different way from ng homes, which may mean we are not necessarily comparing like-for-like with other landlords. LC had suggested keeping the target as it is while the pilot is still in place however accepted the Board's rationale for changing the target.

Members AGREED to change the offers refused target from 30% to 25%.

There was a discussion around adaptations and funding. LC commented that there may be adaptations that have been completed in the final quarter which may change the figure and that there are still adaptations



	<p>outstanding. It was agreed to hold adaptations at 30 days, until the Board has a full year's report at year-end.</p> <p>Subject to the agreed change to 'offers refused' to 25% Members APPROVED the targets for 25/26 as detailed within the report.</p> <p>Proposed A Gow                      Seconded J Berrington</p>		
f.	Strategy Development Funding Plan		
	<p>AB presented the report.</p> <p>CEO requested that the tenure of Stonyhurst Street be changed from MMR to social rent.</p> <p>Subject to the above change, Members AGREED and APPROVED the attached Strategy &amp; Development Funding Plan 2025/26 - 2030/31 for submission to Glasgow City Council, Housing &amp; Regeneration Services Department.</p> <p>Proposed G Satti      Seconded J Berrington</p>		
g.	CEO Role Description as per SO11		
	<p>TS presented the report. TS reminded Members that the scheme of delegation will be revised as part of the governance review, however the existing scheme of delegation had been included in order to review the CEO role description.</p> <p>Members APPROVED the responsibilities and authority delegated from the Board to the CEO as set out in the Financial Regulations which form part of the Association's Standing Orders.</p> <p>Proposed A Strehaliuk      Seconded A Gow</p>		
h.	Association Membership Application(s)		
	<p>TS presented the report and commented that both applications have undergone the necessary due diligence.</p> <p>Members APPROVED the Association membership applications as detailed within the report.</p>		



	Proposed J Thorburn    Seconded J Berrington		
<b>6.</b>	<b>Chief Executive's Update</b>		
	<p>The CEO acknowledged a member's earlier remarks on income maximisation and highlighted that the properties reintroduced into the letting pool are now generating an additional £50k per month. This revenue is helping to mitigate some of the more significant financial challenges and maintain operational stability.</p> <p>The CEO attended the Scottish Government's EESSH2 review meeting today. CEO stressed the message that a modernisation of EPC criteria and target dates has to be achievable, affordable and scalable for RSLs. The Association is well-positioned, benefiting from existing heat networks and a strategic, phased plan for further expansion. The close proximity of our stock works to our advantage, presenting opportunities that can be maximised. Previous strategies will be reviewed to drive forward initiatives with real potential. To maintain momentum, the CEO is keen to ensure the organisation is project-ready and able to act swiftly and commented that an expression of interest for a new fund has already been submitted.</p> <p>CEO referred to the regeneration of Possilpark; 252 Saracen Street, Saracen House and Stonyhurst Street will be considered collectively. The outcome of the funding for 252 Saracen Street is expected imminently and conversations with Jobs &amp; Business Glasgow regarding Saracen House are ongoing. Some of the 25 units at Stonyhurst Street have been vacant since 2008. The capital expenditure per unit is expected to be high and therefore it would be beneficial to have cost plans prepared should funding opportunities arise.</p> <p>CEO highlighted the rise in insurance claims for damp and mould cases and intends to discuss this with the Wheatley Group. This discussion will provide an opportunity to compare approaches, exchange insights, and identify valuable lessons that both organisations can learn from one another.</p>		

	CEO advised that the line management of the Communications Officer was moved to encourage a focus on tenant / customer engagement which will go hand in hand with the restructure of Housing Services.		
<b>7.</b>	<b>Chair's Remarks</b>		
	<p>The Chair referred to the consultation with Members regarding the delivery of Board training. The majority of responses chose the option to organise a scheduled Board Training Away Event, conference style over 2 days in an external location. It would be prudent that this is designed to include both Board training and the annual Board strategy content. We would plan to hold this event mid-year (Q2/3) following the AGM (dates to be agreed). Details of this will be the subject of a future Board report.</p> <p>Chair referred to some upcoming events and invited Members to contact her should they wish to attend.</p> <p>Chair provided an update on community events she has been involved in as ng homes Chair.</p> <p>Chair provided feedback from the CIH conference which took place in Edinburgh at the beginning of March.</p> <p>Chair advised Members that the Association has designed a Tenants' H&amp;S handbook which has been issued to all tenants. Chair further advised that copies were available at the end of the meeting.</p>		
<b>8.</b>	<b>Delegates' Feedback</b>		
	Member provided an update on the EVH salary negotiations.		
<b>9.</b>	<b>Reports for Noting</b>		
a.	Governance Update		
	Members NOTED the report providing an update on governance related matters from 25 January 2025 to 14 March 2025.		
b.	Scottish Housing Regulator		
	Members NOTED the report advising of notifiable events which have been reported to the Scottish Housing Regulator since the last Board meeting.		
c.	Benchmarking Report		



	Members NOTED the report providing comparisons with Queens Cross, Maryhill and Wheatley Homes and our performance in relation to these other Housing Associations.		
<b>10.</b>	<b>Minutes of Committees and Subsidiaries</b>		
a.	HR Committee Meeting on 18 February 2025		
	Noted.		
b.	ng2 Board Meeting on 18 February 2025		
	Noted.		
c.	Audit Committee Meeting on 27 February 2025		
	Noted.		
d.	Regeneration Committee Meeting on 6 March 2025		
	Noted.		
<b>11.</b>	<b>AOCB</b>		
	<p>CEO advised that the Baby Foodbank have been fundraising to keep their premises open. The Regeneration Committee previously awarded the Baby Foodbank funds over a 3-year period that were never drawn down fully. The CEO sought approval to award the Baby Foodbank an additional £500 to the outstanding £4500 for this financial year.</p> <p>Members APPROVED the sum of £500 to be added to the previously approved funds for the Baby Foodbank to keep their premises open.</p>		
<b>12.</b>	<p><b>Date of next meeting – Tuesday 20 May 2025 (previously scheduled for 27 May 2025)</b></p> <p>Members agreed to bring the meeting forward one week to avoid the bank holiday weekend.</p> <p>Meeting ended at 18:47</p>		



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

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

**SUBJECT: LIFTS, GAS & ELECTRICAL SAFETY  
REVIEWS**

**DATE: 20 MAY 2025**

<b>1. Background</b>			
<p>Housing H&amp;S Compliance UK were appointed by the Association to conduct a series of in-depth reviews into all 7 areas of regulatory compliance. To date the following have been completed and the final report received:</p> <ul style="list-style-type: none"><li>• Lifts Safety</li><li>• Electrical Safety</li><li>• Gas Safety</li></ul> <p>Furthermore, the following reviews were undertaken on the 29 and 30 April 2025, and the final reports are awaited:</p> <ul style="list-style-type: none"><li>• Water Safety</li><li>• Damp and Mould Management</li></ul> <p>The remaining reviews of Asbestos Management and Fire Safety will be arranged imminently.</p>			
<b>2. Assurance Levels</b>			
<p>The in-depth review provides four levels of assurance, limited, inadequate, adequate and substantial with the following definitions:</p> <table><tr><td><b>Limited</b></td><td>Serious weaknesses in the control framework which could threaten the organisation's ability to achieve its objectives; or key risks have materialised, or are materialising, even if management has taken corrective action. Alternatively, the auditor has not been able to reach a conclusion on the effectiveness of internal controls.</td></tr></table>	<b>Limited</b>	Serious weaknesses in the control framework which could threaten the organisation's ability to achieve its objectives; or key risks have materialised, or are materialising, even if management has taken corrective action. Alternatively, the auditor has not been able to reach a conclusion on the effectiveness of internal controls.	
<b>Limited</b>	Serious weaknesses in the control framework which could threaten the organisation's ability to achieve its objectives; or key risks have materialised, or are materialising, even if management has taken corrective action. Alternatively, the auditor has not been able to reach a conclusion on the effectiveness of internal controls.		



<b>Inadequate</b>	Control weaknesses that need to be corrected for the control framework to operate effectively. If management has already identified that they need to take remedial action, either: <ul style="list-style-type: none"> <li>the action has not started yet; or</li> <li>not made sufficient progress with it; or</li> <li>auditor does not consider the suggested action will address the <u>severity of the weakness</u>.</li> </ul>
<b>Adequate</b>	Control framework is generally well designed, but some control issues or areas for improvement have been identified. Management may have started to take action to address these issues, but these actions are not at a point where a 'substantial' audit opinion can be given.
<b>Substantial</b>	Controls are generally satisfactory, based on auditor's findings. May have made some recommendations to improve good practice.

Copies of each in-depth review report are attached, details of each recommendation given and an update on implementation.

Recommendations are categorised according to their level of priority, as follows:

<b>Recommendation priority</b>	<b>Definition</b>
<b>Critical</b>	Critical recommendations relate to fundamental control weaknesses. If the organisation doesn't implement them, it will be exposed to a high degree of unnecessary risk.
<b>Highly Important</b>	Highly important recommendations are for matters that could seriously threaten the organisation's ability to achieve its strategic objectives
<b>Significant</b>	Significant recommendations relate to control weaknesses that expose the organisation to some unnecessary risk.
<b>Minor</b>	Minor recommendations are for areas where the organisation could: <ul style="list-style-type: none"> <li>implement good or better practice.</li> <li>improve efficiency</li> <li>reduce its exposure to risk</li> </ul>

A brief summary of each review is given below and [REDACTED] of Housing H&S Compliance UK will present the findings and explain the recommendations in more detail later at this Board meeting.

<b>3. In-Depth Review of Lift Safety</b>	
<p>The overall rating given was <b>Substantial</b> which is the highest level of assurance that can be attained, meaning that controls are generally satisfactory with some recommendations to improve good practice.</p> <p>In total there were 4 recommendations made as follows:</p> <ul style="list-style-type: none"> <li>• 1 Highly Important – complete</li> <li>• 1 Significant - complete</li> <li>• 2 Minor - complete</li> </ul>	
<b>4. In-Depth Review of Gas Safety</b>	
<p>The overall rating given was <b>Substantial</b> which again is the highest level of assurance that can be attained, meaning that controls are generally satisfactory with some recommendations to improve good practice.</p> <p>In total there were 7 recommendations made as follows:</p> <ul style="list-style-type: none"> <li>• 1 Significant - completed</li> <li>• 6 Minor - 4 completed / 2 underway</li> </ul>	
<b>5. In-Depth Review of Electrical Safety</b>	
<p>The overall rating given was <b>adequate</b> which is the second highest level of assurance that can be attained, meaning that the control framework is generally well designed, but some control issues or areas for improvement have been identified.</p> <p>In total there were 7 recommendations made as follows:</p> <ul style="list-style-type: none"> <li>• 2 Highly Important – 2 underway</li> <li>• 5 Minor – 4 complete / 1 underway</li> </ul>	
<b>6. Risk and Mitigation</b>	
<p>The <b>risk</b> associated with not conducting occasional in-depth reviews of all areas of regulatory compliance is that a change to the regulations is overlooked. The <b>mitigation</b> is to have occasional reviews of all compliance areas to ensure everything is in line with current regulations, legislation, and good practice.</p>	
<b>7. Recommendation</b>	
<p>The Board is asked to <b>APPROVE</b> submission of the following in-depth reviews to the Scottish Housing Regulator:</p> <ul style="list-style-type: none"> <li>• Lifts Safety</li> <li>• Electrical Safety</li> <li>• Gas Safety</li> </ul>	





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

**To:** Board  
**From:** Directors

**SUBJECT: COMPLIANCE REPORT****DATE: 20 May 2025**

<b>1.</b>	<b>Introduction</b>
	The purpose of this report is to update the Board Working Group on progress with ongoing statutory and regulatory compliance works up to the end of <b>April 2025</b> .
<b>2.</b>	<b>Statutory and Regulatory Requirements</b>
	<p>The Association considers the health and safety of our tenants, staff and other users of our buildings to be of paramount importance and has a statutory and regulatory requirement to carry out compliance checks for all of its properties and common areas managed within its stock.</p> <p>We are required in our Annual Assurance Statement to confirm whether we meet all duties in relation to tenant and resident safety, and that we have obtained appropriate assurance about our compliance with all relevant safety requirements for the following:</p> <ul style="list-style-type: none"><li>• Asbestos Management</li><li>• Damp and Mould Management</li><li>• Electrical Safety</li><li>• Fire Safety</li><li>• Gas Safety</li><li>• Lift Safety</li><li>• Water Safety</li></ul> <p>Detailed information has been extracted directly from the compliance dashboards and is appended to this report.</p>
<b>3.</b>	<b>Statutory and Regulatory Works</b>
	<p><b>Asbestos Management</b></p> <p>ng homes has a duty of care under Regulation 4 of the Control of Asbestos Regulations 2012 to manage asbestos in all communal areas within their portfolios (pre-2000 buildings only). In addition, there is a requirement under Regulation 5 to carry out intrusive asbestos surveys prior to any refurbishment or maintenance work on all properties which may interfere with the fabric of a property. The register is being maintained and updated as our specialist contractor completes the work. There are currently <b>3055</b> asbestos refurbishment reports</p>



which identifies any risk within our properties. The Association has asbestos reports for all types of properties and its contractors can access ng homes' portal to gather asbestos survey information for properties they will be working within.

All common areas were last surveyed in 2012 and in line with best practice, we are carrying out a programme of resurveys. To date, we have carried out **355** common area surveys. A recent trend analysis has confirmed that no asbestos has been found in 4-in-a- block archetypes and therefore there is no subsequent Duty to Manage under the asbestos regulations. As a result, surveys for this architectural type have been stopped. Eight asbestos surveys have been instructed for our multi-storey stock. These surveys have more content and require access to the lift shaft, with our lift contractor in attendance. Following completion of the MSF surveys and because the reports have more detail the final reports are issued within 3 weeks of completion of the survey attendance date.

A compliance dashboard for asbestos has been developed and now captures data in respect of all our asbestos management surveys.

#### **Damp and Mould Management**

The dashboard captures any cases of damp and mould following a pre-inspection survey. To supplement this process, the purchase of IOT sensors continue to be installed in properties to identify the source of the damp and mould and the actions necessary to resolve the findings.

The number of cases to date shown on the dashboard are as follows:

Total Cases reported	205
Cases Closed	16
<b>Live Cases under review</b>	<b>189</b>

During **April 2025**, **16** damp and mould cases were closed.

#### **Electrical Safety**

The Housing (Scotland) Act 2014 introduced the requirement in Scotland to have an Electrical Installation Condition Report (EICR) carried out on all electrical installations, fixtures, and fittings within our properties. Since 1st December 2016, the Association must have a valid EICR, a copy of which must be provided to the tenant. The EICR lasts for 5 years.

ng homes currently have an ongoing EICR cyclical contract and electrical safety inspections that are carried out before a tenancy starts and during the tenancy at intervals of no more than 5 years from the date of the previous inspection. A contractor has been instructed from our Electrical Rewiring Framework to undertake EICRs.

As 35 satisfactory EICRs were completed in April, there are now 4157 EICRs due for completion between May 2025 and March 2029. We will continue to smooth this over the four year period to ensure a realistic and achievable programme.

Relevant Properties	Exempt (long term void)	In Abeyance (No Access)	Fails	Pass
<b>5454</b> (this includes 21 MMR and 2 care facilities)	<b>27</b>	<b>0</b>	<b>2</b>	<b>5425 (99.47%)</b>

There are two exempt properties at 245 Saracen Street, which are long-term voids currently having major structural works carried out. The other 25 exempt properties at 106, 110 and 116 Stonyhurst Street are all long-term voids due to structural issues that require extensive remediation. There are 2 mainstream voids that have failed – these are: 4 Mansion Street 2/1 and 180 Killearn Street 0/1 – full rewires have been instructed for these properties and they will have a valid EICR at the point of letting.

### Fire Safety

In the aftermath of the Grenfell Tower tragedy, the Scottish Government introduced new legislation regarding fire and smoke detectors. The legislation requires properties to be LD2 Grade 2 compliant by having smoke alarms, heat detectors and CO alarms in circulation spaces and rooms that present a high fire risk. ng homes has brought 99.54% of its stock up to the required standard.

LD1-2	No. Properties
Compliant	<b>5429 (99.54%)</b>
Exempt	<b>25</b>
<b>TOTAL</b>	<b>5454</b>

The 25 exempt properties at 106, 110 and 116 Stonyhurst Street are not part of the letting pool due to structural issues that require extensive work to bring them back into use.



During **April 2025**, **13** properties were upgraded to LD1, bringing our total LD1 to **1552** and LD2 to **3877**.

### Gas Safety

There is a requirement for an annual gas safety service for all tenants' homes every 12 months. Under Regulation 36 (Duties of Landlords) of the Gas Safety (Installation & Use Regulations 1998 (GSIUR).

A 'Gas Safe' registered engineer will carry out the annual gas safety check. A record of the safety check will be kept for two years, and a copy issued to the tenant within 28 days of the check being completed. Gas servicing is carried out before the year anniversary of the last service.

Properties that have gas	Properties that have been serviced within anniversary date	Properties that have not been serviced within anniversary date	Percentage of compliance
<b>4347</b>	<b>4347</b>	<b>0</b>	<b>100%</b>

### Lifts Safety

Maintenance inspections are carried out every 6 months for all lifts per the schedule provided by British Engineering Services, our Competent Person, who are appointed by our lift insurer to conduct independent Thorough Examinations as required by the statutory legislation. Any repairs identified will be completed by our lift maintenance contractor, Jackson lifts.

Number of Lifts	Assets with outstanding Category A defects	Assets with Category A defects resolved within the month	Assets with outstanding Category B defects	Percentage of compliance
<b>31</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>100%</b>

There were no Category A defects identified during **April 2025**. The **8** outstanding Category B defects will be rectified prior to the next inspection being conducted.

### Water Safety

Duties under the Health and Safety at Work Act 1974 extends to risks from legionella bacteria. Inspections are currently carried out to high-risk properties, this consists of legionella risk assessments (LRAs), water sampling, cold water storage tank inspections, monthly water



temperature checks, temperature mixing valves checks, annual tank cleaning and shower head inspections.

The Association is now reporting within the operational compliance dashboards property disconnections (properties going onto a mains fed supply) as well as common tank LRAs and complete tank disconnections. This allows us to clearly show the volume of properties and work required within the water hygiene contract. It was originally thought that all pipework within the attic and common areas would be clearly tagged allowing contractors to disconnect each property safely from the common tank without access. However, from attending several tanks we found that pipework was not tagged, and neither could it be clearly associated with individual properties. The Association took advice from mechanical engineers who advised that each property should be accessed to have certainty about pipework and check cisterns and showers within each individual property for water pressure reasons.

In addition, our experience with this contract has indicated that the LRA inspections were highlighting remedials works which meant the completion of the LRA certificate would be stalled. To address this the Association carried out a common remedial work check, giving us intelligence on the common remedial works being identified.

Given the complications within the contract, the Association made the decision to change its approach and have worked with our contractors to proceed quickly with the property disconnections and undertake the common remedial works in advance of the LRA being done. This has allowed LRAs to be instructed and carried out without delay.

A representative sample of Legionella Risk Assessments has been undertaken, as required by law. However, Rock Compliance, our specialist water hygiene contractor who undertake Legionella Risk Assessments continue to carry out tank inspections and temperature monitoring to any remaining properties which are supplied by tank-fed stored water.

Number of Properties	Number of Legionella Risk Assessments (LRAs)	Compliant Assessments	Sample Size
<b>5454</b>	<b>259</b>	<b>259</b>	<b>27.15%</b>

During **April 2025**, **33** properties were converted to a mains water supply and the position is now as follows:

Number of Properties	Number of Properties on Mains	Number of Properties on Tanks	% of Properties on Mains
<b>5454</b>	<b>4492</b>	<b>962</b>	<b>82.36%</b>

#### 4. Recommendation

The Board is requested to consider and **APPROVE** the following for submission to the SHR by the end of **April 2025**:

- Compliance Report
- Compliance Statistics Report
- Glossary of Terms



# Board Meeting

## For Approval

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

**SUBJECT: GOVERNANCE REVIEW; OUTLINE PROPOSALS**

**DATE 20 May 2025**

<b>1.</b>	<p><b>Introduction</b></p> <p><b>ng homes – Governance Review: 2025</b></p> <p>As members are aware, as part of our engagement with the SHR action point 2 on the Governance and Improvement Plan reflects a key action taken to address the Association's non-compliant regulatory status. This was to commission governance consultant, [REDACTED] to conduct an independent review of the Association's governance arrangements with a view to identifying recommendations for improvements. The review would include the following:</p> <ul style="list-style-type: none"> <li>• Governance framework</li> <li>• Board and Committee structure</li> <li>• Frequency of Board meetings</li> <li>• Format and content of Board reports and minutes</li> <li>• Board member training</li> <li>• Governance policies</li> <li>• Good practice across the sector</li> </ul> <p>As part of her review, the consultant produced an interim report focused on the ng group's current governance and constitutional arrangements in the context of regulatory requirements and good practice. This interim report was prepared for the Board's Governance Working Group meeting on 20 March 2025, and thereafter the consultant presented it to the Board at the meeting on 25 March 2025. The report set out the consultant's findings and included proposals for both ng homes governance structure and the constitutional arrangements for the ng group. These proposals are intended to strengthen ng homes' governance resilience and effectiveness, with a focus on leadership, oversight of strategic direction and compliance.</p> <p>The findings and proposals of the consultant's report focused on the following key aspects:</p> <p><b>1.) ng homes governance structure;</b> A revised governance structure for ng homes and suggestions for future reporting to strengthen the Board's strategic oversight.</p>
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	<p>To ensure that ng homes' governance is sustainable, accountable and compliant. To focus Board attention on strategic leadership, direction, governance, assurance and focus committees on supporting assurance by monitoring and oversight.</p> <p><b>2.) ng group Structure;</b> Issues in relation to the ng group structure including the Board considering the preferred composition of the group structure to ensure that it remains fit for purpose in the current operating environment and to take action to address issues identified.</p> <p>At the Board meeting on 25 March 2025, members approved the consultant's report findings and proposals for consideration. Members reviewed and discussed the next steps necessary to consider the consultant's proposals effectively and the CEO and senior team were tasked with coming back to the next Board Meeting in May with outline proposals to support implementation for Board members consideration.</p>
<b>2.</b>	<b>Immediate actions for approval</b>
	<p>There are some proposals that can be actioned quickly in relation to the review of group governance. The following items can be put in place immediately:</p> <ol style="list-style-type: none"> <li>1. Assessment of the existing group structure to ensure it remains fit for purpose</li> <li>2. Subsidiary Board Membership and registration of Subsidiary Board members as Subsidiary Directors</li> <li>3. Separation of the roles of Subsidiary Directors and reporting officers (staff)</li> <li>4. Develop SLAs for the provision of services between ng homes and each subsidiary including reporting arrangements between subsidiaries and ng homes Board</li> </ol> <p>It should be noted that any discussions, consideration and decisions should ensure compliance with legal requirements under Companies Law and Charitable Law.</p> <p><b>1. Assessment of existing group structure</b></p> <p>The group structure has been in place for several years and it was originally designed to deal with specific issues as detailed below.</p> <p>NGPS was the first subsidiary and was there to carry out factoring activities. At that time and still today the level of non-charitable activities was deemed to be £50k. Above that level there was a position that any surplus from the activity was taxable. However, if the activity was in a separate company, then group loss relief from other companies or gift aid donations could be utilised to eliminate the tax charge.</p>



It also has specific regulatory requirements in reporting to the Scottish Government under the Factoring Act and has specific requirements as a private landlord regarding the letting of MMR properties. It is within the VAT group with the Association and ng2. Combining it with ng2 creates issues with declarations to the Scottish Government and due to the companies operating on completely different computer systems. NGPS will be using HomeMaster as a property-based system. For ng2 we intend to move to a contractor system that will facilitate appointment-based work order systems. It would not be beneficial or practical to merge the two companies processing in a system combining a property database and appointment based contracting activities.

DSGL was designed to be a company outside the VAT group that covered the Association, NGPS and ng2. That was its primary purpose so that costs could be reduced through recovering what would be otherwise irrecoverable VAT costs on professional fees. The need for such will still be there in the future so it would not make sense to close the company down.

The Board should consider whether the reasons above are sufficient to maintain the existing group structure.

## **2. Subsidiary Board Membership and registration of Subsidiary Board members as Subsidiary Directors**

ng2 and NGPS each have a Board that oversees the company's activities, and the majority of Board members are also members of ng homes' Board. Currently, three ng homes Board Members are Board Members of ng2; only one ng homes Board member is registered as a company Director of the subsidiary; all other subsidiary Companies House Directors are staff. Four ng homes Board Members are Board Members of NGPS; and one Independent Member of NGPS. No Board Member is registered as a company Director of NGPS. Three staff Members are registered at Companies House as NGPS Directors.

NGPS was originally set up in 2004 with the Association's Board appointing members to the subsidiary Board to make governance decisions and the staff then ensured these decisions were implemented. As all subsidiaries are 100% owned, if an action was not carried out then the parent, as per the Intra Group Agreement, had the capacity to ensure the subsidiary acted in agreement with group priorities.

To avoid any doubt this will now be changed so that all the members of the subsidiary Boards are registered as Directors at Companies House. Therefore, the Board are asked to discuss and agree the membership of each subsidiary on the understanding that all members of the subsidiary will be registered as Directors at Companies House. The appointment of the Directors will be done in compliance with the Companies Act 2006 requirements. The form AP01 will be completed for each Director to show their consent to act and the necessary details.

In addition to the above, as per the governance consultant's proposal to "increase the proportion of independent Board members for each subsidiary to strengthen their independence and reduce the demands on existing ng homes Board members" the Board are asked for their agreement for officers to undertake a recruitment process for Independent subsidiary Board Members.

### **3. Separation of roles of Subsidiary Directors and reporting officers (staff)**

RSL staff are permitted to be Directors of an unregistered subsidiary, as is the case with each of the subsidiaries where staff serve as Board members. Some of these staff also report to the subsidiary Boards. There are risks of potential lack of clarity in respect of staff who are, at the same time, members of a subsidiary Board and responsible for reporting to the company Board. To ensure good practice and ensure appropriate accountability, in future reports will come from staff who are not Board members.

### **4. Service Level Agreements**

Regulatory standard 4.5 requires the RSL parent in a group structure to (amongst other things) ensure that funds are used appropriately within the group and that risks to the core business are managed and mitigated appropriately. The SHR's statutory guidance requires service provision between group members to be set out in written service level agreements (SLAs) or contracts, with clear costs and charges that are regularly reviewed. Effective monitoring of the implementation of the SLAs should be a key contribution to assurance for ng homes' Board.

Service Level Agreements (SLA) are attached to this paper outlining the basis of charges.

There are wide differentials in the scale and operations of the subsidiaries. ng2 is the largest and most complicated of the subsidiaries. It supplies staff to provide services directly to the Association and supplies services where the staff are wholly in ng2 or subcontractors. This



	<p>is reflected in the activities being cross charged with elements for HR services and oversight for management of the company. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Additionally, with ng2 having circa. up to 100 employees and doing significant hiring and terminations an additional ng homes HR officer post is proposed to be created and this role would form part of the services within the SLA. A separate paper regarding this is included for discussion and approval as part of this Board meeting agenda.</p> <p>NGPS is a simpler relationship in that all the staff are employed by ng homes and the cost of such is charged directly down to NGPS. There are administrative services for accountancy and other services.</p> <p>DSGL was used for activities that were VAT beneficial to the group. It is about to go near dormant with no development or special projects envisaged in the near future.</p>
<b>3.</b>	<b>Next Steps</b>
	<p>The governance consultant's report provided context for the proposals, describing the current constitutional and governance structure and identified some of its weaknesses and challenges. This was important to create a shared understanding and agreement on the issues to be addressed and how the proposals could deliver improvements. As outlined above, we have identified the quick wins which can be achieved and the recommendations refer to these. However, there remains substantial work to be done in relation to the consultant's proposals. As discussed with the Chair and Vice-Chair at the pre-agenda meeting on Friday 9 May, due to the complexity of this, it is recommended that an additional Board meeting is called in June to address these matters.</p> <p>A report and any additional information to facilitate discussions and decision making, will be provided in advance of the meeting to give members time to digest and consider each of the proposals.</p>
<b>4.</b>	<b>Risk and Mitigation</b>
	<p>The risk of not acting on the proposals is that ng group's governance and constitutional arrangements will not be sufficient in the context of meeting regulatory requirements and</p>

	good practice. The mitigation is to approve the recommendations detailed in this report to positively address the governance matters for ng2 and the ng group identified during the governance review, this will support compliance with regulatory and legislative requirements and good practice.
<b>5.</b>	<b>Recommendations</b>
	<p>Board members are asked to APPROVE:</p> <ul style="list-style-type: none"> <li>• The structure of the ng group</li> <li>• The Appointment of subsidiary Board members / Directors at Companies House</li> <li>• Undertaking a recruitment process for independent subsidiary Board members, as required</li> <li>• Service Level Agreements between ng homes and the subsidiary companies, ng2 Ltd, NGPS Ltd and DSGL Ltd.</li> <li>• An additional Board meeting in June to address the remaining proposals as detailed within the governance consultant's interim report</li> </ul>



## **ng homes/ng2 Limited Service Level Agreement for Management, HR, and other Services**

This agreement is an addendum to the Intra Group Agreement signed between:

NORTH GLASGOW HOUSING ASSOCIATION LIMITED, a registered social landlord and a Scottish Charity (charity number SC030635) and a registered society under the Co-operative and Community Benefit Societies Act 2014 (Financial Conduct Authority registered number 1865RS), also known as ng homes, with its registered office at Ned Donaldson House, 50 Reidhouse Street, Springburn, Glasgow G21 4LS ("**the Parent**")

and

ng2 LIMITED, incorporated under the Companies Acts (registered number SC381740) with its registered office at Ned Donaldson House, 50 Reidhouse Street, Glasgow, G21 4LS ("**the Subsidiary**")

All interpretations of definitions match with section 1 of that agreement.

The service level agreement for management, HR and other services is in line with the requirements of section 9 of the Intra Group Agreement.

### **1. Introduction**

ng homes operates a group structure, with wholly owned subsidiaries, including ng2 Ltd. ng homes Chief Executive Officer acts as senior officer for ng group. The Respective roles and responsibilities of the parent organisation and each subsidiary are governed by the Intra Group Agreement.

Under this Service Level Agreement ng homes agrees to provide HR support and management services on behalf of ng2, relating to ng2 employees and the running of the ng2 business.

ng2 Ltd, provides in-house commercial contract services for ng homes, and also employs a range of staff such as customer services officers, to provide services to ng homes for core business areas. These ng2 staff work alongside ng homes staff teams and are managed on a day-to-day basis by ng homes' managers.

The in-house contracting arm of ng2 is managed by an ng homes Director. ng homes also provides some HR services to ng2 relating to its in-house and commercial contract employees.

This Service Level Agreement clarifies these arrangements, setting out:

- Role of the CEO and delegated authority
- ng homes' HR services for ng2 employees providing core services for ng homes
- ng homes' HR services for ng2 commercial contracts arm
- arrangements for management of ng2 staff by ng homes
- charging/ cost sharing arrangements
- Review arrangements

### **2. Role of Group Chief Executive Officer**

ng homes' CEO performs the role of CEO for ng group.

Under the terms of the Intra Group Agreement between ng homes and ng2, all staff recruitment, management and remuneration by ng2 shall be carried out in accordance with group policies, business plan and budget, and with the approval of the ng group CEO.

Per the Agreement, the ng group CEO will act as senior officer and will be entitled at any time to investigate any acts, omissions or conduct on the part of any member of ng2's staff in accordance with its Group Policies.

The ng group CEO will oversee the implementation of this Service Level Agreement, including appropriate allocation of costs and will report to the Boards of ng homes and ng2 Ltd on its effective operation and out-turn costs on a six-monthly basis.

The ng group CEO may delegate these responsibilities as deemed appropriate, to ng homes senior management.

### 3. Service proposals summary

<b>HR services</b>		
<b>Staff group</b>	<b>ng homes HR</b>	<b>ng2 HR</b>
<b>ng2 employees providing core services to ng homes</b>	Full HR service, including all HR administration	N/A
<b>ng2 commercial contract employees</b>	HR services to be provided by ng homes Corporate Services Manager, with other HR support	most HR administration

<b>Management Services</b>		
	<b>ng homes Managers</b>	<b>ng2 Manager</b>
<b>Management of ng2 staff providing core services to ng homes</b>	Comprehensive staff management service by ng homes Housing Director and Deputy Director Property Services Department.	N/A
<b>Overall management of ng2</b>	Depute CEO responsible for day-to-day operation and management of ng2 business	ng2 senior staff and supervisors

With the agreement of CEO, Directors may delegate responsibilities to managers within their teams. These services are outlined in more detail in Appendix 1.

### 4. Cost allocation proposals

	<b>Cost of HR services</b>	<b>Cost of management services</b>
<b>ng2 employees providing core services to ng homes</b>	All costs to be met by ng homes as ng2 are providing core services to ng homes, and will not be charged out	All costs to be met by ng homes as ng2 are providing core services to ng homes, and will not be charged out
<b>ng2 commercial contract employees and commercial business</b>	<p>ng homes average contract staff account for 25% of ng group staff.</p> <p>HR services are provided mainly by ng homes HR staff. On provisional basis 25% of HR annual gross salary costs to be charged to ng2, with adjustment at year end as required (see below).</p>	<p>ng homes Depute CEO leads on ng2 operations and day to day management.</p> <p>Approx. 10% of Depute CEO time is spent on ng2. On provisional basis 10% of Depute CEO annual gross salary costs to be charged to ng2, with adjustment at year end as required (see below).</p>

For provision of HR and management services by ng homes to ng2 for its commercial contract activity, a half yearly review of service activity and costs against the above provisional allocations will be undertaken, with March year end cost allocation reconciliation. A time recording system has been put in place to facilitate this.

## **5. Board Reporting and Review Arrangements**

The ng group CEO will have overall responsibility for monitoring the Service Level Agreement and for reporting to ng homes Board on the operation of the Agreement on an annual basis or more frequently as considered appropriate. An appropriate director/manager will be responsible for reporting on a similar basis to the ng2 Board. The ng group CEO may also make recommendations to the ng homes Board and the ng2 Board on changes to the scope of the Service Level Agreement.

The ng2 Board will continue to receive all standard staffing reports to include those staff providing core services to ng homes and be kept fully apprised by an appropriate director/manager of all significant staffing issues.

The ng homes Board/relevant committee will continue to receive all standard staffing reports to include those ng2 staff providing core services to ng homes and will be kept fully apprised by an appropriate director/manager of any significant staffing issues relating to ng2 Ltd.

## Appendix 1: Service provision

	<b>Service</b>	<b>Responsibility(Lead/support)</b>
<b>ng2 employees providing core services to ng homes</b>	<ul style="list-style-type: none"> <li>day to day management of staff</li> <li>day to day HR support, advice and administration</li> <li>ng group/ng2 HR policies</li> <li>staff recruitment and contracts</li> <li>staff induction</li> <li>staff appraisal</li> <li>absence management</li> <li>payroll liaison</li> <li>authorisation of bonus payments</li> <li>authorisation of leave (various)</li> <li>staff training and development</li> <li>investigations, disciplinary and grievance</li> <li>leavers/contract terminations</li> </ul>	<p>ng homes service dept.</p> <p>HR</p> <p>HR</p> <p>HR/ng homes service dept.</p> <p>HR/ng homes service dept.</p> <p>ng homes service dept.</p> <p>ng homes service dept./HR</p> <p>HR</p> <p>ng homes service dept.</p> <p>ng homes service dept.</p> <p>HR/ng homes service dept.</p> <p>CEO/ng group managers nominated by CEO/HR</p> <p>HR</p>
<b>ng2 commercial contract employees and commercial business</b>	<ul style="list-style-type: none"> <li>day to day management of ng2 commercial contracts staff</li> <li>day to day HR support and advice</li> <li>HR Administration</li> <li>ng group/ng 2 HR policies</li> <li>staff recruitment and contracts</li> <li>staff induction</li> <li>staff appraisal</li> <li>absence management</li> <li>payroll liaison</li> <li>authorisation of bonus payments</li> <li>authorisation of leave (various)</li> <li>staff training and development</li> <li>investigations, disciplinary and grievance</li> <li>leavers/contract terminations</li> </ul>	<p>Depute CEO/ng2 supervisors</p> <p>ng2/HR</p> <p>ng2/some ng homes HR support</p> <p>HR/ng2</p> <p>ng2/HR</p> <p>HR/ng2</p> <p>ng2</p> <p>ng2</p> <p>ng2/HR</p> <p>ng2</p> <p>ng2</p> <p>ng2/HR</p> <p>ng2/HR/Depute CEO</p> <p>ng2/HR</p>



ng homes Corporate Services timesheet for recording service provision to ng2 Ltd			
Name:			
Date:			
Service Area	Total time spent (to nearest quarter hour)	time record	description of tasks
HR ng2 general/whole org			
1)	1 hour 30 mins	9:30 to 11:00am	e.g. development of recruitment policy
HR ng2 direct services to ng homes			
1)	2 hours	11:00 - 12:00; 2:15 to 3:15	e.g. recruitment of staff - preparation of packs
HR ng2 regeneration team			
HR ng2 contractor arm staff			
governance ng2 contractor arm only			

PR ng2 specific contractor arm only				
TOTAL				

## **ng homes/NGPS Service Level Agreement for Management, HR, and other Services**

This Agreement is an addendum to the Intra Group Agreement signed between:

NORTH GLASGOW HOUSING ASSOCIATION LIMITED, a registered social landlord and a Scottish Charity (charity number SC030635) and a registered society under the Co-operative and Community Benefit Societies Act 2014 (Financial Conduct Authority registered number 1865RS), also known as ng homes, with its registered office at Ned Donaldson House, 50 Reidhouse Street, Springburn, Glasgow G21 4LS ("**the Parent**")

and

NGPS LIMITED, incorporated under the Companies Acts (registered number SC251415) with its registered office at Ned Donaldson House, 50 Reidhouse Street, Glasgow, G21 4LS ("**the Subsidiary**")

All interpretations of definitions match with section 1 of that Agreement.

The Service Level Agreement for management, HR and other services is in line with the requirements of section 9 of the Intra Group Agreement.

### **1. Introduction**

ng homes operates a group structure, with wholly owned subsidiaries, including NGPS Ltd. ng homes Chief Executive Officer acts as senior officer for ng Group. The Respective roles and responsibilities of the parent organisation and each subsidiary are governed by the Intra Group Agreement.

Under this Service Level Agreement ng homes agrees to provide HR support and management services on behalf of NGPS Ltd, relating to ng homes employees assigned to the running of the NGPS business. These employees are directly charged to NGPS within the accounts model.

NGPS Ltd, provides factoring services to owners. These NGPS staff work alongside ng homes staff teams but are managed on a day-to-day basis by the NGPS assigned manager.

This Service Level Agreement clarifies these arrangements, setting out:

- Role of the CEO and delegated authority
- ng homes' HR services for NGHA employees providing core services for NGPS.
- Arrangements for the management of NGPS staff by ng homes
- Charging/cost sharing arrangements
- Review arrangements

### **2. Role of Group Chief Executive Officer**

ng homes CEO performs the role of CEO for the ng group.

Under the terms of the Intra Group Agreement between ng homes and NGPS, all staff recruitment, management and remuneration by NGPS shall be carried out in accordance with group policies, business plan and budget, and with the approval of the ng group CEO.

Per the Agreement, the ng group CEO will act as the senior officer and will be entitled at any time to investigate any acts, omissions or conduct on the part of any member of ng homes staff or NGPS's staff in accordance with its Group Policies.

The ng group CEO will oversee the implementation of this Service Level Agreement, including appropriate allocation of costs and will report to the ng homes Board and the NGPS Ltd Board on its effective operation and out-turn costs on a six-monthly basis.

The Chief Executive Officer may delegate these responsibilities as deemed appropriate, to ng homes senior management.

### **3. Service proposals summary**

<b>HR services</b>	
<b>Staff group</b>	<b>ng homes HR</b>
<b>ng homes employees providing services to NGPS owners</b>	Full HR service, including all HR administration

<b>Management Services</b>	
	<b>ng homes Managers</b>
<b>Overall management of NGPS</b>	The ng homes Depute CEO is responsible for the day-to-day operation and management of NGPS business

With the agreement of the ng homes CEO, directors may delegate responsibilities to managers within their teams. These services are outlined in more detail in Appendix 1.

### **4. Cost allocation proposals**

	<b>Cost of HR services</b>	<b>Cost of management services</b>
<b>ng homes employees</b>	<p>ng homes average contract staff account for 2.0% of ng group staff.</p> <p>HR services are provided mainly by ng homes HR staff. On a provisional basis, 2% of HR annual gross salary costs to be charged to NGPS, with adjustment at year-end, as required (see below).</p>	<p>The ng homes Depute CEO leads on NGPS operations and day to day management.</p> <p>Approx. 5% of the ng homes Depute CEO's time is spent on NGPS. On a provisional basis 5% of the ng homes Depute CEO's annual gross salary costs to be charged to NGPS, with adjustment at year-end, as required (see below).</p>

For provision of HR and management services by ng homes to NGPS for its activities, a half-yearly review of service activity and costs against the above provisional allocations will be undertaken, with March year end cost allocation reconciliation. A time recording system has been put in place to facilitate this.

### **5. Board Reporting and Review Arrangements**

The ng group CEO will have overall responsibility for monitoring the Service Level Agreement and for reporting to ng homes Board on the operation of the Agreement on an annual basis or more frequently as considered appropriate. An appropriate director/manager will be responsible for reporting on a similar basis to the NGPS Board. The ng group CEO may also make recommendations to the ng homes Board and the NGPS Ltd Board on changes to the scope of the Service Level Agreement.

The NGPS Board will continue to receive all standard staffing reports to include those staff providing core services to ng homes and be kept fully apprised by an appropriate director/manager of all significant staffing issues.



The ng homes Board/relevant committee will continue to receive all standard staffing reports to include the NGPS staff providing core services to ng homes and will be kept fully apprised by an appropriate director/manager of any significant staffing issues relating to NGPS Ltd.

## Appendix 1: Service provision

	Service	Responsibility(Lead/support)
NGPS employees	<ul style="list-style-type: none"> <li>Day to day management of NGPS contracts staff</li> </ul>	Depute CEO/NGPS Manager
	<ul style="list-style-type: none"> <li>Day to day HR support and advice</li> </ul>	HR
	<ul style="list-style-type: none"> <li>HR administration</li> </ul>	HR support
	<ul style="list-style-type: none"> <li>ng group/NGPS HR policies</li> </ul>	HR/NGPS
	<ul style="list-style-type: none"> <li>Staff recruitment and contracts</li> </ul>	NGPS/HR
	<ul style="list-style-type: none"> <li>Staff induction</li> </ul>	HR/NGPS
	<ul style="list-style-type: none"> <li>Staff appraisal</li> </ul>	NGPS
	<ul style="list-style-type: none"> <li>Absence management</li> </ul>	NGPS
	<ul style="list-style-type: none"> <li>Payroll liaison</li> </ul>	NGPS/HR
	<ul style="list-style-type: none"> <li>Authorisation of leave (various)</li> </ul>	NGPS
	<ul style="list-style-type: none"> <li>Staff training and development</li> </ul>	NGPS/HR
	<ul style="list-style-type: none"> <li>Investigations, disciplinary and grievance</li> </ul>	NGPS/Depute CEO/HR
	<ul style="list-style-type: none"> <li>Leavers/contract terminations</li> </ul>	NGPS/HR

## **ng homes/DSGL Service Level Agreement for Management, HR, and other Services**

This Agreement is an addendum to the Intra Group Agreement signed between:

NORTH GLASGOW HOUSING ASSOCIATION LIMITED, a registered social landlord and a Scottish Charity (charity number SC030635) and a registered society under the Co-operative and Community Benefit Societies Act 2014 (Financial Conduct Authority registered number 1865RS), also known as ng homes, with its registered office at Ned Donaldson House, 50 Reidhouse Street, Springburn, Glasgow G21 4LS ("**the Parent**")

and

DESIGN SERVICES GLASGOW LIMITED (DSGL), incorporated under the Companies Acts (registered number SC359676) with its registered office at 410 Petershill Road, Glasgow, G21 4AA ("**the Subsidiary**")

All interpretations of definitions match with section 1 of that Agreement.

The service level agreement for management, HR and other services is in line with the requirements of section 9 of the Intra Group Agreement.

### **1. Introduction**

ng homes operates a group structure, with wholly owned subsidiaries, including DSGL Ltd. The ng homes Chief Executive Officer acts as senior officer for the ng group. The respective roles and responsibilities of the parent organisation and each subsidiary are governed by the Intra Group Agreement.

Under this Service Level Agreement ng homes agrees to provide HR support and management services on behalf of DSGL, relating to ng homes employees assigned to the running of the DSGL business.

DSGL Ltd, provides contracting services to NGHA.

This Service Level Agreement clarifies these arrangements, setting out:

- Role of the CEO and delegated authority
- Charging/cost sharing arrangements
- Review arrangements

### **2. Role of Group Chief Executive Officer**

The ng homes CEO performs the role of CEO for the ng group.

Under the terms of the Intra Group Agreement between ng homes and DSGL Ltd, all staff recruitment, management and remuneration by DSGL shall be carried out in accordance with group policies, business plan and budget, and with the approval of the ng group CEO.

Per the Agreement, the ng Group CEO will act as senior officer and will be entitled at any time to investigate any acts, omissions or conduct on the part of any member of staff assigned to DSGL's business, in accordance with its Group Policies.

The ng homes CEO will oversee the implementation of this Service Level Agreement, including appropriate allocation of costs and will report to the ng homes Board and the DSGL Ltd Board on its effective operation and out-turn costs on a six-monthly basis.

The Chief Executive Officer may delegate these responsibilities as deemed appropriate, to ng homes senior management.

### **3. Service proposals summary**

<b>Management Services</b>	
	<b>ng homes Managers</b>
<b>Overall management of DSGL</b>	ng homes Depute CEO responsible for day-to-day operation and management of DSGL business

With the agreement of the ng homes CEO, directors may delegate responsibilities to managers within their teams. These services are outlined in more detail in Appendix 1.

### **4. Cost allocation proposals**

	<b>Cost of management services</b>
<b>DSGL</b>	<p>ng homes Depute CEO leads on DSGL operations and day to day management.</p> <p>Approx. 1% of the ng homes Depute CEO's time is spent on DSGL. On a provisional basis 1% of the ng homes Depute CEO's annual gross salary costs to be charged to DSGL, with adjustment at year-end, as required (see below).</p>

For provision of management services by ng homes to DSGL for its activities, a half yearly review of service activity and costs against the above provisional allocations will be undertaken, with March year-end cost allocation reconciliation. A time recording system has been put in place to facilitate this.

### **5. Board Reporting and Review Arrangements**

The ng group CEO will have overall responsibility for monitoring the Service Level Agreement and for reporting to the ng homes Board on the operation of the Agreement on an annual basis or more frequently as considered appropriate. An appropriate director/manager will be responsible for reporting on a similar basis to the DSGL Board. The ng group CEO may also make recommendations to the ng homes Board and the DSGL Board on changes to the scope of the Service Level Agreement.



**Appendix 1: Service provision**

	<b>Service</b>	<b>Responsibility(Lead/support)</b>
<b>DSGL</b>	<ul style="list-style-type: none"><li>• day to day management of DSGL</li></ul>	ng homes Depute CEO





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

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

**SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO 31<sup>ST</sup> MARCH 2025**      **DATE 20 May 2025**

1.	Introduction		
	Below are income and expenditure and balance sheet for the period to 31 <sup>st</sup> March 2025 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 31 <sup>st</sup> March 2025 and compares the Income and Expenditure of the Association against the budget.		
		Effect - £k	Comment
	Planned maintenance	1,726	Planned works with focus on compliance matters and delayed start of St Monance wall works are within budget.
	Rental income	624	Rent restructure and Ukrainian units being let.
	Gift aid	<u>100</u>	Gift aid payment from DSGI
		2,450	
	Other variances		Grants released £60k, Cyclical expenditure £289k, Depreciation £114k, Factoring Exp £6k, Salaries £145k, Other income £18k, Other expenditure £61k.
	Total positive variances	<u>694</u> <u>3,144</u>	
		Effect - £k	
	Planned maintenance capitalisation	1,011	With lower level of planned maintenance then reduced capitalisation
	Other property costs	467	Higher insurance and catch up on council tax charges.
	Day to day repairs	688	Higher level of compliance works



	Other negative variances	<u>1,495</u>	Voids £53K, Factoring income £18k, Void maint £446k, bad debts £12k, Service costs £633K, Overheads £186k, Loan interest £102k, interest received £44k.
	<b>Total negative variances</b>	<u>3,661</u>	
	<b>Total positive variances</b>	3,144	
	<b>Total negative variances</b>	<u>(3,661)</u>	
	<b>Net movement</b>	(517)	
	<b>Original projected surplus for period</b>	<u>1,903</u>	
	<b>Actual surplus for period</b>	<u>1,386</u>	
	<p>Ratios for lender are in an acceptable position. The Nationwide ratio of secured assets to loan value at 4.34 against a required ratio of 1.0. The valuation completed in November 24 put the EUV of the Nationwide secured stock at £53.5m against a current loan value of £12.3m.</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 £4.007m, other assets expenditure of £988k and depreciation of £5.72m leading to a net decrease in fixed assets of £727k. This includes the expenditure on property acquisitions, property improvements, adaptations, and computer equipment.</li> <li>• Bank balances moved downwards from £14.63m to £11.8m with negative cash flow of £2.83m.</li> <li>• Loans decreased by £2.57m with the repayments made in the period. Now loans of £35.87m outstanding.</li> </ul>		
<b>4.</b>	<b>Recommendation</b>		
	Board Members are asked to APPROVE the Management Accounts for the period to 31 <sup>st</sup> March 2025.		

**NORTH GLASGOW HOUSING ASSOCIATION LTD.**

**MANAGEMENT ACCOUNTS FOR PERIOD ENDED**

**31.03.25**

**INCOME AND EXPENDITURE**

Year to 31.3.24	Mär.25 Actual	Jan Actual	-Mar 25 Budget	Variance	CUMMULATIVE TO DATE			ANNUAL BUDGET
					Actual	Budget	Variance	
<b>Income</b>								
27,931,661 Rental Income	2,543,322	7,615,014	7,317,903	297,111	30,306,804	29,683,030	623,774	29,683,030
-304,204 Voids	-17,044	-55,026	-73,179	18,153	-349,311	-296,830	-52,481	-296,830
49,927 Service Income	4,515	13,544	14,265	-721	53,627	52,984	643	52,984
27,677,384	2,530,793	7,573,532	7,258,989	314,543	30,011,120	29,439,183	571,937	29,439,183
0 Factoring Income	185,480	211,747	226,558	-14,811	887,751	906,232	-18,481	906,232
6,653,784 Grant release/received	79,118	191,398	222,144	-30,746	949,412	888,575	60,837	888,575
<b>34,331,168 Net Income</b>	<b>2,795,391</b>	<b>7,976,677</b>	<b>7,707,690</b>	<b>268,987</b>	<b>31,848,283</b>	<b>31,233,990</b>	<b>614,293</b>	<b>31,233,990</b>
<b>Expenditure</b>								
3,004,939 Day to Day	185,631	736,560	613,092	-123,468	3,169,383	2,481,044	-688,339	2,481,044
2,446,446 Cyclical	50,627	449,121	562,229	113,108	2,067,986	2,357,428	289,442	2,357,428
1,377,545 Void Maintenance	77,359	364,284	300,000	-64,284	1,645,865	1,200,000	-445,865	1,200,000
204,851 Bad Dbts-Rents	-13,263	92,278	62,500	-29,778	261,670	250,000	-11,670	250,000
0 Bad Dbts-services	0	0	0	0	0	0	0	0
14,387,246 Planned maintenance	387,027	1,247,273	2,224,755	977,482	7,173,358	8,899,020	1,725,662	8,899,020
-3,763,261 Capitalised to balance sheet	-241,864	-753,023	-1,167,938	-414,915	-3,660,359	-4,671,750	-1,011,391	-4,671,750
967,562 Other Property Costs	123,128	307,757	198,750	-109,007	1,261,755	795,000	-466,755	795,000
5,018,587 Depreciation	489,111	1,236,447	1,350,000	113,553	5,286,447	5,400,000	113,553	5,400,000
3,377,236 Service Costs	200,515	693,810	364,878	-328,932	2,956,722	2,323,976	-632,746	2,323,976
-232,283 Factoring Expenditure	71,064	141,441	158,121	16,679	626,222	632,482	6,260	632,482
5,337,910 Salaries	531,860	1,477,682	1,434,941	-42,741	5,594,400	5,739,763	145,363	5,739,763
2,643,616 Overheads	279,813	812,903	647,750	-165,153	2,776,775	2,591,000	-185,775	2,591,000
<b>34,770,394 Total Expenditure</b>	<b>2,141,008</b>	<b>6,806,533</b>	<b>6,749,077</b>	<b>-57,456</b>	<b>29,160,224</b>	<b>27,997,962</b>	<b>-1,162,262</b>	<b>27,997,962</b>
<b>-439,226 Surplus from Ordinary Activities</b>	<b>654,383</b>	<b>1,170,144</b>	<b>958,613</b>	<b>211,531</b>	<b>2,688,059</b>	<b>3,236,028</b>	<b>-547,969</b>	<b>3,236,028</b>
		~					-547,969	
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>
694,616 Other Income	-822	12,013	55,000	-42,987	237,769	220,000	17,769	220,000
518,433 Other Expenditure	22,635	56,074	107,500	51,426	369,243	430,000	60,757	430,000
<b>-263,043 Net Surplus</b>	<b>630,926</b>	<b>1,126,083</b>	<b>906,113</b>	<b>219,970</b>	<b>2,556,585</b>	<b>3,026,028</b>	<b>-469,443</b>	<b>3,026,028</b>
1,715,940 Loan Interest	108,831	361,739	380,814	19,075	1,624,825	1,523,244	-101,581	1,523,244
453,113 Interest received	23,856	70,874	100,000	-29,126	355,681	400,000	-44,319	400,000
28,061 Other finance charges	0	0	0	0	0	0	0	0
95,080 Property and fixed asset sales	0	-180	0	-180	-1,320	0	-1,320	0
1,121,001 Pension adj/corp tax/gift aid	0	-19	0	-19	-100,019	0	-100,019	0
<b>-2,579,852 Net Surplus after interest</b>	<b>545,951</b>	<b>835,057</b>	<b>625,299</b>	<b>209,758</b>	<b>1,386,140</b>	<b>1,902,784</b>	<b>-516,644</b>	<b>1,902,784</b>
0 Trans from Designated Reserve	0	0	0	0	0	0	0	0
0 Trans to Designated Reserve	0	0	0	0	0	0	0	0
<b>-2,579,852 Net result after Transfer</b>	<b>545,951</b>	<b>835,057</b>	<b>625,299</b>	<b>209,758</b>	<b>1,386,140</b>	<b>1,902,784</b>	<b>-516,644</b>	<b>1,902,784</b>

**NORTH GLASGOW HOUSING ASSOCIATION LTD.**

**MANAGEMENT ACCOUNTS FOR PERIOD ENDED**

**31.Mär.25**

**INCOME AND EXPENDITURE**

**ANALYSIS OF DIRECT EMPLOYEE & ADMINISTRATION COSTS**

31.03.24	Mär.25 <u>Actual</u>	<----- <u>Actual</u>	Jan -Mar 25 <u>Budget</u>	<u>Variance</u>	<b>CUMMULATIVE TO DATE</b>			<b>ANNUAL BUDGET</b>
					<u>Actual</u>	<u>Budget</u>	<u>Variance</u>	
4,791,053 Salaries	482,819	1,347,416	1322274	-25,142	5,110,423	5,289,098	178,675	5,289,098
546,857 Pensions	49,041	130,266	112666	-17,600	483,977	450,665	-33,312	450,665
<b>5,337,910 Total Direct Employee</b>	<b>531,860</b>	<b>1,477,682</b>	<b>1434941</b>	<b>-42,741</b>	<b>5,594,400</b>	<b>5,739,763</b>	<b>145,363</b>	<b>5,739,763</b>
136,099 Heat & Light	13,634	51,966	22500	-29,466	128,012	90,000	-38,012	90,000
281,157 Depreciation	38,125	165,022	87500	-77,522	435,022	350,000	-85,022	350,000
30,166 Office & General	-4,841	408	10000	9,592	26,625	40,000	13,375	40,000
120,160 Cleaning and Materials	9,801	28,443	25000	-3,443	121,039	100,000	-21,039	100,000
76,916 Subscriptions	4,266	14,423	18750	4,327	70,828	75,000	4,172	75,000
7,948 Photocopier costs	97	2,206	5000	2,794	10,388	20,000	9,612	20,000
62,357 Postage & Stationery	4,341	22,304	13750	-8,554	65,226	55,000	-10,226	55,000
1,734 Office Repairs & mainten	0	555	10000	9,445	2,605	40,000	37,395	40,000
285,763 Rent, Rates, Insurance	35,001	87,304	75000	-12,304	302,618	300,000	-2,618	300,000
218,919 Telephone & internet	19,283	58,539	41250	-17,289	217,219	165,000	-52,219	165,000
34,941 Audit & Accountancy	6,048	8,208	8750	542	19,342	35,000	15,658	35,000
26,011 Equipment Maintenance	626	1,814	10000	8,186	23,396	40,000	16,604	40,000
11,477 Legal Fees	522	1,603	8750	7,147	16,572	35,000	18,428	35,000
19,273 Leasing Contracts	1,769	4,451	6250	1,799	18,146	25,000	6,854	25,000
3,162 Promotions, publicity & ann	0	1,772	5000	3,228	7,341	20,000	12,659	20,000
181,616 Consultants	9,211	20,464	37500	17,036	188,422	150,000	-38,422	150,000
542,940 Computer Support	34,220	114,243	112500	-1,743	477,143	450,000	-27,143	450,000
420,139 Computer - License & acce	91,684	193,691	87500	-106,191	464,671	350,000	-114,671	350,000
0 Office Landscape Maintena	0	0	0	0	0	0	0	0
<b>2,460,778 Total Office Overheads</b>	<b>263,787</b>	<b>777,416</b>	<b>585000</b>	<b>-192,416</b>	<b>2,594,615</b>	<b>2,340,000</b>	<b>-254,615</b>	<b>2,340,000</b>
13,342 Recruitment advertising & c	1,319	2,463	5500	3,037	12,903	22,000	9,097	22,000
45,795 Staff Training	2,139	2,434	15000	12,566	48,997	60,000	11,003	60,000
15,054 Staff life cover	1,800	4,500	3750	-750	15,000	15,000	0	15,000
7,092 Staff uniforms	59	517	1500	983	4,379	6,000	1,621	6,000
0 Temporary Staff	0	0	0	0	0	0	0	0
10,675 Conferences & Seminars	530	530	7500	6,970	13,376	30,000	16,624	30,000
19,978 Travel & Subsistence	3,439	6,392	5000	-1,392	21,207	20,000	-1,207	20,000
61,457 Health & Safety	6,017	17,382	17500	118	54,867	70,000	15,133	70,000
<b>173,393 Total Staff Overhead Cos</b>	<b>15,303</b>	<b>34,218</b>	<b>55750</b>	<b>21,532</b>	<b>170,729</b>	<b>223,000</b>	<b>52,271</b>	<b>223,000</b>
2,354 Training	0	0	2000	2,000	1,617	8,000	6,383	8,000
850 Travel Expenses	45	66	1000	934	817	4,000	3,183	4,000
3,486 Expenses to Board	376	586	1500	914	3,344	6,000	2,656	6,000
2,755 Conferences	302	617	2500	1,883	5,653	10,000	4,347	10,000
<b>9,445 Total Committee Costs</b>	<b>723</b>	<b>1,269</b>	<b>7000</b>	<b>5,731</b>	<b>11,431</b>	<b>28,000</b>	<b>16,569</b>	<b>28,000</b>
<b>Total Direct Employee &amp; Administration Costs</b>	<b>811,673</b>	<b>2,290,585</b>	<b>2082691</b>	<b>-207,894</b>	<b>8,371,175</b>	<b>8,330,763</b>	<b>-40,412</b>	<b>8,330,763</b>

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

**31.Mär.25**

Previous  
year  
totals

**FIXED ASSETS**

ACTUAL

156,866,476	Housing Properties	160,873,775
-39,616,146	Depreciation	-44,902,593

<u>117,250,330</u>		<u>115,971,182</u>
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Less:

0	Housing Association Grant	0
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<u>117,250,330</u>	Net Value	<u>115,971,182</u>
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3,018,051	Other Fixed Assets	3,571,019
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1,300	Investments	300
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<u>120,269,681</u>	<b>TOTAL FIXED ASSETS</b>	<u>119,542,501</u>
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**CURRENT ASSETS**

14,516	Stock & WIP	56,153
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15,594,025	Cash and Other Short Term Investments	11,797,161
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504,124	Rent Arrears	521,483
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1,897,674	Other Current Assets	1,721,129
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<u>18,010,339</u>	<b>TOTAL CURRENT ASSETS</b>	<u>14,095,926</u>
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**CURRENT LIABILITIES**

2,382,958	Short Term Loans and Current Loan Capital Repayments	2,382,958
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970,395	Bank Overdrafts	0
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5,921,902	Other Current Liabilities	4,661,974
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746	Pension liability under one year	746
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<u>9,276,001</u>	<b>TOTAL CURRENT LIABILITIES</b>	<u>7,045,678</u>
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<u>8,734,338</u>	<b>NET CURRENT ASSETS</b>	<u>7,050,248</u>
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<u>129,004,019</u>	<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<u>126,592,749</u>
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**CREDITORS DUE AFTER ONE YEAR**

36,053,251	Long Term Loans	33,487,209
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1,638,000	Pension liability	1,615,138
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18,164,332	Deferred income	16,955,833
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<u>55,855,583</u>		<u>52,058,180</u>
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<u>73,148,436</u>	<b>NET ASSETS</b>	<u>74,534,569</u>
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**RESERVES**

14,591,245	Designated reserves	14,591,245
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18,522,146	Revenue	19,908,286
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40,034,964	Revaluation reserve	40,034,964
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<u>73,148,355</u>	<b>TOTAL RESERVES</b>	<u>74,534,495</u>
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81	SHARE CAPITAL	74
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<u>73,148,436</u>		<u>74,534,569</u>
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cashflow

NORTH GLASGOW HOUSING ASSOCIATION LIMITED  
MANAGEMENT ACCOUNTS FOR THE PERIOD TO 31.Mär.25  
CASHFLOW

YEAR TO		
31.03.2024		
0		
OPERATING ACTIVITIES		ACTUAL
-263,043 Operating surplus for period		2,556,585
5,018,587 Depreciation - properties		5,286,447
281,157 Depreciation - fixtures		435,022
-877,362 Amortisation of capital grants		-949,412
95,080 Gain on sale of fixed assets		-1,320
Other finance charges		
-38,139 Decrease/(Increase)in Debtors		159,186
11,205 Decrease/(Increase)in stock		-41,637
1,380,359 (Decrease)/Increase in Creditors		-1,441,858
share capital cancelled		
<u>5,607,844</u> Net Cash In/(Out)flow From Operating Activities		<u>6,003,013</u>
INVESTING ACTIVITIES		
0 Grants Received		0
-4,600,850 Acquisition and Construction Of Properties		-4,007,299
-1,939,360 Acquisition of Other Fixed Assets		-987,990
-17,879 Procceds on disposal of properties		0
0 Investment in Activities		1,000
<u>-6,558,089</u> Net Cash In/(Out)flow From Investing Activities		<u>-4,994,289</u>
<u>-950,245</u>		<u>1,008,724</u>
FINANCING		
0 Loans Received		0
-2,382,958 Less: Loans Repaid		-2,566,042
453,113 Interest Received		355,681
-1,715,940 Interest Paid		-1,624,825
-6 Share capital issued		-7
<u>-3,645,791</u> Net cash In/(Out)flow From Financing		<u>-3,835,193</u>
<u>-4,596,036</u> Increase/(Decrease) in Cash and Cash Equivalents		<u>-2,826,469</u>
-3,757,975 Movement in Cash & Bank		-3,796,864
-838,061 Movement in Bank overdrafts		970,395
<u>-4,596,036</u> Increase/(Decrease) in Cash and Cash Equivalents		<u>-2,826,469</u>
19,219,666 Opening cash balance		14,623,630
<u>14,623,630</u>		<u>11,797,161</u>

# Board Meeting

## For Approval

To: Board  
From: DCEO

**SUBJECT: BUSINESS PLAN 2025/28**

**DATE 20 MAY 2025**

<b>1.</b>	<b>Introduction</b>
	This Report highlights key business planning assumptions and seeks Board approval for the 2025/28 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 2025/28</b>
	<p>The full draft Business plan is attached to this paper for consideration.</p> <p><b>Proposed Financial Assumptions</b> Headline proposals include:</p> <ul style="list-style-type: none"> <li>• Inflation is assumed at 2% for most years. The rental increase for years 2 and 3 is assumed to be 2% over CPI inflation, and then CPI inflation plus 1% for the next six years and then CPI for the remaining years.</li> <li>• 3% provision for void rent loss and bad debt for years 2 to 30</li> <li>• Over £23.6m of planned maintenance expenditure in the three year period of the plan</li> <li>• Nationwide, THFC and EST debt fully repaid by 2037. GBSH loan repayable in full in 2038 with drawdown of £15.0m in 2033 to help finance this. Long term interest</li> </ul>

assumption of 4%.

- Additional planned maintenance expenditure being built in for EESSH and other regulatory changes.

Our financial position going into 2025/26 continues to be generally healthy. The cost increases that have occurred during the recent years have substantially increased costs. The rent increases and additional rent from the units funded by the Scottish Government have increased rental income but only partially compensated for this. Ongoing review of costs and additions to income will be necessary to provide the resources necessary to keep the stock to necessary standards.

The Association is planning to run a surplus in 2025/26, thereafter is profitable for over the next decade on current projections. The future just like the immediate past will contain unexpected events so maintenance of our income stream and control of our costs has to be the prime focus. Legislative cost increases have been a factor over recent years and will continue to the case in the future.

### **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 4% each for five years
- Planned maintenance costs increasing by 10%
- Cyclical and reactive repairs increasing by 5%
- SONIA at 6% and inflation at 2.5%
- Staff costs and repairs plus 5%
- Inflation plus 1% rent increases years 2 to 10
- Inflation plus 1% rent increases years 2 to 10, SONIA at 6% and inflation at 2.5%, Voids and bad debts at 4% for five years

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 have become 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.

	<p><b>Business Plan priorities 2025/28</b></p> <p>The Plan also describes our major priorities going forward, reflecting discussions and issues carried over from last year:</p> <ul style="list-style-type: none"> <li>• Deliver the investment programme for 2025/28 including progress with EESSH</li> <li>• Improve performance v Housing Charter indicators</li> <li>• Maximise grant income to support regeneration and stock investment programmes</li> <li>• Ongoing review of group governance</li> </ul> <p>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 2025/26.</p>
<b>4.</b>	<b>Recommendation</b>
	<p>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.</p>





















## Appendix 1

### Key Performance Indicators

The table below provides a detailed breakdown of our performance for 24/25

Key Performance Indicators (KPIs):				
Indicator	Out turn 23/24	Target 24/25	Year to Date April 24 – March 25	Risk
<b>Voids</b>				
Vacancies in lettable stock	413 (8%)	10%	<b>383 (7.1)</b>	
Let's	409	No Target	<b>506</b>	
Section 5 Homeless Lets	40%	45%	<b>41.1%</b>	
Average re-let timescale	26.3 days	25 days	<b>26.4 days</b>	
Offers Refused	21.2%	30%	<b>16.9%</b>	
<b>Rent &amp; Arrears</b>				
Void rent loss	0.6%	0.7%	<b>0.7%</b>	
Gross rent arrears (Current, Former & W/Off)	5.1%	5.5%	<b>5.1%</b>	
Non-Technical Arrears	3.2%	4.0%	<b>2.9%</b>	
% of tenants with arrangements.	77% (£646,087)	No Target	<b>74% (602,988) are on an arrangement and 68% are</b>	

			<b>maintaining their arrangement</b>	
<b>Indicator</b>	<b>Out turn 23/24</b>	<b>Target 24/25</b>	<b>Year to Date April 24 – March 25</b>	<b>Risk</b>
<b>Tenancy Sustainment</b>				
Tenancies Sustained for more than 12 months	92%	85%	<b>94%</b>	
<b>Anti-Social Behaviour</b>				
No of Anti-Social Cases received in the year	57	No Target	<b>75</b>	
No of Anti-Social Cases resolved	48 Resolved 84%	90%	<b>69</b> <b>92%</b>	
<b>Court Action &amp; Evictions</b>				
New Court Actions	53	No Target	<b>26</b>	
Court Actions that resulted in Evictions	6 Rent Arrears 1 – Housing Issue	No target	<b>14 Rent Arrears</b> <b>2 Housing Issue</b>	
<b>Repairs</b>				
Average timescale to complete emergency repairs	4 hrs (9444)	24 hrs	<b>4.23 hours</b> <b>(9764)</b>	
Average timescale to complete non-emergency repairs	6.14days (9808)	10 days	<b>5.85days</b> <b>(10605)</b>	

Reactive Repairs completed right first time.	84.22%	90%	<b>90.08%</b>	
<b>Indicator</b>	<b>Out turn 23/24</b>	<b>Target 24/25</b>	<b>Year to Date April 24 – March 25</b>	<b>Risk</b>
<b>Gas Safety Certificate Compliance</b>				
% with current gas safety certificate	100%	100%	<b>100%</b>	
Properties with gas cert' renewed within 12 months	100%	100%	<b>100%</b>	
<b>Adaptations</b>				
Application brought forward from 23/24	10	No Target	<b>20 (8 cancelled)</b>	
Applications approved YTD	127	No Target	<b>174</b>	
Number of medical adaptations completed.	121	No Target	<b>79</b>	
Average days taken to complete adaptations	30.7 days	30 days	<b>9.96 days</b>	
<b>Customer Satisfaction</b>				
Overall Service Level	81.4%	90%	<b>73.01%</b>	

# Board Meeting

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

**SUBJECT: NG2 BUSINESS PLAN 2025/26**

**DATE 20 May 2025**

<b>1.</b>	<b>Introduction</b>
	<p><b>NG2 Limited (NG2)</b> must plan and control its activities and future direction. One of the elements in doing this is by having an overall business plan. This is not just a case of good business practice, as NG2 is a subsidiary of the Association it is required by the independence agreement to have a business plan that can be integrated into and form part of the group business plan.</p>
<b>2.</b>	<b>Risks</b>
	<p>The Business plan is a necessary part of the governance structure of the company and the group. The business plan sets out the strategic objectives, actions and initiatives agreed by the Board for the years ahead. It is a required document that must be submitted to the parent company under the independence. 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 at subsidiary and parent level within agreed timescales.</p>
<b>3.</b>	<b>Underlying Principles</b>
	<p>The principles listed below have been used in drawing up the business plan.</p> <ul style="list-style-type: none"> <li>• Ensuring adequate resources to deliver services</li> <li>• Sustaining good financial performance</li> <li>• Ensuring best practice is followed and that proper risk management is in place</li> </ul> <p>In order to achieve the above the company must ensure that:</p> <ul style="list-style-type: none"> <li>• <b>Repairs and services</b> – carried out effectively and economically.</li> <li>• <b>Efficiency / value for money</b> - best use is made of resources.</li> <li>• <b>Board</b> - exercise proper control over the activities and ensure that decisions are taken in best interests of the company and its parent.</li> </ul> <p>The Board is asked to consider the enclosed 2025 – 26 Business Plan for ng2.</p>



**Summary Information**

ng2 makes a significant contribution to the Association's regeneration efforts:

- Physical regeneration in terms of improvement to homes with repair, maintenance and capital works; and
- Economic regeneration by providing local sustainable jobs

**2025 – 26**

The financial projections have been prepared for the year to 31 March 2026. Turnover is projected to reduce with over £6m actual in 2024/25 to under £5m in 2025/26. This is on the back of various contracts such as roofing and small works being moved out of ng2 and back to the Association.

Areas such as void works and planned maintenance works will contribute to the works expected to increase. The garden and common areas maintenance programme has expanded across the last three years and further growth is not expected.

The level of activities will help maintain the profitability of ng2. This will help support the continual upgrade of the vehicle fleet and other plant in use within the company. The investment in vehicles and plant will be a constant feature across any budget period.

The balance sheet position continues to improve with an increased level of reserves. The cash flow position remains in a positive position with the drop in the investment programme after the substantial spend on new vehicles in previous years.

**4. Recommendations**

Members are asked to APPROVE the business plan of NG2 and remit it back to the NG2 Board to adopt.



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

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

**SUBJECT: ANNUAL RETURN ON CHARTER 2024/25    DATE    20 May 2025**

<b>1.</b>	<b>Introduction</b>
	<p>The Annual Return on Charter (ARC), reports our out-turn against the Social Housing Charter indicators for 2024/25 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 copy of this years completed return is attached as an enclosure.</p>
<b>2.</b>	<b>Out-turn 2024/25</b>
	<p>Notable performance out-turn includes:</p> <p><b>Stock turnover (vacancies)</b> Vacancies totalled <b>383</b> this year (<b>7%</b>) of our lettable stock. This compares to the previous year, where <b>413</b> vacancies occurred (<b>8%</b>).</p> <p><b>Lettings</b> There were <b>506</b> relets this year versus <b>409</b> from the previous year. <b>18%</b> of these were internal transfers versus <b>24%</b> the previous year. <b>41%</b> of lets were to homeless applicants versus <b>40%</b> the previous year, with the balance of <b>41%</b> from the housing list versus <b>36%</b> from the previous year.</p> <p><b>Average re-let timescales</b> Average re-let timescale <b>26.4 days</b> compared to <b>26.3 days</b> in the previous year.</p> <p><b>Tenancy sustainment</b> New tenancies lasting 12 months or more was <b>94%</b>, compared to <b>92%</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. This compares with <b>100%</b> from the previous year.</p> <p><b>Rent collected &amp; Void Loss</b></p>

We report collecting **98.79%** of rent receivable. This compares to **98.73%** for the previous year. Void loss was **0.74%** for this year, which compares with **0.63%** the previous year.

### **Arrears**

Total gross arrears performance (current and former tenant arrears combined) is **5.7%** compared to **5.1%** reported last year. The gross arrears figure includes **£219k** of former tenant arrears written off over the year. This compares with **£113k** written off the previous year. Arrears will remain a high priority for us in 25/26 and a focus will continue to be on tracing and collecting from former tenants.

### **Tenancy Refusals**

We report that **16.9%** of tenancy offers we make are refused. This compares with **21.2%** from the previous year.

### **Staff numbers**

ng homes office based staff total of **85.21\*** includes **6** Full Time Equivalent ng2 staff who provide direct services to ng homes, such as Customer Service Officers. The overall number of office-based staff has increased from **80.61** last year.

ng homes concierge staff total of **16**. The overall number of concierge has decreased by **1** since last year.

Overall total staff is **110.21**, of whom **99.21** are employed by ng homes and **11** are ng2 employees providing direct services to ng homes.

### **Repairs**

The number of emergency repairs completed this year is **9764** compared to **9444** in the previous year.

The average length of time taken to complete emergency repairs is **4 hours** compared to **4 hours** in the previous year.

The number of non-emergency repairs completed this year is **10605** compared to **9808** in the previous year.

Average length of time taken to complete non emergency repairs this year is **5.85 days** compared to **6.14 days** in the previous year.

Repairs completed right first time this year was **90.08%** compared with **84.22%** the previous year.

### **Evictions**

	<p>We report <b>14</b> evictions for Rent Arrears and <b>2</b> for Anti-Social Behaviour, compared with <b>6</b> last year for Rent Arrears and <b>1</b> for a Housing Issue.</p> <p><b>Medical Adaptations</b></p> <p>A total of <b>79</b> adaptations were completed during the year in an average timescale of <b>9.96 days</b> from referral date versus <b>128</b> adaptations completed in <b>30.9 days</b> for the previous year.</p> <p><b>SHQS</b></p> <p><b>5094</b> of our properties (<b>93.7%</b>) of our stock meet SHQS compliance. This is up from <b>92.9%</b> last year.</p> <p><b>202 (3.8%)</b> of our properties fail SHQS. Of these, <b>201</b> failed on 1 criterion and 1 failed on 2 criteria. (Tolerable Standard, Energy Efficiency or Healthy, Safe and Secure). We have a programme in place to deal with these failures. The remaining <b>2.5%</b> of our stock is classed as either Exempt or in abeyance.</p>
<b>3.</b>	<b>Recommendation</b>
	The Board are invited to note performance for <b>24/25</b> , as set out in the ARC return, and APPROVE the document to be sent to the Scottish Housing Regulator.



Annual Return on the Charter (ARC) 2024-2025

North Glasgow Housing Association Ltd

187

14/05/2025 17:23:46

Approval

	Date approved	
	Approver	
	Approver job title	
	Comments (Approval)	



## Annual Return on the Charter (ARC) 2024-2025

# Annual Return on the Charter (ARC) 2024-2025

## Social landlord contextual information

### Staff

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Mr. John Devine
C1.2.1	C1.2 Staff employed by the RSL:  the number of senior staff	4.00
C1.2.2	the number of office based staff	85.21
C1.2.3	the number of care / support staff	0.00
C1.2.4	the number of concierge staff	16.00
C1.2.5	the number of direct labour staff	5.00
C1.2.6	the total number of staff	
C1.3.1	Staff turnover and sickness absence:  the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	12.28%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	5.68%

Annual Return on the Charter (ARC) 2024-2025

Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)

C3.1	The number of 'general needs' lets during the reporting year	507
C3.2	The number of 'supported housing' lets during the reporting year	1
Indicator C3		508

## Annual Return on the Charter (ARC) 2024-2025

The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	91
C2.2	The number of lets to housing list applicants	208
C2.3	The number of mutual exchanges	8
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as:  section 5 referrals	209
C2.5.2	nominations from the local authority	0
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	508

## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.



# Annual Return on the Charter (ARC) 2024-2025

## Overall satisfaction

### All outcomes

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	724
1.1.2	the fieldwork dates of the survey	03/2025
1.1.3	The method(s) of administering the survey: Post	<input type="checkbox"/>
1.1.4	Telephone	<input checked="" type="checkbox"/>
1.1.5	Face-to-face	<input type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	228
1.2.2	fairly satisfied	301
1.2.3	neither satisfied nor dissatisfied	74
1.2.4	fairly dissatisfied	81
1.2.5	very dissatisfied	35
1.2.6	no opinion	5
1.2.7	Total	724

Indicator 1	73.07%
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## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

Annual Return on the Charter (ARC) 2024-2025

The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	724
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	298
2.2.2	fairly good at keeping them informed	275
2.2.3	neither good nor poor at keeping them informed	50
2.2.4	fairly poor at keeping them informed	79
2.2.5	very poor at keeping them informed	22
2.2.6	Total	724

Indicator 2	79.14%
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Annual Return on the Charter (ARC) 2024-2025

Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	724
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	228
5.2.2	fairly satisfied	340
5.2.3	neither satisfied nor dissatisfied	97
5.2.4	fairly dissatisfied	43
5.2.5	very dissatisfied	16
5.2.6	Total	724

Indicator 5	78.45%
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## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.



# Annual Return on the Charter (ARC) 2024-2025

## Housing quality and maintenance

### Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)
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C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2025
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	19.96
C8.3	The date of your next scheduled stock condition survey or assessment	04/2025
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

SHQS compliance is being assessed by an external 3rd party organisation during a combined Stock Condition / SHQS survey programme. The intention is to survey 100 % of stock over a 5 year period.

## Annual Return on the Charter (ARC) 2024-2025

### Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	5,431	5,431
C9.2	Self-contained stock exempt from SHQS	135	135
C9.3	Self-contained stock in abeyance from SHQS	0	0
C9.4.1	Self-contained stock failing SHQS for one criterion	201	100
C9.4.2	Self-contained stock failing SHQS for two or more criteria	1	0
C9.4.3	Total self-contained stock failing SHQS	202	100
C9.5	Stock meeting the SHQS	5,094	5,196

## Annual Return on the Charter (ARC) 2024-2025

C9.6	Total self-contained stock meeting the SHQS by local authority
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	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	0	0
Falkirk	0	0
Fife	0	0
Glasgow City	5,094	5,196
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0

Annual Return on the Charter (ARC) 2024-2025

North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	5,094	5,196

## Annual Return on the Charter (ARC) 2024-2025

### Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	5,431
6.1.2	projected to the end of the next reporting year	5,431
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	5,094
6.2.2	projected to the end of the next reporting year	5,196

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	93.79%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	95.67%



Annual Return on the Charter (ARC) 2024-2025

Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	724
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	194
7.2.2	fairly satisfied	315
7.2.3	neither satisfied nor dissatisfied	77
7.2.4	fairly dissatisfied	89
7.2.5	very dissatisfied	49
7.3	Total	724

Indicator 7	70.30%
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Annual Return on the Charter (ARC) 2024-2025

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	9,764
8.2	The total number of hours taken to complete emergency repairs	41,308

Indicator 8		4.23
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Annual Return on the Charter (ARC) 2024-2025

Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	10,605
9.2	The total number of working days taken to complete non-emergency repairs	62,000

Indicator 9		5.85
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Annual Return on the Charter (ARC) 2024-2025

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	9,005
10.2	The total number of reactive repairs completed during the reporting year	9,997

Indicator 10		90.08%
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Annual Return on the Charter (ARC) 2024-2025

How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
		N/A

Indicator 11		0
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Annual Return on the Charter (ARC) 2024-2025

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	348
	very satisfied	158
	fairly satisfied	117
	neither satisfied nor dissatisfied	15
	fairly dissatisfied	42
	very dissatisfied	16
	Total	348

Indicator 12	79.02%
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## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

## Annual Return on the Charter (ARC) 2024-2025

### Neighbourhood & community

#### Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	175	40
Complaints carried forward from previous reporting year	5	6
All complaints received and carried forward	180	46
Number of complaints responded to in full by the landlord in the reporting year	179	44
Time taken in working days to provide a full response	901	783

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	99.44%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	95.65%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	5.03
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	17.80

Annual Return on the Charter (ARC) 2024-2025

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	724
13.2.1	Of the tenants who answered, how many said that they were: very satisfied	191
13.2.2	fairly satisfied	324
13.2.3	neither satisfied nor dissatisfied	123
13.2.4	fairly dissatisfied	66
13.2.5	very dissatisfied	20
13.2.6	Total	724

Indicator 13	71.13%
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Annual Return on the Charter (ARC) 2024-2025

Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	585
14.2	The number of tenancy offers that were refused	99

Indicator 14		16.92%
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Annual Return on the Charter (ARC) 2024-2025

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)

15.1	The number of cases of anti-social behaviour reported in the last year	75
15.2	Of those at 15.1, the number of cases resolved in the last year	69

Indicator 15		92.00%
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Annual Return on the Charter (ARC) 2024-2025

Abandoned homes (Indicator C4)
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C4.1	The number of properties abandoned during the reporting year	23
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## Annual Return on the Charter (ARC) 2024-2025

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	26
22.2.1	The number of properties recovered: because rent had not been paid	14
22.2.2	because of anti-social behaviour	2
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	53.85%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	7.69%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	61.54%

## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

15.1 - 3 new cases in the middle of March 24 and we are monitoring 3 cases

Annual Return on the Charter (ARC) 2024-2025

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)

17.1	The total number of lettable self-contained stock	5,397
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	383

Indicator 17	7.10%
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Annual Return on the Charter (ARC) 2024-2025

Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	174
19.2	The number of approved applications completed between the start and end of the reporting year	78
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	96
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	96
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Annual Return on the Charter (ARC) 2024-2025

Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost (£) that was landlord funded;	£6,011
20.2	The cost (£) that was grant funded	£251,052
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20	£257,063
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Annual Return on the Charter (ARC) 2024-2025

The average time to complete adaptations (Indicator 21)
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21.1	The total number of working days taken to complete all adaptations.	787
21.2	The total number of adaptations completed during the reporting year.	79

Indicator 21	9.96
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## Annual Return on the Charter (ARC) 2024-2025

Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	279
23.2	The total number of individual homeless households referrals received under other referral routes.	0
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	279
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	257
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	0
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	257
23.7	The total number of accepted offers.	209

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	92.11%
Indicator 23 - The percentage of those offers that result in a let	81.32%

Annual Return on the Charter (ARC) 2024-2025

Average length of time to re-let properties in the last year (Indicator 30)
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30.1	The total number of properties re-let in the reporting year	506
30.2	The total number of calendar days properties were empty	13,375

Indicator 30	26.43
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## Annual Return on the Charter (ARC) 2024-2025

### Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	99
16.1.2	applicants who were assessed as statutory homeless by the local authority	165
16.1.3	applicants from your organisation's housing list	147
16.1.4	nominations from local authority	0
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	96
16.2.2	applicants who were assessed as statutory homeless by the local authority	153
16.2.3	applicants from your organisation's housing list	138
16.2.4	nominations from local authority	0
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	96.97%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	92.73%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	93.88%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Annual Return on the Charter (ARC) 2024-2025

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£28,269,605
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£28,615,761

Indicator 26		98.79%
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Annual Return on the Charter (ARC) 2024-2025

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)		
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27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£1,450,980
27.2	The total rent due for the reporting year	£28,615,761

Indicator 27		5.07%
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Annual Return on the Charter (ARC) 2024-2025

Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	1,192
28.2	The total value of management fees invoiced to factored owners in the reporting year	£207,576

Indicator 28		£174.14
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Annual Return on the Charter (ARC) 2024-2025

Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	
18.2	The total amount of rent lost through properties being empty during the reporting year	£212,878

Indicator 18	0.74%
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Annual Return on the Charter (ARC) 2024-2025

Rent increase (Indicator C5)
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C5.1	The percentage average weekly rent increase to be applied in the next reporting year	4.00%
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Annual Return on the Charter (ARC) 2024-2025

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	4,084
C6.2	The value of direct housing cost payments received during the reporting year	£18,976,142

Annual Return on the Charter (ARC) 2024-2025

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£607,763
C7.2	The total value of former tenant arrears written off at year end	£219,235

Indicator C7	36.07%
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Annual Return on the Charter (ARC) 2024-2025

Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)

25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	724
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	163
25.2.2	fairly good value for money	319
25.2.3	neither good nor poor value for money	90
25.2.4	fairly poor value for money	120
25.2.5	very poor value for money	32
25.3	Total	724

Indicator 25	66.57%
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Annual Return on the Charter (ARC) 2024-2025

Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	160
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	10
29.2.2	fairly satisfied	120
29.2.3	neither satisfied nor dissatisfied	30
29.2.4	fairly dissatisfied	0
29.2.5	very dissatisfied	0
29.3	Total	160

Indicator 29	81.25%
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## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Annual Return on the Charter (ARC) 2024-2025

Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	
31.2	The total amount of rent set for all pitches during the reporting year	

	Indicator 31	
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Annual Return on the Charter (ARC) 2024-2025

For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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## Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.





# Board Meeting

## For Approval

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

**SUBJECT:** ASSOCIATION MEMBERSHIP APPLICATION

**DATE:** 20 May 2025

1.	Introduction									
	<p>Membership of ng homes is open to organisations sympathetic to the objects of the Association, and to people aged 16 and over who live in our operating area of North Glasgow and who are:</p> <ul style="list-style-type: none"><li>• A tenant of ng homes</li><li>• Permanent members of a tenant’s household</li><li>• Service users of ng homes</li><li>• Resident within communities served by ng homes</li></ul> <p>Everyone applying for membership must fulfil the criteria for membership set by the ng homes’ Board from time to time. Members will hold one share in the Association and their names will be entered in the Register of Members referred to in the Association’s Rules. Currently we have 76 members/shareholders. For £1 you get:</p> <ul style="list-style-type: none"><li>✓ Membership of the Association</li><li>✓ A vote in the election of the Board</li><li>✓ Eligibility to stand for election to the Board</li></ul>									
2.	Applications Received									
	<p>We have received 2 new membership applications:</p> <table><tr><td>Name</td><td>Address</td><td>Tenant/ Owner</td></tr><tr><td colspan="2" rowspan="2"></td><td>Tenant</td></tr><tr><td>Tenant</td></tr></table>			Name	Address	Tenant/ Owner			Tenant	Tenant
Name	Address	Tenant/ Owner								
		Tenant								
		Tenant								
3.	Risk									
	<p>This report follows the due process for approval of Association membership applications.</p>									
4.	Recommendation									
	<p>Members are asked to APPROVE the above membership application.</p>									







# Board Meeting

## For Approval

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

**SUBJECT: GAS SAFETY POLICY**

**DATE: 20 May 2025**

<b>1.</b>	<b>Introduction</b>
	<p>The Association considers the health and safety of its tenants, staff and other users of its buildings to be of paramount importance and as such industry experts were previously appointed to produce a new suite of health and safety related policies. Furthermore, on 3 July 2023, the Scottish Housing Regulator (SHR) issued a letter to all RSLs in Scotland asking landlords to confirm in their Annual Assurance Statement whether they meet all duties in relation to tenant and resident safety, and that they have obtained appropriate assurance about their compliance with all relevant safety requirements including gas safety.</p> <p>The Association recently appointed Housing H&amp;S Compliance UK to conduct an in-depth review of gas safety which culminated in a Substantial Assurance rating being awarded which is the highest level of assurance attainable. However, there were some good practice recommendations made, and these have now been encompassed into the Gas Safety Policy.</p>
<b>2.</b>	<b>Changes to the Policy</b>
	<p>The existing Gas Safety Policy has been updated and is being brought to the Board for approval. The following amendments have been made to the previously approved policy:</p> <ul style="list-style-type: none"> <li>• Reference to the policy being implemented in conjunction with the Annual Gas Safety Check and Access Processes added.</li> <li>• Confirmation added that ng homes' Health and Safety Manager will review gas safety compliance and performance.</li> <li>• Reporting of Injuries, Diseases and Dangerous Occurrences Regulation 2023 (RIDDOR 2023) added to list of related legislation (albeit a separate section already exists on section 12).</li> <li>• Statement added that the gas safety check programme scope includes but is not limited to repairs, investment, development and voids.</li> <li>• Methods of tenants' communications clarified as website, newsletter and Tenants' H&amp;S Handbook.</li> </ul>

	<ul style="list-style-type: none"> <li>Confirmation added that no member of staff of ng homes or their subsidiaries is currently qualified to carry out gas work and will not do so under any circumstances.</li> <li>Confirmation that ng homes' Health and Safety Manager will be the staff member to receive RIDDOR forms from the gas safe contractor.</li> <li>Annual Gas Safety Check Process and the Annual Gas safety check Access Process and Disaster Recovery Policy added to the list of related strategies, policies, processes and procedures.</li> </ul> <p>No other changes have been made, and this new policy entirely supersedes all previous policies. A copy of the revised policy is attached.</p>	
<b>3.</b>	<b>Policy Review</b>	
	This policy will be reviewed every three years, or earlier, in line with legislative or regulatory changes and/ or good practice guidelines.	
<b>4.</b>	<b>Risk and Mitigation</b>	
	The <b>risk</b> associated of not having accurate gas safety policy in place is that we compromise the health and safety of our tenants, staff and building users, and fail to meet SHR required areas of compliance. The <b>mitigation</b> is to have a regular review of our policy to ensure everything is in line with current regulations, legislation, and good practice and meets SHR requirements.	
<b>5.</b>	<b>Summary</b>	
	<b>Regulatory Compliance</b>	The original gas policy was created by an industry experts to ensure that it meets with regulatory compliance, health and safety, and other legal legislative requirements and good practice guidelines. Following a recent gas audit further good practice has been embedded in the policy.
	<b>Financial Impact</b>	The subjects covered by the policies will require future resources to ensure that we continue to operate effectively in a safe manner in line with the policy e.g. regular audits, staff training. This will be estimated, and budget provision will be included in the 2025/26 budget.
	<b>Risk Assessment</b>	Medium – Adopting and applying these policies will allow the Association to remain in full compliance with regulatory expectations. Any material non-compliance between Annual Assurance Statements must be notified to the SHR.
	<b>Equalities Impact</b>	The policy presented for approval is equally applicable to all. It is recognised that in applying the policy any necessary action will be taken where appropriate, including making reasonable adjustments, to ensure that there is no detrimental impact to protected characteristics groups. Further guidance will be provided by the SHR and therefore equality policy

		issues will be addressed accordingly. Refresher training will continue to support embedding equality and diversity into the business.
<b>6.</b>	<b>Recommendation</b>	
	The Board is asked to APPROVE the revised Gas Safety Policy	





# Gas Safety Policy

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## **1. Policy Statement**

ng homes is committed to ensuring that all social housing tenants live in homes where the risk from natural gas is reduced to as low a level as is reasonably practicable.

ng homes recognises the potential health risks associated with natural gas used for fuel in housing association properties.

Potential risks associated with gas as a fuel are significant, given the risk of fire/explosion, or from carbon monoxide poisoning due to incomplete combustion arising out of poor or irregular maintenance of appliances and systems.

ng homes will take all reasonable steps to ensure that appropriate management systems are in place to ensure employees and members of the public are not put at risk from the effects of natural gas or carbon monoxide.

The Gas Safety Installation and Use Regulations places important duties on landlords of all properties to ensure that gas appliances and their flues are maintained in a safe condition, annual safety checks are carried out, and records are kept and issued (or in certain cases displayed) to tenants. These duties are in addition to the more general ones that landlords have under the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations.

It is important that this policy is implemented in conjunction with the Annual Gas Safety Check Process and the Annual Gas Safety Check Access Process.

A full list of related strategies, processes, policies and procedures to be considered along with this policy are noted in section 23 of this document.

## **2. Background**

ng homes is responsible for gas safety within all its' properties and within communal areas.

## **3. Policy Aims**

ng homes aims to ensure its homes are maintained to a high standard through the delivery of efficient and effective repair and maintenance services.



ng homes will aim to:

- Place the health and welfare of our tenants and residents first.
- Minimise the risks from natural gas from within those premises which ng homes own or manage.
- Ensure that gas safety statutory compliance and performance of assets is appropriately recorded, monitored, reported, reviewed by our Health and Safety Manager and where appropriate, improved.
- Ensure an effective approach to risk management and service continuity.

#### **4. Legislation and Statutory Requirements**

- Health and Safety at Work etc. Act 1974
- Construction (Design and Management) Regulations 2015
- Gas Safety (Installation and Use) Regulations 1998 (as amended)
- The Control of Asbestos Regulations 2012
- Control of Substances Harmful to Health 2002
- Environmental Protection Act 1990
- Equalities Act 2010
- DSEAR 2002
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013)

#### **5. Guidance**

- TB055 Duties of Landlords
- INDG285 A Guide to Landlords' Duties: Gas Safety (Installation and Use) Regulations as amended.
- IGEM/G/11 The Gas Industry Unsafe Situations Procedure
- IGEM/G/11 The Gas Industry Unsafe Situations Procedure – Supplement 1

#### **6. Gas Safety (Installation and Use) Regulations**

These regulations, supported by the Approved Code of Practice (ACoP) L56, stipulate exactly how gas safety will be achieved. The fundamental requirements are:

- Installations, appliances and their flues shall be installed in such a way that they will be safe to use, and installations, appliances and their flues shall be

maintained in a safe condition so as to prevent risk of injury to any person (in lawful occupation). This also applies to employers or self-employed persons in respect of places of work under their control.

- Appliances and flues relevant to those appliances in premises which are let, shall be checked for safety at intervals of no more than 12 months. A certificate (referred to as the Landlord's Gas Safety Record), confirming the findings must be given to the tenant or responsible occupier
- Landlords shall ensure that the work undertaken on their behalf is done by a Member, or employee of the Health and Safety Executive (HSE) "Approved Class of Persons". For the time being the approved class of person is one currently registered with the Gas Safe Register (GSR).

### **6.1.Regulation 26(9)**

Where a person performs work on a gas appliance, they shall immediately thereafter examine:

- a) the effectiveness of any flue.
- b) the supply of combustion air.
- c) Its operating pressure / heat input, or where necessary both.
- ca) if it is not reasonably practicable to examine its operating pressure or heat input (or, where necessary, both), its combustion performance
- d) Its operation so as to ensure its safe functioning.

Thereafter, take all reasonably practicable steps to notify any defect to the responsible person, and where different, the owner of the premises in which the appliance or flue is installed, or where neither is reasonably practicable, the supplier of gas to the appliance.

### **6.2.Regulations 36 – Duties of Landlords**

Regulation 36 places important duties on most landlords of domestic property to ensure that gas appliances and flues are maintained in a safe condition, annual safety checks are carried out, and records are kept and issued (or in certain cases displayed) to tenants.

The Gas Safety (Installation and Use) Regulations; Regulation 36, places 2 duties upon a landlord, those being:

- 1) to maintain all gas appliances, flues and gas installations; (appliances that the tenant cannot legally remove); and

- 2) to undertake an annual safety check of gas appliances and flues and produce documents to support.

The contract states that appliances owned by ng homes shall be serviced and checked for gas safety at intervals of no more than 12 months from the previously recorded Gas Safety check/service date.

### **6.3.Regulation 36 – Tenants’ Own Appliances**

ng homes will service and check the safety of all appliances and flues that the tenant cannot legally remove.

In respect of tenants’ own appliances ng homes accepts its liabilities to the flues of the properties that tenants’ own appliances are connected to. In recognition of those liabilities, ng homes will undertake a gas safety check on all appliances connected to ng homes property flues.

As a minimum the safety check will include, but will not be limited to, those checks detailed in the Gas Safety (Installation and Use) Regulations, Regulation 26 (9). In respect of appliances not connected to flues owned by the ng homes, a visual inspection for safe use will be undertaken (in accordance with IGEM/G/11 Gas Industry Unsafe Situations Procedure GISUP).

Before a ng homes resident has a gas appliance installed, permission must be requested in writing from ng homes. Only a Gas Safe Registered Engineer can install or work on a gas appliance in an ng homes property.

ng homes will, as a minimum, require details of the engineer’s Gas Safe Registration and competencies as well as an installation safety record as part of any gas appliance installation.

### **6.4.Regulation 36A**

Regulation 36A is an amendment to the Gas Safety (Installation and Use) Regulations 1998.

ng homes can schedule a gas safety check up to 2 months early. This system allows ng homes to have a longer time schedule and complete safety checks without having to change the annual deadline date each year.

Regulation 36A is not compulsory, and therefore ng homes are not obligated to implement the new scheme.

## **7. Scope**

This Policy applies to all Board and Committee members, tenants/residents where ng homes has a repairing obligation, members of staff whether employees of ng homes or sub-contractors irrespective of grade, position, or length of service responsible for the management of repairs and maintenance within ng homes.

The Policy applies to the management of property owned by ng homes and subject to a Scottish Secure Tenancy, a Short Scottish Secure Tenancy, a Shared Ownership Occupancy Agreement Lock up Agreement or Lease. This policy will cover all aspects of our annual gas safety check programme including but not limited to, repairs, investment, development, voids etc. It is important to note we currently do not have any Liquified Petroleum Gas (LPG), oil or solid fuel appliances.

The Policy also applies to common areas where ng homes is the factor and should be read in conjunction with the Repairs and Maintenance Policy.

Arrangements must be put in place throughout ng homes so that all staff understand this policy along with their statutory obligations and implement the necessary measures in all areas. The resulting measures should ensure the arrangements include all statutory obligations, contained within this policy.

All policies and strategies should be administered by those with responsibility for managing the buildings. Cooperation between persons with gas safety responsibilities in the above context is a fundamental requirement of this policy.

The requirements of this policy, along with the relevant statutory obligations contained within the Health and Safety Executive's (HSE) Approved Code of Practice and guidance document L56 and the Health & Safety Guidance - INDG285 apply to those premises where ng homes operates from, irrespective of the ownership of the building.

## **8. Tenant/Resident Responsibilities**

ng homes will provide guidance on gas safety via its communication channels. e.g. website, newsletter and Tenants' Health and Safety Handbook.

Faulty equipment should also be reported by the tenant.

Tenants must allow access to ng homes and contractors for safety checks and maintenance to ensure compliance with Regulation 36 of GSIUR.

Tenants must not use any gas appliance or fittings that they know or suspect to be unsafe.

Gas Safe Register require registered installers to disconnect any gas appliance or fittings that are so dangerous as to be a threat to life if they are used.

## **9. Employee and Contractor Guidance and Instruction**

ng homes provides guidance and specific instructions for all employees (see section 10 paragraph 2) and external contractors, whilst undertaking gas work.

This is with the aim of satisfying the legal duties of the current Gas Safety (Installation and Use) Regulations 1998.

The work detailed within the specification may also include other aspects that will assist ng homes in satisfying its' duty of care to tenants.

## **10. Qualifying Contractors and Operative Responsibilities**

The duties placed on ng homes by the Gas Safety (Installation and Use) Regulations, state that the Association must ensure ng homes employees, or contractors it intends to use, are suitably Gas Safe Registered (GSR) and competent for the categories of work they are expected to undertake.

No member of staff or operatives of ng homes and their subsidiaries are currently qualified to carry out gas work on any of ng homes properties and will not do so under any circumstances.

The Gas Safe Register can be accessed to verify registration on 0800 408 5500 or go on the website by clicking the following link to check online: [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

Registered engineers must hold relevant qualifications under the Accredited Certification Scheme (ACS).

After completion of the evaluation, a register of all ng homes employees or contractors employed on the above work will be kept on file for verification purposes.

Copies of current GSR registration, insurance certificates, operative's registration, and qualifications will be kept. Details will be checked regularly and updated as required and audited annually.

ID cards contains a photo of the engineer, their business registration number and personal license number, company name, the start and expiry date of the card and a security hologram. The reverse of the card details what kind of gas work the engineer is able to do.

Copies of both the front and back of the card must be retained for each engineers, clearly showing a matching serial number on each side.

A safety check and servicing programme will be provided by the Contractor to ng homes three months prior to the first safety check and service.

ng homes will only approve competent contractors for the gas servicing contract or the installation of new appliances.

The contractor will ensure a safety check and service on ng homes' gas appliances is carried out, as a minimum, within a 12-month period.

The contractor must also ensure that as a minimum standard, battery powered carbon monoxide detector (BS EN 50291(domestic) and BS 7860(non-domestic) certified) is installed and have the battery renewed when the annual safety check and service is being carried out. Where only a battery powered carbon monoxide detector exists, the contract must alert ng homes to this.

Regular reports, including formal monthly reports and daily electronic updates will be received during the safety check and servicing programme period. Details on the units completed, non-access to property and planned dates for the outstanding appliances will be provided to ng homes by the Contractor.

The Contractor will provide breakdown reports and Landlord Gas Safety Records in electronic format which will be submitted within 7 days of any work being carried out. Work and safety records will be stored on ng homes work management system. It is a legal requirement that all Landlord Gas Safety Records be kept until a minimum of 2 further safety records are completed, and it is a ng homes requirement that they are archived for a minimum of five years to comply with internal policies.

The contractor will provide a Landlord Gas Safety Record certificate in electronic format.

To demonstrate that operatives have carried out the tests and checks required by the relevant Gas Safety (Installation and Use) Regulations, ng homes will have in place uniform documentation and paperwork that will allow positive records to be completed for confirmation and future reference. Where any tests and checks are carried out by an operative the work records will 'positively record' the information detailed in the procedure.

The Contractor is required to advise ng homes immediately when an unsafe appliance is identified. The Contractor will apply a warning label to the unsafe appliance. The label should not be removed until repairs are complete.

The Contractor will be required to provide temporary Electrical Heating to the tenant in cases where the heating system has been condemned or awaiting parts for repair. ng homes will compensate the tenant directly for power used by temporary heating.

When working on ng homes appliances, the Contractor will at all times comply with legislation and amend practices and procedures in accordance with changing legislation.

The Contractor will undertake a gas safety check on all appliances connected to ng homes property flues. As a minimum, the safety check will include, but will not be limited to, those checks detailed in the Gas Safety (Installation and Use) Regulations, Regulation 26 (9). In respect of appliances not connected to flues owned by ng homes, a visual inspection for safe use will be undertaken (in accordance with IGEN/G/11 Gas Industry Unsafe Situations Procedure GISUP).

## **11. Gas Industry Unsafe Situations Procedure (GSIUR – IGEN/G/11)**

IGEN/G/11 provides guidance for ng homes employees and contractors to follow when dealing with unsafe situations.



Following this procedure will also ensure ng homes meets Regulations 34 (1 & 2) of the Gas Safety (Installation and Use) Regulations. This regulation imposes a duty on the responsible person for any premises (for instance, the occupier or owner (e.g., landlord) of the premises) not to use or permit the use of any unsafe appliance.

People carrying out specified work (e.g., on service pipes, gas fittings or appliances) must report any appliance or installation they suspect is dangerous to the responsible person for the premises and follow the procedure as laid out in GSIUR e.g. seek permission to disconnect, apply appropriate labels and issue a warning notice. Or where an Immediately Dangerous situation is identified and disconnection of the gas supply is refused or not possible notify the gas supplier or transporter, as appropriate.

## **12.Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)**

There is a requirement under RIDDOR for certain types of Dangerous Gas Fittings to be reported to the Health and Safety Executive (HSE). The purpose of this requirement is to allow the HSE to investigate and monitor incidents and give appropriate publicity to them in the interests of public safety.

RIDDOR Regulation 11 (2) requires registered gas businesses to notify the HSE of installations which by reason of 'design, construction, manner of installation, modification, maintenance and/or servicing' pose an immediate threat to gas users from gas leakage, inadequate combustion of gas or inadequate removal of products of combustion, but only relates where faulty workmanship is the cause. There is no requirement to report fittings that are dangerous due to lack of maintenance / servicing alone. This requirement allows the HSE to identify dangers arising from bad design or workmanship.

Only those installations that as a result of design, construction, manner of installation, modification or servicing, pose a risk of death, or major injury to gas users should be reported. In general, these will be ID situations; examples that should be reported are listed below. However, it should not be regarded as an exhaustive list:

- a) Instances where the use of unsatisfactory fittings or poor workmanship result in a gas escape outside the tolerance of a tightness test.
- b) Uncapped, open-ended pipes connected to the gas supply.
- c) Appliances that are spilling products of combustion, or show signs of having done so, e.g. staining around draught diverters on open-flued appliances or above gas fires, with no evidence that the cause has been rectified.

- d) Defective flues or chimneys that are not clearing flue gases.
- e) Appliances that should be flued, but are not.
- f) Appliances that are not suitable for use with the gas supplied (e.g. natural gas appliances being used with LPG).
- g) Appliances that have had a safety device, such as a flame failure/supervision device, made inoperative.
- h) Appliances that are connected to the gas supply by a connection made of unsatisfactory material, such as garden hose; and
- i) Appliances that are dangerous through faulty servicing.

Gas Safe Registered Gas Installers are required (by RIDDOR) to carry out this reporting and a report must be made within 14 days of discovery.

When a dangerous gas fitting is identified by a Contractor a RIDDOR reporting form F2508G2 will be completed on site. The F2508G2 RIDDOR form will be forwarded to the CA with his paperwork, in line with contractual requirements. A copy will be made by the CA and returned to the contractor for his own records.

The RIDDOR form F2508G2 will be forwarded to ng homes' Health and Safety Manager.

### **13. Attending a Site after a Gas Related Incident**

When a contractor attends a site and is informed that there has been an incident reported to the HSE, then no work other than 'making safe' must be carried out. The CA will be informed of the situation, who will liaise with the HSE and arrange for the site to be 'mothballed' until any on-site investigations are completed.

### **14. Gas Escapes and/or Reports of Fumes**

ng homes will ensure it meets Regulation 34 (1 & 2) of the Gas Safety (Installation and Use) Regulations in ensuring the safety of its tenants from gas escapes or suspected emission of products of combustion (fumes) in domestic properties.

Where an unsafe situation is discovered by an engineer, the engineer must follow the guidance in IGEM/G/11.

When attending a report of fumes engineers attending on behalf of ng homes must follow the guidance in IGEM/G/11 Supplement 1.

Where a member of ng homes or the contractor customer service teams receive a call reporting either a gas escape or a report of fumes, the tenant should be directed to contact the gas emergency service on 0800 111 999. Where the tenant has not or cannot contact the gas emergency service, this should be done by ng homes or the contractor. A reference number for the call should be taken.

Whilst on the call the tenant should be advised:

- Turn off the supply at the emergency control valve.
- Open doors and windows.
- Do NOT use naked flames.
- Do NOT use electrical switches.
- Do Not smoke.

The call/report should be treated as an emergency and attended to immediately.

## **15.Procedure for Gaining Access**

ng homes provides guidance for all employees and external contractors involved in the process to demonstrate that all reasonably practicable steps to gain access to tenanted properties has been undertaken. This is with the aim of satisfying the legal duties of the current Gas Safety (Installation and Use) Regulations. Landlords have a duty to maintain all the appliances they own, as well as undertake a safety check and produce a safety record. This is to be undertaken at intervals of no more than 12 months. In the event of no access our No Access Policy will be followed.

## **16.Void Properties**

ng homes employees and contractors will ensure that in the case of a tenant vacating a property, gas fittings/appliances are safe before the property is re-let or worked in by other trades.

On the first occupancy day of the property a full service/safety check and inspection of the installation will be undertaken, and a landlord's Gas Safety Record produced and issued to ng homes and a copy given to the tenant. This is a new tenant and therefore the requirements of the Gas Safety (Installation

and Use) Regulations 36 (6b) apply. A copy of the existing or new Landlord's Gas Safety Record will be given to a new tenant before taking up occupancy.

## **17. Mutual Exchange**

ng homes employees and contractors will ensure that in the case of a tenant vacating/exchanging a property that gas fittings/appliances are safe before the property is re-let.

Particular attention needs to be made of any appliances owned by the vacating tenant that are not removed e.g. cookers will be removed and disposed of.

When an application for 'Mutual Exchange' of properties has been approved, ng homes will ensure that gas fittings/appliances are safe before the exchange can take place. The contractor will complete a new LGSR prior to the exchange.

Mutual exchanges constitute a new tenant and therefore the requirements of the Gas Safety (Installation and Use) Regulations 36 (6b) apply. A copy of the existing or new Landlord's Gas Safety Record will be given to a new tenant before taking up occupancy.

## **18. Temporary Sleeping Accommodation**

Certain appliances, as defined in Regulation 30 of GSIUR, are not permitted to be installed where an area is used as sleeping accommodation.

This also includes a situation where a tenant is using an area for sleeping as a temporary situation.

Regulation 30:

No person shall install a gas fire, other gas space heater, or water heater of more than 14 kilowatt gross heat input in a room used or intended to be used as sleeping accommodation, unless the appliance is a room sealed appliance.

No person shall install a gas fire, other gas space heater, or water heater of more than 14 kilowatt gross heat input in a room used, or intended to be used as sleeping accommodation, and no person shall install an instantaneous water heater unless (in each case):

- It is a room sealed appliance: or

- It incorporates a safety control designed to shut down the appliance before there is a build-up of a dangerous quantity of the products of combustion in the room concerned.

No tenant is permitted to use an area where gas appliances are installed as per the above.

## **19. Quality Control**

ng homes conduct a systematic approach to quality control that is both efficient and effective, and the results clearly demonstrated and documented.

ng homes monitor and record the quality and safety of gas work that is carried out by all gas operatives working within ng homes premises.

To demonstrate the Association's commitment to safety and quality ng homes will undertake and require our contractors to participate in a 'Risk' based quality assurance procedure:

- Contractors' quality control – in line with their contract evaluation submission, with evidence supplied monthly at progress meetings.
- Internal quality control – verification of contractual arrangements and administrative checks on electronic documentation.
- External, independent quality control – provide a level of quality assurance to determine safety compliance and value for money. Across heating installations, repairs and servicing and maintenance work. The levels to be determined by the risks they pose.

## **20. Training**

ng homes will provide gas safety training to relevant staff.

ng homes expect its contractor to have all relevant staff trained and competent in relevant gas safety areas.

## **21. Non-compliance/Escalation Process**

All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred or becoming aware of it.

In cases of serious non-compliance, the CEO will advise the Association's Board of the proposed course of action which may be subject to Board approval. The issue will be disclosed to the Scottish Housing Regulator, and any other relevant organisation such as the Health and Safety Executive.

Where the matter is considered to be a notifiable event the Association's Notifiable Events Policy, and the SHR Statutory Guidance on Notifiable Events, will be followed.

## **22.Conclusion**

ng homes is committed to providing its tenants with safe and healthy homes.

By following this Policy, ng homes aim to prevent any issues with gas from occurring within its properties and to deal with any problems that occur promptly and effectively.

## **23.Other Related Strategies, Policies, Processes and Procedures**

- Adaptations Policy
- Annual Gas Safety Check Access Process
- Annual Gas Safety Check Process
- Asbestos Management Policy and Procedures
- Asset Management Strategy
- Clerk of Works Procedures
- Complaints Policy
- Customer Care Policy
- Damp, Mould and Condensation (DMC) Policy and Procedures
- Data Protection Policy
- Design and Specification Policy
- Development Defects Policy and Procedures
- Development Handover Procedures Policy
- Disaster Recovery Policy
- Electrical Safety in Multi-Storey Blocks Policy
- Electrical Safety Policy and Procedures
- Emergency Lighting in Multi-Storey Blocks Policy
- Estate Management Policy
- Fire Safety in Multi-Storey Blocks Policy
- Fire Safety Policy and Procedures
- No Access Policy
- Notifiable Events Policy
- Repairs and Maintenance Policy

- Risk Management Strategy
- Tenants Right to Repair Policy
- Void Management policy

## **24.UK General Data Protection Regulation 2021 (UK GDPR)**

The ng group will treat your personal data in line with our obligations under the UK General Data Protection Regulation 2021 (UK GDPR) and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notices. The organisation will treat your personal data in line with our obligations under the UK General Data Protection Regulation and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notices.

## **25.Equality Impact Assessment**

This Policy is equally applicable to all. It is recognised that in applying this Policy any necessary action will be taken where appropriate, including making reasonable adjustments, to ensure that there is no detrimental impact to protected characteristics groups.

## **26.Review**

This Policy will be reviewed every three years or earlier in line with regulatory or legislative guidance/changes or good practice guidelines.

## **Appendix 1 - Definitions**

### **Gas Appliances**

Are appliances used for heating, lighting, cooking or other purposes for which gas can be used. In general, portable or mobile appliances are not covered, except for the use of portable or mobile space heaters (e.g. LPG cabinet heaters).

### **Gas Fittings**

Are pipework, valves (other than emergency controls), regulators, meters and fittings, apparatus and appliances designed for the use of the tenant for heating, lighting, cooking or other purposes for which gas can be used.

### **Gas Flues**

A passage for conveying the products of combustion from the gas appliance to the external air.



## **Gas**

Includes natural gas (methane), LPG (Liquified Petroleum Gases) and Hydrogen.



# Board Meeting For Noting

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

**SUBJECT: GOVERNANCE UPDATE**

**DATE: 20 May 2025**

<b>1.</b>	<b>Introduction</b>
	This report provides an update on governance related matters from 15 March 2025 to 9 May 2025.
<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 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;</p> <p><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. 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> <p><b>Recent news/features</b></p> <p>Regulator publishes briefing on Grenfell Tower Inquiry Phase 2 Report and the Social Housing (Regulation) Act 2023; 2 May 2025</p>

<https://www.housingregulator.gov.scot/about-us/news/regulator-publishes-briefing-on-grenfell-tower-inquiry-phase-2-report-and-the-social-housing-regulation-act-2023/>

Regulator announces programme of annual assurance visits to social landlords; 10 April 2025

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

We've updated our Charter Technical Guidance for social landlords; 3 April 2025

<https://www.housingregulator.gov.scot/about-us/news/weve-updated-our-charter-technical-guidance-for-social-landlords/>

Regulator releases report and data on RSL empty homes by Local Authority area; 1 April 2025

<https://www.housingregulator.gov.scot/about-us/news/regulator-releases-report-and-data-on-rsl-empty-homes-by-local-authority-area/>

Scottish Housing Regulator today publishes outcome of its annual risk assessment of social landlords; 31 March 2025

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

Housing Regulator launches its second British Sign Language Plan; 28 March 2025

<https://www.housingregulator.gov.scot/about-us/news/housing-regulator-launches-its-second-british-sign-language-plan/>

Scottish Housing Regulator welcomes new Deputy Chair; 27 March 2025

<https://www.housingregulator.gov.scot/about-us/news/scottish-housing-regulator-welcomes-new-deputy-chair/>

Regulator publishes updated engagement plan for Blochairn Housing Association Ltd.; 24 March 2025

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

Regulator finds serious failings in Perth & Kinross Council Gypsy/Traveller Sites; 21 March 2025

	<a href="https://www.housingregulator.gov.scot/about-us/news/regulator-finds-serious-failings-in-perth-kinross-council-gypsytraveller-sites/">https://www.housingregulator.gov.scot/about-us/news/regulator-finds-serious-failings-in-perth-kinross-council-gypsytraveller-sites/</a>
<b>3.</b>	<p><b>The Office of the Scottish Charity Regulator (OSCR)</b></p> <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>Recent news/features</b></p> <p>OSCR updates automatic disqualification guidance ahead of new charity law changes; 8 May 2025</p> <p><a href="https://www.oscr.org.uk/news/oscr-updates-automatic-disqualification-guidance-ahead-of-new-charity-law-changes/">https://www.oscr.org.uk/news/oscr-updates-automatic-disqualification-guidance-ahead-of-new-charity-law-changes/</a></p> <p>Fundraising Regulator publishes new Code of Fundraising Practice; 28 April 2025</p> <p><a href="https://www.oscr.org.uk/news/fundraising-regulator-publishes-new-code-of-fundraising-practice/">https://www.oscr.org.uk/news/fundraising-regulator-publishes-new-code-of-fundraising-practice/</a></p> <p>Applying to dissolve a solvent SCIO: top tips to get it right; 10 April 2025</p> <p><a href="https://www.oscr.org.uk/news/applying-to-dissolve-a-solvent-scio-top-tips-to-get-it-right/">https://www.oscr.org.uk/news/applying-to-dissolve-a-solvent-scio-top-tips-to-get-it-right/</a></p> <p>Companies House introduce new identification verification service; 8 April 2025</p> <p><a href="https://www.oscr.org.uk/news/companies-house-introduce-new-identification-verification-service/">https://www.oscr.org.uk/news/companies-house-introduce-new-identification-verification-service/</a></p> <p>OSCR welcomes latest proposals to improve charity regulation; 26 March 2025</p> <p><a href="https://www.oscr.org.uk/news/oscr-welcomes-latest-proposals-to-improve-charity-regulation/">https://www.oscr.org.uk/news/oscr-welcomes-latest-proposals-to-improve-charity-regulation/</a></p>
<b>4.</b>	<p><b>Update; ng homes Board Working Group</b></p> <p>The Board Working Group (BWG) was formed in May 2024 to provide a forum for Board members to meet and address the matters raised by the SHR in relation to the Association's change in regulatory status to non-compliant – working towards compliance. The BWG currently meets on a monthly basis although the frequency of the meetings can be altered as agreed by the BWG. The most recent meeting took place on 23 April 2025.</p>



	<p>The membership of the BWG is open to all Board members, who can attend subject to their availability. The BWG plays a key role in returning the Association to compliant status.</p> <p>The BWG's work includes:</p> <ul style="list-style-type: none"> <li>• reviewing the monthly operational performance summary of compliance and looking at material variations.</li> <li>• reviewing the Compliance Report with statistics presented by senior staff at each meeting</li> <li>• reviewing progress on the Governance and Improvement Plan and agreeing relevant actions with the CEO and senior managers to ensure compliance with legislative and regulatory requirements.</li> </ul> <p>The BWG also approve the operational performance summary of compliance and the updated Governance and Improvement Plan and approve these to be sent to the SHR and all Board members monthly.</p> <p>The Association is complying with the terms of our Engagement Plan. This includes providing our Regulation Manager with monthly updates on the operational performance summary of compliance together with updates on our progress in implementing the Governance and Improvement plan, highlighting the actions we are taking to address issues identified and any improvements achieved.</p> <p>All of the above, provides the Board with assurance, linked to the following governance standards:</p> <ul style="list-style-type: none"> <li>• Standard 1 – guidance standard 1.3</li> <li>• Standard 4 – guidance standard 4.1</li> <li>• Standard 4 – guidance standard 4.4</li> </ul>
<b>5.</b>	<b>Update; Independent Consultant Reviews</b>
	<p>Both independent consultants commissioned by the Board to conduct reviews are progressing their work. The health and safety review will be the subject of a separate report to the Board at the May Board meeting and it is anticipated that interim governance report and resultant actions will be the subject of a future Board meeting.</p> <p>As previously reported for background information, two suitably qualified, independent consultants were commissioned by the Board to support them by conducting the following;</p> <p>i) An in-depth review of the Association's tenant and resident safety arrangements including risks in the following;</p> <ul style="list-style-type: none"> <li>o Asbestos</li> <li>o Damp and Mould</li> <li>o Electrical Safety</li> <li>o Fire Safety</li> </ul>

- o Gas Safety
- o Lift Safety
- o Water Safety

and

ii) An in-depth review of the Association's governance arrangements with a view to identifying recommendations for improvements. The review to include (but not limited to) the following;

- o Governance framework
- o Board and Committee structure
- o Frequency of Board meetings
- o Format and content of Board reports and minutes
- o Board member training
- o Governance policies
- o Good practice across the sector

Both reviews are now underway. The sequencing of the work and areas of priority have been agreed by the BWG, and the consultants are liaising with the relevant staff to make the necessary arrangements for access etc. and the consultants will provide the Board with update reports at agreed intervals.

The Consultant, [REDACTED] (H&S Compliance UK Ltd) and her associates have now completed the following reviews:

- Electrical Safety
- Gas Safety
- Lift Safety

Further audits are scheduled as follows:

- Water Safety - 29 April 2025
- Damp and Mould Management - 30 April 2025

The remaining compliance areas of Asbestos Management and Fire Safety will follow thereafter. The consultant will be presenting the reports on her completed reviews to members at the May Board meeting.

Governance Consultant, [REDACTED] review is also in progress, starting with:

- Governance framework including constitutional structures, schedule of meetings
- Delegated authorities and remits

The remaining governance areas will follow.



██████████, Governance consultant, provided feedback on her initial review of the governance and constitutional arrangements for both the Association and the ng group to the Board Working Group at the meeting on 20 February. Following preliminary discussions at that meeting, an interim report was prepared and presented by ██████████ to the Board Working Group at their meeting on 20 March for consideration and discussion and this interim report was subsequently presented to members at the Board meeting on 25 March 2025. At the meeting, the Board approved the Consultant's report and the proposals contained within for consideration. The Board tasked Senior Officers to come back to the May Board meeting with outline proposals to support implementation for Board members consideration. The consultant met with staff on 10 April 2025 to discuss how to progress matters. A report with outline proposals is being prepared for the Board for discussion at a future Board meeting.

## 6. Board Training

The following learning and development events were booked for Board members during the period covered by this report.

Course / Webinar / Conference Subject	No of Board members attending	Date(s)	Training Provider
Share 2025 Annual Conference	1	24/4/25	Share
Governing Body Members Forum (on-line)	1	15/5/25	SFHA
EVH 2025 Annual Conference	3	16/5/25 – 15/5/25	EVH

As previously communicated, we are keen to support members who would like to take part in any training session or learning event.

### Learning through Share

The Association pays Share's annual membership subscription for the Board. This gives Board members access to a range of learning and development activities including e-learning and formal training and attendance at events. Share's website [www.share.org.uk](http://www.share.org.uk) is a useful resource where you can access information on planned training, network groups and learning events. Board members are asked to look at the Share website and others to explore any learning and development opportunities. It is also suggested that Board members utilise the Share e-learning system, as there are lots of short, interesting modules designed specifically for Board members that would be informative and beneficial.

### Other training and learning opportunities



	<p>These are provided by a range of organisations including SFHA, EVH and CIH that continue to offer training and awareness sessions, webinars, and conferences.</p> <p><b>Sector events planned</b></p> <ul style="list-style-type: none"> <li>SFHA Annual Conference; The Radisson Blu, Glasgow, 10 – 11 June 2025</li> <li>TPAS (Scotland) Annual Conference; Golden Jubilee Hotel, Clydebank, 20 – 22 June 2025</li> </ul> <p><b>Health and Safety for Board members</b></p> <p>We are aiming to schedule a training session on Health &amp; Safety for Board members during Q1/Q2 (date tbc). Due to the importance of this topic it is planned to deliver this in advance of the planned Board Training Away Event as detailed in section 7 below.</p>
<b>7.</b>	<b>Plan for the delivery of Board training 2025/26</b>
	<p>Members recognise that Board Training remains integral to supporting good governance and therefore it is important that members continue to have access to a wide range of learning and development resources. Further discussions following on from the 2024 Board Strategy events, have reinforced the importance of ensuring that the training is designed in a format that meets Board members needs and is delivered at a time that suits their availability. As previously reported, it is recognised that training is a big investment of time for Board members and requires a sizable investment in time and money for the organisation, therefore it is important to maximise the benefit for individuals and the Association. Members have agreed a new approach for 2025/26 whereby we will design and organise a 2/2.5-day Board Training Away event in Q3 to support this. A plan is now being developed for this to cover both Board training and the annual Board strategy content and we have made initial enquiries with local hotels regarding availability. Details of this will be the subject of a future Board report.</p>
<b>8.</b>	<b>Ombudsman / First Tier Tribunal Complaints</b>
	<p><b>Scottish Public Services Ombudsman (SPSO)</b></p> <p>There was one new complaint to the Scottish Public Services Ombudsman during the period covered by this report, the Association provided our response to the SPSO and we are awaiting their response/decision.</p> <p><b>First Tier Tribunal Complaints</b></p> <p>There were no First Tier Tribunal complaints to report.</p>
<b>9.</b>	<b>Recommendation</b>
	Board members are asked to NOTE the contents of this report.





## Board Meeting

### For Noting

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

**SUBJECT: SCOTTISH HOUSING REGULATOR**

**DATE 20 May 2025**









<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>
	There have been no notifiable events reported to the Scottish Housing Regulator since the last meeting.
<b>3.</b>	<b>Recommendation</b>
	Members are asked to note the above information.









# Board Meeting For Noting



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

**SUBJECT: KPI PERFORMANCE INDICATORS 24/25      DATE: 20 May 2025**

1.	Key Performance Indicators (KPIs):				
	Indicator	Out turn 23/24	Target 24/25	Year to Date April 24 – March 25	Risk
	Voids				
	Vacancies in lettable stock	413 (8%)	10%	383 (7.1)	
	Lets	409	No Target	506	
	Section 5 Homeless Lets	40%	45%	41.1%	
	Average re-let timescale	26.3 days	25 days	26.4 days	
	Offers Refused	21.2%	30%	16.9%	
	Rent & Arrears				
	Void rent loss	0.6%	0.7%	0.7%	
	Gross rent arrears (Current, Former & W/Off)	5.1%	5.5%	5.1%	
	Non-Technical Arrears	3.2%	4.0%	2.9%	
	% of tenants with arrangements.	77% (£646,087)	No Target	74% (602,988) are on an arrangement and 68% are maintaining their arrangement	
	Tenancy Sustainment				
	Tenancies Sustained for more than 12 months	92%	85%	94%	

Indicator	Out turn 23/24	Target 24/25	Year to Date April 24 – March 25	Risk
<b>Anti-Social Behaviour</b>				
No of Anti-Social Cases received in the year	57	No Target	<b>75</b>	
No of Anti-Social Cases resolved in the year & within timescale	48 Resolved 100%	90%	<b>69</b> <b>100%</b>	
<b>Court Action &amp; Evictions</b>				
New Court Actions	53	No Target	<b>26</b>	
Court Actions that resulted in Evictions	6 Rent Arrears 1 – Housing Issue	No target	<b>14 Rent Arrears</b> <b>2 Anti Social Behaviour</b>	
<b>Repairs</b>				
Average timescale to complete emergency repairs	4 hrs (9444)	24 hrs	<b>4.23 hours</b> <b>(9764)</b>	
Average timescale to complete non-emergency repairs	6.14days (9808)	10 days	<b>5.85days</b> <b>(10605)</b>	
Reactive Repairs completed right first time.	84.22%	90%	<b>90.08%</b>	
<b>Gas Safety Certificate Compliance</b>				
% with current gas safety certificate	100%	100%	<b>100%</b>	
Properties with gas cert' renewed within 12 months	100%	100%	<b>100%</b>	



	Indicator	Out turn 23/24	Target 24/25	Year to Date April 24 – March 25	Risk
	<b>Adaptations</b>				
	Application brought forward from 23/24	10	No Target	<b>20 (8 cancelled)</b>	
	Applications approved YTD	127	No Target	<b>174</b>	
	Number of medical adaptations completed.	121	No Target	<b>78</b>	
	Average days taken to complete adaptations	30.7 days	30 days	<b>9.96 days</b>	
	<b>Customer Satisfaction</b>				
	Overall Service Level	81.4%	90%	<b>73.01%</b>	
<b>2.</b>	<b>Areas for Improvement</b>				
	<p><b>Section 5 Homeless Lets</b></p> <p>Our lets to homeless at the year-end is 41%, We have let 506 properties in total and 94 of these were properties let to Ukrainians through the Scottish Government Ukrainian Resettlement Programme. If we were to discount the 94 flats from our total lets, our lets to homeless would be 51% against a target of 45%.</p> <p><b>Customer Satisfaction – Overall Service</b></p> <p>73.1% Satisfied, 16.0% Dissatisfied, 10.2% neither nor and 0.7% don't Know</p> <p>Of the 724 tenants surveyed, 116 of those tenants (16.0%) were not satisfied. There is not one particular area of dissatisfaction:</p> <p>51 tenants were unhappy with the repairs service (slabbing, bin areas, internal repairs in general)</p> <p>32 tenants were unhappy with housing issues (e.g – ASB, Communication, Rents, Environmental Issues and Fly Tipping)</p> <p>24 tenants were unhappy with the level of investment in their homes</p> <p>9 tenants did not want to be contacted</p> <p>Although Scottish Housing Network report a decline in tenant satisfaction across the sector as a whole since 2019/2020, we are continuing to carry out further analysis into why our tenants</p>				



	are not satisfied to allow us where possible, to improve the service provided to our tenants. We will report back to the board at a future meeting with the outcome.
<b>3.</b>	<b>Recommendation</b>
	The Board are asked to note the Key Performance Indicators for 1 <sup>st</sup> April 24 – 31 <sup>st</sup> March 25



# Board Meeting For Noting

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

**SUBJECT: COMPLAINTS AND COMPLIMENTS  
(Q4 2024/25)**

**DATE: 20 May 2025**

1.	Introduction																																																											
	This report updates the Board on complaints and compliments received for the 3-month period 1 January to 31 March 2025 (Q4).																																																											
2.	Complaints Monitoring Q4 2024/25																																																											
	<p><b>a) Analysis of Complaints received in the period 1 January to 31 March 2025.</b></p> <p>Over the 3-month period, a total of 49 complaints were received. In addition to the numbers below, there were also 3 complaints escalated from Stage 1 to Stage 2 in the period. The table below details the service area which the complaint was logged under.</p> <table><tr><th>Complaint Service Area</th><th>Received at Stage 1 *</th><th>Received directly at Stage 2</th><th>Total</th></tr><tr><td>Contractors</td><td>34</td><td>0</td><td>34</td></tr><tr><td>Investment</td><td>3</td><td>0</td><td>3</td></tr><tr><td>Repairs</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Other Housing</td><td>1</td><td>0</td><td>1</td></tr><tr><td>Anti-Social</td><td>2</td><td>1</td><td>3</td></tr><tr><td>Rent and Arrears</td><td>1</td><td>0</td><td>1</td></tr><tr><td>Allocations</td><td>1</td><td>0</td><td>1</td></tr><tr><td>Close Cleaning and Backcourt Maintenance</td><td>1</td><td>0</td><td>1</td></tr><tr><td>About a Staff Member</td><td>0</td><td>3</td><td>3</td></tr><tr><td>Landscaping and Garden Maintenance</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Factoring</td><td>2</td><td>0</td><td>2</td></tr><tr><td>Concierge</td><td>0</td><td>0</td><td>0</td></tr><tr><td><b>Total</b></td><td><b>45</b></td><td><b>4</b></td><td><b>49</b></td></tr></table> <p><i>* NB this includes escalated complaints as they were first received at Stage 1</i></p> <p><b>b) SPSO Key Performance Indicators</b></p> <p>The attached Appendix contains a snapshot of ng homes complaints data for Quarter 4.</p>				Complaint Service Area	Received at Stage 1 *	Received directly at Stage 2	Total	Contractors	34	0	34	Investment	3	0	3	Repairs	0	0	0	Other Housing	1	0	1	Anti-Social	2	1	3	Rent and Arrears	1	0	1	Allocations	1	0	1	Close Cleaning and Backcourt Maintenance	1	0	1	About a Staff Member	0	3	3	Landscaping and Garden Maintenance	0	0	0	Factoring	2	0	2	Concierge	0	0	0	<b>Total</b>	<b>45</b>	<b>4</b>	<b>49</b>
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<b>Total</b>	<b>45</b>	<b>4</b>	<b>49</b>																																																									

3.	<b>Method of Complaint</b>										
	<p>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>51%</td> </tr> <tr> <td>Phone</td> <td>37%</td> </tr> <tr> <td>Post</td> <td>6%</td> </tr> <tr> <td>In Person</td> <td>6%</td> </tr> </tbody> </table>	Method	Percentage	Electronic	51%	Phone	37%	Post	6%	In Person	6%
Method	Percentage										
Electronic	51%										
Phone	37%										
Post	6%										
In Person	6%										
4.	<b>You Said, We Did (<i>complaints made and action taken</i>)</b>										
	<p><b>You Said</b> – A tenant complained about the lack of external wall insulation for the building as her home was cold.</p> <p><b>We Did</b> – We explained that we are actively pursuing potential future funding for external wall insulation and we raised a work order for repairs to the windows to address any draughts.</p> <p><b>You Said</b> – A tenant complained about the poor standard of the stair cleaning service in the block.</p> <p><b>We Did</b> – The close cleaner attended and spent several hours ensuring the close was cleaned to the required standard. The supervisor agreed to personally inspect the close after cleaning for the next few months to ensure it's completed to the required standard.</p> <p><b>You Said</b> – A tenant complained about a hole in her pathway which causes rainwater to pool and restricts her from leaving her property and that a recent repair had not resolved the issue.</p> <p><b>We Did</b> – We explained that we had inspected the paving after the complaint was received and could not see any issue but this would be revisited when there is heavy rain.</p>										
5.	<b>Compliments received Q4 2024/25</b>										
	<p>As well as receiving complaints, 2 compliments were recorded in our register for Q4. These included the following messages of thanks:</p> <ul style="list-style-type: none"> <li>• Thanks for all your help with my new house.</li> <li>• Thanks for my new shower. I am absolutely delighted with it and there was not one bit of damage, not even a cracked tile, I can't thank you enough for all your help.</li> </ul>										
6.	<b>Recommendation</b>										
	Board members are asked to note this report.										

## Complaints KPIs

### Indicator One

Quarter	Number of complaints <b>received</b> at S1 ( <b>includes escalated</b> complaints as they were first received at Stage 1)	Number of complaints <b>received</b> directly at Stage 2	Total complaints <b>received</b> .	Relation to organisation's housing stock
Q4	45	4	49	0.74%

### 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 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 S2 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	39	83%	7	100%	3	100%

### 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	5.02 days	14.86 days	10.5 days

### Indicator Four

Quarter 3	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each category:	12	10	12	13
% of complaints as % of all complaints closed at Stage 1	25.5%	21%	25.5%	28%
Number of S2 complaints in each category:	0	2	5	0
% of direct S2 complaints closed at S2 in each category:	0%	29%	71%	0%
No of complaints closed after escalation in each category:	1	0	1	0
% of all complaints closed after escalation	50%	0%	50%	0%

Extensions can be authorised in exceptional circumstances. However these are considered as "late" ie not completed in timescale





## Board Meeting For Noting

**To:** Board  
**From:** Communications Officer

**SUBJECT: COMMUNICATIONS UPDATE Q4**

**DATE 20 MAY 2025**

<b>1.</b>	<b>Introduction</b>
	This report provides the Board with an update on communications and media information from 1 January 2025 to 31 March 2025 (Q4).
<b>2.</b>	<b>Overview</b>
	<p>Since the previous report, issue 27 of <i>breaking news</i> (the staff internal newsletter) was completed in March and released at the end of the quarter. The next issue of <i>breaking news</i> will be due around June (2025) with the next issue of North News due to be published in July 2025.</p> <p>Our online housing application continues to work well, with no operational issues reported over the quarter. Development work has also been ongoing on ngPulse, the staff intranet, with additional content being added regularly. We are working with the Health and Safety Manager to develop a section to support a health and safety campaign due to run over 2025 in response to staff concerns.</p> <p>As noted in the previous update, a request had been put forth by the Staff Wellbeing Group for forms to be added to ngPulse; this was largely completed in Quarter 4. Housing Services is identifying appropriate forms to add which can be actioned in Quarter 1.</p> <p>Use of CX-Feedback has increased over the quarter, with the first automated survey launching in March (seeking feedback on the tenancy 'sign-up' process). The Communications Officer has been working closely with other staff across departments to provide overviews and training of the software, encouraging continued uptake from longer-terms projects to site-specific updates or events. The software was successfully used in the promotion of the Community Connect event in late March 2025, with many tenants mentioning the 'text message' when asked how they had heard about the event. Plans for use around investment projects will be discussed during Quarter 1.</p> <p>Messages have so far received high open rates (above 30%), helping ng homes with the renewed focus on tenant communication and engagement, supplementing traditional forms with quick, easy and inclusive digital options. The system is still fairly new, having only been in use for one quarter; early indications suggest the software will be an effective replacement for SurveyMonkey, allowing ng homes to cancel that subscription prior to the 2026 renewal. As</p>

	<p>tenant communication and engagement is an area of focus for the Association over the coming year, we will be able to make increased use of the software through ad-hoc messages and planned campaigns, (feedback) surveys and more.</p> <p>An introductory conversation was also held with Communication Inclusion People, a consultancy who work to improve inclusion communications. Part of this could be to review the tenant 'communication journey' as well as providing additional resources/support to encourage inclusive communications across the Association. This was initiated by the previous Head of Housing and picked up by the Communications Officer, this will be revisited in Quarter 1 or 2 with the new Head of Housing.</p> <p>The Communications Officer has supported other projects during the period covered by this report, including:</p> <ul style="list-style-type: none"> <li>• Media Centre updates including the school bank project which launched in Saracen Primary and St Teresa's Primary schools.</li> <li>• February newsletter for Factoring.</li> <li>• Further work on the School Charter to be agreed with Saracen Primary School.</li> <li>• Re-writing a draft of the Digital Strategy – a significant piece of work in ongoing to rework the draft to incorporate comments and feedback. This is a large project which will need wider involvement from across the Association to ensure that the Digital Strategy underpins strategic goals and is both realistic and achievable.</li> <li>• Final editing and publication of the Tenant's Health and Safety Handbook, covering seven key areas of compliance, supplied with the rent letters in February 2025.</li> <li>• Community events including the Chinese New Year celebrations (January/February), a school bank launch in partnership with Pollok Credit Union in Saracen Primary and St Teresa's Primary Schools (March), a partnership with Make it Glasgow (Bella the Beithir/school 'scales'/pods) and a Community Connect event in March.</li> <li>• Staff Wellbeing Group suggestions including a focus on Health and Safety (liaising with ng homes' Health and Safety Manager).</li> </ul>
<b>3.</b>	<b>Website Analysis</b>
	<p>Google Analytics (GA) monitors the ng group's website traffic and can be used to produce reports covering audiences, locations, popular pages, and what devices are used. Both ng homes and the Media Centre appear to have been holding steady, with slight growth, over the quarter.</p> <p>During Q4, the ng group website had:</p>



Audience	Popular pages	Devices used
5,700 users	ng homes (Homepage) Apply for a home Repairs Mid-Market rent	Mobile phone devices (71%) Desktop computer/laptop (28%) Tablets (1%)
<p>Over Q4, our Business Profiles recorded:</p> <ul style="list-style-type: none"> <li>• <b>ng homes (50 Reidhouse Street):</b> 1,793 interactions with 73% viewing through via a mobile device. Over the period, 4,879 'visits' or 'searches' were recorded by Google with 'ng homes', 'ng homes glasgow' and 'nghomes' being the most frequently entered search terms.</li> <li>• <b>ng homes (139 Saracen Street):</b> 1,052 interactions with 73% viewing through via a mobile device. Over the period, 3,978 'visits' or 'searches' were recorded by Google with 'ng homes', 'ng homes glasgow' and 'ng homes contact number' being the most frequently entered search terms.</li> <li>• <b>252 Saracen Street:</b> 123 interactions with 42% viewing through via a mobile device. Over the period, 100 'visits' or 'searches' were recorded by Google with variations on the telephone number 0141 336 1600 being the most frequently entered search terms.</li> <li>• <b>ng2 Ltd:</b> 222 interactions with 47% viewing through via a mobile device. Over the period, 59 'visits' or 'searches' were recorded by Google with variations on the ng homes being the most frequently entered search term.</li> </ul>		
<b>4. App</b>		
<p>For the period there have been 52 new downloads. The app is promoted regularly through social media channels, appears on the homepage of the website and has been featured in both the staff newsletter and in North News. We have QR codes which appear on all promotional material for the app. These QR codes allow anyone interested to launch the download link by scanning a barcode with their smartphone.</p> <p>Promotion of the app was paused in Q3 while required updates were put in place. This is now in place and further changes are not expected imminently. Re-registration of the ng homes app on Google and Apple App stores followed albeit slowly due to issues caused by Google Play (addressed by our external website and app developer Kiswebs). The Apple App Store also required updates to our information to confirm ng homes as the proprietary body behind the app in lines with EU regulations; this has been completed. Kiswebs notified us to update emails which had been knocked off during the development work – all forms were back up and running back the end of Quarter 4, with repairs most recently updated to the Repairs inbox.</p>		

5.	<b>Social Media</b>
	<p>Social media allows ng homes to communicate with customers through a digital channel and offers an alternative way for customers to contact the Association. Content is posted regularly to ensure pages and channels are active, responding where possible to topics of interest/concern and timely signposting to advice or information.</p> <p>Changes to the internal reporting analytics in 2024 now mean many internal analytics have disappeared behind a paywall. Due to external factors, X (Twitter) accounts have experienced a small drop in followers as people leave the platform. This is a topic of regular discussion in the SFHA Communications Forum – discussion is mixed, with some Housing Associations exploring other platforms. However, there hasn't been a large-scale migration away across the Housing sector at the time of writing. We will continue to monitor this at regular intervals and make adjustments if required.</p> <p>We continue to use the following channels:</p> <ul style="list-style-type: none"> <li>• <b>X (Twitter) - @ng_homes</b></li> </ul> <p>This channel shares housing and corporate related information. Where appropriate, this channel also shares community-based events and updates, particularly where ng homes is actively involved.</p> <ul style="list-style-type: none"> <li>• <b>X (Twitter) - @ngha_community</b></li> </ul> <p>This channel shares and promotes community activities. This channel is run by the Project Manager in Housing Services.</p> <ul style="list-style-type: none"> <li>• <b>Facebook - @nghacommunity</b></li> </ul> <p>This channel shares and promotes community activities along with sharing essential housing and corporate information.</p> <ul style="list-style-type: none"> <li>• <b>Instagram - @ng__homes</b></li> </ul> <p>This channel shares housing and corporate related information in a visual format. Where appropriate, this channel also shares community-based events and updates, particularly where ng homes is actively involved.</p> <ul style="list-style-type: none"> <li>• <b>LinkedIn – ng homes</b></li> </ul> <p>This channel shares housing and corporate related information, particularly around vacancies for both ng homes and ng2. Relevant visits and media coverage will also be shared. The social media accounts mentioned above will be reported on moving forward.</p> <p><b>X (formerly Twitter)</b></p>

Regular content on the @ng\_homes page/channel continued to support engagement. We will continue to collaborate with the Staff Wellbeing Group and staff across the Association to identify/highlight content to further grow engagement and ng homes' social profile.

Social channel	Tweets	Impressions	Followers
@ng_homes	146	16,154	2,310
@ngha_community	20	4,396	1,201

### Facebook

Analytics covers the @nghacommunity Facebook page. Figures here have been calculated using the 'Meta Business Centre' recording tools.

Page reach – Q4	Page likes – Q4	Audience – Q4
7,280	Page likes – 738 Page followers - 885	74% Female 26% Male 67% viewing from Glasgow

### Instagram

ng homes' account maintained steady levels of engagement in Q4. Figures for Q4 are included below:

Accounts reached	Post and stories reach	Profile visits
1041	Impressions: 6,103	85

We will monitor and review the best use of social media channels to communicate with the Association's customers.

## 6. North News

Issue 68 will be Summer 2025 which is scheduled to be written in May/June for delivery in July ahead of the Glasgow Fair holiday weekend. Our content deadline will be the end of May 2025 to allow for editing over the first couple weeks in June.

If members have any suggestions or would like to contribute to the next issue, please contact our Communications Officer, [REDACTED], at: [media@nghomes.net](mailto:media@nghomes.net).

## 7. Media Centre/PR

The Media Centre is a valuable channel of communication. Quarter 4 was quieter, however content was still posted covering news, blogs, events, and press releases from money

	<p>management workshops with Pollok Credit Union, marking the Chinese New Year celebrations, a reminder of the importance of electrical safety checks and allowing access, a notice about CX-Feedback (new way of communicating/asking for feedback) and a story on the launch of the school banks at Saracen Primary and St Teresa's Primary Schools.</p> <p>Quarter 4 saw a flip with Mobile (57%) replacing Desktop (41%) as the main source to view content with viewers accessing the stories through tablet making up the remainder (2%).</p> <p>The most viewed press releases and news articles include:</p> <ul style="list-style-type: none"> <li>• A news story sharing and promoting planned money management workshops with Pollok Credit Union (**later cancelled by Pollok Credit Union due to poor uptake);</li> <li>• A press release marking the Chinese Lunar New year; and</li> <li>• A news story highlighting the school bank programme.</li> </ul> <p>Views and engagement with content shared through the Media Centre remains positive. This underlines the importance of regular content covering a range of topics and identifying positive stories and opportunities for sharing what's going on with the ng group, utilising all options (press release, news, blogs, and events).</p> <p>MyNewsDesk renews annually in November with a deadline of 90 days prior to end the subscription, if we were to choose to do so (approximately August). A new account manager is now in place following a period of significant movement at MyNewsDesk – we spoke with the account manager in early Quarter 4. We have begun a review of competitors/potential alternatives to MyNewsDesk looking at features, reviews and pricing with introductory calls made to a number of platforms. We aim to revisit notes from these meeting in Quarter 1 to prepare a recommendation ahead of the renewal period, keeping in mind the raft of other changes due to take place within the Association throughout the year.</p>
<b>8.</b>	<b>Google Accounts – Reviews</b>
	<p><u>Google Reviews</u></p> <p>There was one review left for ng homes during Quarter 4. This followed our standard practice of acknowledging the review; negative reviews are provided with a contact email. No further engagement/communication has been received through the Google Review platform as of the time of writing of this report.</p>
<b>9.</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: REGISTER OF INTERESTS YTD**

**DATE: 20 May 2025**

<b>1.</b>	<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) 2012 Governance Standard 5.4, "Governing body members and staff declare and manage openly conflicts of interest and ensure they do not benefit improperly from their position".</p>																										
<b>2.</b>	<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>4</td></tr><tr><td>Someone connected to me is a tenant</td><td>1</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 area (not factored)</td><td>0</td></tr><tr><td>I am a Board Member of a ng group subsidiary</td><td>4</td></tr><tr><td>I am a volunteer/involved with a local community organisation</td><td>4</td></tr><tr><td>I am a shared owner</td><td>1</td></tr><tr><td>I am 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><tr><td>I am connected to someone who has a financial or business interest in a company which does business with ng homes</td><td>1</td></tr></table> <p><b>Employees:</b> At the time of writing this report on 13 May 2024 there were 208 employees in ng group. This includes 102 ng homes staff plus 11 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	4	Someone connected to me is a tenant	1	I am a factored owner	2	Someone connected to me is a factored owner	0	I own property in area (not factored)	0	I am a Board Member of a ng group subsidiary	4	I am a volunteer/involved with a local community organisation	4	I am a shared owner	1	I am 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	I am connected to someone who has a financial or business interest in a company which does business with ng homes	1
Interest	Declarations																										
I am a tenant	4																										
Someone connected to me is a tenant	1																										
I am a factored owner	2																										
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I own property in area (not factored)	0																										
I am a Board Member of a ng group subsidiary	4																										
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Relevant political or campaigning activities	2																										
I am connected to someone who has a financial or business interest in a company which does business with ng homes	1																										

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

Interest	Declarations
I am a tenant	3
Someone connected to me is a tenant	10 (covering 14 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	5 (covering 6 properties)
I own land/property in area which is not my own home	2
Someone connected to me is also an employee of ng homes or ng2	17
Someone connected to me has a financial or business interest in a company which may seek to do/does business with ng homes	0
I am a director of a ng group subsidiary	3
Paid/voluntary work with organisation that does business with ng homes	1
I am a Board member of another housing association	1
I am a member/director with a local community organisation	0

**Employee Declarations (ng2 staff)**

Interest	Declarations
I am a tenant	8
Someone connected to me is a tenant	10
I am a housing applicant	3
Someone connected to me is a housing applicant	1
I am a factored owner	2
Someone connected to me is a factored owner	2
Someone connected to me is also an employee of ng homes or ng2	9
Someone connected to me has a financial or business interest in a company which may seek to do/does business with ng homes	0
I am a director of a ng group subsidiary	0
Paid/voluntary work with organisation that does business with ng homes	0
I am a Board member of another housing association	0
I am a volunteer/involved with a local community organisation	0

**3. Recommendation**

Board is requested to note declaration information for all parts of the ng group.





# Board Meeting For Noting

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

**SUBJECT: FREEDOM OF INFORMATION Q3 & Q4**

**DATE: 20 May 2025**

<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. 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 1 FOISA request and 4 EISR requests during Q3 and Q4 2024/25. The requests for information included the following:</p> <ul style="list-style-type: none"><li>• The number of residential properties that ng homes is currently responsible for.</li><li>• The number of these homes which are currently considered unusable or are considered unfit for habitation (or the equivalent term used by ng homes) as they do not meet The Tolerable Standard under the Housing (Scotland) Act 1987.</li><li>• The number of these homes which currently have tenants living in them.</li></ul> <p>The number of people currently on ng homes' waiting list, along with details of the property sizes they are seeking in terms of bedrooms. Specifically the following:</p>



	<p>The number of people waiting for:</p> <ul style="list-style-type: none"> <li>• 1-bedroom properties</li> <li>• 2-bedroom properties</li> <li>• 3-bedroom properties</li> <li>• 4-bedroom or larger properties</li> </ul> <ul style="list-style-type: none"> <li>• The number of houses that are currently overcrowded and where occupants require larger properties.</li> <li>• The number of houses that are under-occupied and where occupants are seeking smaller properties.</li> </ul> <p>Information on low-carbon heating solutions implemented in ng homes housing stock. Specifically:</p> <ul style="list-style-type: none"> <li>• The types of low-carbon heating systems installed in properties managed by your housing association (eg heat pumps, solar panels, district heating systems, etc.).</li> <li>• The number of properties where such technologies have been deployed.</li> <li>• Which properties are currently installed with which low carbon heating systems (e.g. address with type of heating system).</li> <li>• The total number of occupants in social housing managed by North Glasgow Housing Association Ltd.</li> <li>• The total number of UK nationals who are occupants in social housing managed by North Glasgow Housing Association Ltd.</li> </ul> <p>If a requester is unhappy with the response from the Association they have the right to request a review from us. There was one request for review received in the period. All information requests were responded to within the target timescale of 20 working days.</p>
<b>4.</b>	<b>Subject Access Requests</b>
	<p>The SIC also collect data on Subject Access Requests (SARs) received under the heading "Number of Requests Received Under the Data Protection Act" to assess how the number of FOISA and EISR requests authorities receive compares to the number of Subject Access Requests received. A Subject Access Request is where a person requests copies of their own personal information. In Q3 and Q4 the ng homes group received 8 SARs. Seven were responded to within the target timescale of one month from receipt and one took slightly longer as it required legal input.</p>
<b>5.</b>	<b>Recommendation</b>
	Board members are asked to NOTE the contents of this report.

# Board Meeting For Noting

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

**SUBJECT: GIFTS, HOSPITALITY AND DONATIONS  
Q3 & Q4**

**DATE: 20 May 2025**

1.	<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 2024 to 31<sup>st</sup> March 2025.</p> <table><tr><th>Date</th><th>From</th><th>To</th><th>What</th><th>Approx. Value</th><th>Accepted/declined</th><th>Notes</th></tr><tr><td>16/12/2024</td><td>Tenant</td><td>Housing Manager</td><td>Bottle of White Wine</td><td>£6</td><td>Accepted</td><td>Donated to staff Christmas Prize Draw</td></tr><tr><td>16/12/2024</td><td>Mitchell Drainage</td><td>Technical Officer</td><td>Bottle of Rose Wine and tub of Quality Street</td><td>£14</td><td>Accepted</td><td>Donated to staff Christmas Prize Draw</td></tr><tr><td>17/12/2024</td><td>Briden Construction Group</td><td>Property Services</td><td>3 tubs of chocolates and 12 assorted bottles of wine, prosecco and champagne</td><td>£150</td><td>Accepted</td><td>Donated to staff Christmas Prize Draw</td></tr><tr><td>18/12/2024</td><td>Wright &amp; Kerr</td><td>ng homes</td><td>6 bottles of wine and 6 bottles of cava.</td><td>£98</td><td>Accepted</td><td>Donated to staff Christmas Prize Draw</td></tr><tr><td>18/12/2024</td><td>Insight</td><td>Property Services</td><td>1 bottle of Prosecco and 1 Pannetoni</td><td>£19</td><td>Accepted</td><td>Donated to staff Christmas Prize Draw</td></tr><tr><td>11/02/2024</td><td>Tenant</td><td>Housing Officer</td><td>1 bottle of Soplica Vodka</td><td>£14</td><td>Accepted</td><td>Donated to staff Christmas Prize Draw 2025</td></tr></table>	Date	From	To	What	Approx. Value	Accepted/declined	Notes	16/12/2024	Tenant	Housing Manager	Bottle of White Wine	£6	Accepted	Donated to staff Christmas Prize Draw	16/12/2024	Mitchell Drainage	Technical Officer	Bottle of Rose Wine and tub of Quality Street	£14	Accepted	Donated to staff Christmas Prize Draw	17/12/2024	Briden Construction Group	Property Services	3 tubs of chocolates and 12 assorted bottles of wine, prosecco and champagne	£150	Accepted	Donated to staff Christmas Prize Draw	18/12/2024	Wright & Kerr	ng homes	6 bottles of wine and 6 bottles of cava.	£98	Accepted	Donated to staff Christmas Prize Draw	18/12/2024	Insight	Property Services	1 bottle of Prosecco and 1 Pannetoni	£19	Accepted	Donated to staff Christmas Prize Draw	11/02/2024	Tenant	Housing Officer	1 bottle of Soplica Vodka	£14	Accepted	Donated to staff Christmas Prize Draw 2025
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	Board members are asked to note this report.
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ng PROPERTY LIMITED BOARD ATTENDANCE 2024-25

	18.12.24	19.3.25			
C Rossine	P	P			100%
J Thorburn	A	P			50%
I Munro	X				0%
P Miller	P	P			100%
J Berrington	A	A			0%
G Satti	P	A			50%
L Cooper	P	A			50%
B Hartness	P	P			100%
C Baird	A	P			50%
% Total	56%	63%			

P - PRESENT  
A - APOLOGIES  
X - ABSCENT  
A\* - LEAVE OF ABSENCE  
GRANTED

TARGET ATTENDANCE - 80%  
AVERAGE ATTENDANCE - 59%





# Board Meeting Minutes

**Meeting:** NGPS Board **Location:** The Ron Davey Enterprise Centre / Microsoft Teams

**Date:** 19 March 2025 **Time:** 4.00pm

**Attendees:** C Rossine R Hartness – BH  
P Miller C Wilson  
C Baird  
J Thorburn (Acting Chair)

**Apologies:** J Berrington  
G Satti  
L Cooper

**Present**

**Minute Taker:** C Wilson (CW)

	Agenda	Action	Date
1.	<b>Apologies</b>		
	As above		
2 a	<b>Disclosure of Interest and Attendance</b>		
	No declarations of interest were made.		
3.	<b>Minutes of Meeting 18<sup>th</sup> December 2024</b>		
	Minutes were agreed as an accurate record.		
	<b>Proposed:</b> P Miller <b>Seconded:</b> C Rossine		
4.	<b>Reports for Approval</b>		
(a)	<b>Management Accounts - period to 31st December 2024</b>		
	Information from the management accounts for the period to 31 <sup>st</sup> December 2024 was reviewed. Noted that: <ul style="list-style-type: none"><li>o Factoring income of £676k in the period with £478k of costs.</li><li>o MMR income of £118K with £102K of costs.</li><li>o Gross profit of £198k with £186k of salaries and overheads leaving a £12k profit for the period before tax.</li><li>o Gross arrears level including the December 24 factoring run at £291k.</li></ul> <b>Proposed</b> P Miller <b>Seconded</b> C Rossine		
(b)	<b>Risk Register</b>		

	<p>BH reported that this will continue to be a standing item on all future agendas, as there is a focus on risk.</p> <p>There is no change</p> <p><b>Proposed</b> P Miller <b>Seconded</b> C Rossine</p>		
<b>(c)</b>	<b>Budget – Year to 31 March 2026</b>		
	<p>The budget was discussed and BH advised that the following was considered in drawing up the budget:</p> <ul style="list-style-type: none"> <li>• Keeping charges comparable with other factoring bodies</li> <li>• Ensuring adequate resources to deliver services.</li> <li>• Sustaining good financial performance</li> </ul> <p>It was proposed that the standard management charge will increase from £44 to £46.</p> <p>We are waiting on the result of the insurance renewal. The quarterly insurance is projected to increase from £68.26 to £75.02. The revised insurance premium will be communicated to the owners once we know the number based on the insurance tender. BH noted that following a meeting with the insurance the premium could be nearer £80 per quarter. JT asked it to be noted that we try to keep the premium at an affordable level.</p> <p>For MMR a projected turnover of £163K has been built into the ensuing year with a £26K surplus arising from such.</p> <p>An overall surplus for 2025/256 of £53K before tax is projected.</p> <p>The Board were asked to approval the above the budget for the year to March 2026.</p> <p><b>Proposed</b> C Rossine <b>Seconded</b> P Miller</p>		
<b>(d)</b>	<b>Business plan – Year to 31 March 2025</b>		
	<p>The Business Plan for the year to March 2026 was discussed and focused on:</p>		



	<p><b>Factoring</b> – charges to cover the cost of managing the service.</p> <p><b>Repairs &amp; Services</b> – Carried out effectively and economically.</p> <p><b>Efficiency/VFM</b> – Best use made of resources.</p> <p><b>Board</b> – Exercise proper control over the activities and ensure that decisions are taken in the best interests of the company and its parent.</p> <p>A surplus for 2025/26 of £26K after tax is projected. The balance sheet reserves are projected to be £251k at March 2025.</p> <p>After discussion the Board were asked to approve the draft Business Plan for 2024/25</p> <p>The Business Plan will go the parent Board for approval then back to NGPS Board for full approval.</p> <p><b>Proposed</b> C Rossine   <b>Seconded</b> P Miller</p>		
(e)	<b>Mid-Market rent increase and update</b>		
	<p>As already approved by the Association Board a social rent increase of 4% will be applied as of 1 April 2025. This will also include the MMR units we lease from the Association. The salary increase arising from the EVH/union is proposed as 4%, this has still to be confirmed. The overheads will be affected by all of the cost pressures that have affected the economy across the past year.</p> <p>Therefore, consideration of a rent increase is necessary taking the above into account. It is proposed that a rent increase of 4% is applied to the MMR properties. This would take effect from 1 July 2025 as three months' notice must be given.</p> <p>An operation update was given. All properties are let, there were two void properties within the period. All Gas services are within the anniversary dates.</p> <p>Annual visit programme has commenced and there have been 8 visits completed to date.</p> <p><b>Proposed</b> C Rossine   <b>Seconded</b> P Miller</p>		

<b>5.</b>	<b>Reports for Noting</b>		
<b>(a)</b>	<b>Factoring Report</b>		
	<p>It was reported that the factoring arrears on 31<sup>st</sup> January 2025 were £111K. There was £31K of communal repairs added to the accounts during January 2025.</p> <p>It was noted that:</p> <ul style="list-style-type: none"> <li>• There are 14 owners owing more than £2,000 and all of these have notices of potential liabilities over the property.</li> <li>• 104 owners are currently on a payment plan.</li> </ul> <p>It was also noted that former owner's arrears are £5,019.</p> <p>There have been no referrals to the FTT.</p> <p>Update on Insurance claim and investment works was given.</p> <p>Update on the IT was given</p> <p>Report noted.</p>		
<b>6.</b>	<b>AOCB</b>		
	No points raised.		
<b>7.</b>	<b>Date of Next Meeting</b>		
	Next meeting is scheduled for 18 <sup>th</sup> June 2025.		





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**is a trading name of North Glasgow Housing Association Ltd**

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Scottish Housing Regulator No. HCB 187

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