



# Board Meeting Minutes

<b>Meeting:</b>	Board Meeting	<b>Location:</b>	Saracen House / Microsoft Teams
<b>Date:</b>	24 May 2022	<b>Time:</b>	4.30pm
<b>Attendees:</b>	J Thorburn (Chair) M Grimley (Co-optee) – Virtual J Berrington – Virtual F Malcolm (Co-optee) G Satti - Virtual M Lam A Gow – Virtual I Cross M Thomson		
<b>Apologies:</b>	C Rossine, T Sweeney, P Nelson, J Kennedy, J MacLeod, J Fernie		
<b>In Attendance:</b>	J Devine (CEO), B Hartness (DCEO) BH, L Cooper (DHS) LC, A Bell (DDPS) AB, G McDowall (PMIP) GM		
<b>Minute Taker:</b>	A Whiteford AW (SCSO)		

	Agenda	Action	Date
1.	Apologies		
	As above		
2.	Declaration of Interest and Attendance		
	As above.  Chair informed the Board of the recent death of Bill Rossine, who was ng homes longest serving Board member of over 33 years. A minute's silence was held. Board AGREED to grant leave of absence to C Rossine.  Proposed J Berrington Seconded M Thomson		
3.	Minutes		
a.	Minutes of Board Meeting on 29 March 2022		

	<p>Board AGREED the minutes were an accurate record of the meeting.</p> <p>Proposed      I Cross      Seconded      A Gow</p> <p>i)      Matters Arising</p> <p><b>Item 4 – Re-opening the offices</b> – this was communicated to owners via newsletter.</p> <p><b>Item 6(a) – Governance Update</b> – the Board training plan is being progressed.</p>		
b.	Minutes of the Regeneration Sub- Committee Meeting on 3 May 2022		
	<p>Noted.</p> <p>GMcD has an update on costs for today’s meeting at Item 5(j).</p>		
c.	Minutes of the Staffing Sub-Committee Meeting on 5 May 2022		
	Noted		
<b>4.</b>	<b>Chief Executive’s Update</b>		
	<p>CEO gave a presentation and referred to two handouts – the first showing the threats, gaps and opportunities identified in the Business Plan and the second illustrating the CEO’s progress during his first 6 months as CEO.</p> <p>CEO gave an update to the Board on the work which he has completed so far and the work which is still underway in the following areas:</p> <ul style="list-style-type: none"> <li>• Directorate Restructure</li> <li>• Creation of Property Services Team</li> <li>• Factoring Team Restructure</li> <li>• Relationship Building</li> <li>• Asset Management Strategy</li> <li>• Individual Learning and Development Plans</li> <li>• Sustainability</li> <li>• IT Improvements/Digital Strategy</li> <li>• Poverty</li> </ul> <p>The diagram brings together for the Board’s information and feedback all the work being carried out at ng homes. CEO reported that it has been a busy time and it will be even busier in future.</p>		

	Member thanked CEO for the excellent infographic of his vision for ng homes which will be uploaded to the iPads.		
<b>5.</b>	<b>For Approval</b>		
a.	Management Accounts to 28 February 2022		
	<p>BH presented the management accounts for the period to 28 February 2022. Members discussed and APPROVED the accounts.</p> <p>Proposed      J Berrington      Seconded      A Gow</p>		
b.	Five Year Financial Projections		
	<p>BH presented FYFP which requires to be submitted to the Regulator by 31 May each year.</p> <p>CEO emphasised that these figures were based on firm costings and projections so are as close to reality as possible. However, they will require to be updated in future to bring them into line with the outcome of the last 2 year's pandemic.</p> <p>Member asked about the projections re rent loss from voids for 2022/23 onwards and BH advised that we use standard projections which are pessimistic just in case things become difficult.</p> <p>Board members APPROVED the five year financial projections return.</p> <p>Proposed      A Gow      Seconded      J Berrington</p>		
c.	Loan Portfolio Return 2022		
	<p>Board members noted the report regarding the loan portfolio return which requires to be submitted to the Regulator by 30 June. The return was not ready to be included with the Board papers as some of the loan statements have only recently been received so it would normally be a longer version which would be brought to the Board.</p> <p>Members APPROVED that the Audit Sub-Committee be delegated to approve the loan portfolio return once it has been created.</p> <p>Proposed      I Cross      Seconded      M Thomson</p>		

d.	Business Plan Priorities Progress		
	<p>Board members noted the report providing an update on the key Business Plan priorities for 2021/22 plotted against the four quarters with a position statement at 31/03/22.</p> <p>This is the latest report in the sequence. Items with a black dot against them have been completed. If there is no black dot, the item is either still to be completed or is a recurring item. CEO advised the Board that cognisance will be taken of the recent Board away day and some new priorities will be built in.</p> <p>Proposed      G Satti              Seconded      J Berrington</p>		
e.	Annual Return on Charter 2021/22		
	<p>LC presented the report regarding the ARC return which has to be submitted to the Regulator by 31<sup>st</sup> May 2022. The Chair and LC have recently met and reviewed the statistics in detail. A full copy of the return was included with the papers as an enclosure. LC highlighted the key issues and targets and the effects of Covid on them.</p> <p>Member commented on the very good statistics and asked if the number of tenancies refused was linked to the increase in homeless households. LC advised that some of this improvement in performance was down to how we were working with the casework team to ensure offers were being made to homeless applicants that were still live cases and available for offers. In addition to this, we are now making more use of telephone offers to reduce our refusals in written offers.</p> <p>CEO reported that SHR has provided information on how they want EPC and EESSH information to be covered in future and a plan will be drawn up for this in relation to how we will deal with exemptions.</p> <p>Board APPROVED the performance for 21/22 as set out in the ARC return and APPROVED the document to be sent to the Scottish Housing Regulator.</p> <p>Proposed      I Cross              Seconded      G Satti</p>		

f.	Residents' Improvement Group (RIG)		
	<p>LC presented the report on the Residents' Improvement Group first project which had resulted in the decision to recommend an annual calendar detailing all the information which would normally be in a tenants' handbook. An online version of this will be placed on ng homes website for every tenant to see.</p> <p>SHR recently issued updated Significant Performance Failure guidance which puts an emphasis on tenants and on listening to tenants so the formation of the Residents' Improvement Group will assist with this. The SHR are also looking for tenants to join their own scrutiny group so this is extremely important.</p> <p>An advert is currently being prepared for North News to recruit members for the next meeting. Numbers should increase now we can have face to face meetings as some residents who were interested in joining did not want to join meetings virtually.</p> <p>Both TPAS and the Chair were impressed by the group and with the work carried out. Member passed on his congratulations to the group on their superb piece of work and his thanks to all staff involved.</p> <p>Members considered and APPROVED the production of a tenants' handbook calendar for ng homes.</p> <p>Proposed      G Satti      Seconded      A Gow</p>		
g.	GEMAP		
	<p>LC presented the report regarding the proposal by GEMAP, who we have been working with since 2012, to increase their costs to ng homes in order to increase the salary costs for their team to match equivalent market salaries. GEMAP have provided an invaluable service to our tenants and secured over £3m in additional income for our tenants last year.</p> <p>Board APPROVED the additional cost of £17,126.56 to GEMAP which can be met within the existing budget.</p>		

	Proposed J Berrington Seconded G Satti		
h.	Association Membership		
	Members APPROVED the membership application as detailed in the report.  Proposed J Berrington Seconded G Satti		
i.	Gifts, Hospitality and Donations		
	Members considered and APPROVED the extract from the Gifts and Hospitality Register covering the period 1 <sup>st</sup> April 2021 to 31 March 2022.  Proposed J Berrington Seconded M Thomson		
j.	LCITP Contract Variation		
	<p>GMcD presented report to seek Board approval for a contract variation in the sum of £1,815,884.83 plus VAT amounting to £2,179,061.80.</p> <p>This variation is to cover new delivery methods and programme elongation caused by the discovery of asbestos debris in the MSFs. The contract is now expected to extend by 68 weeks.</p> <p>Member asked if there were lessons to be learned going forward such as more investigation being required prior to starting works. GMcD advised that 1800 properties had already had works done before the asbestos rubble was discovered. GMcD further advised that 300 asbestos refurbishment surveys had been carried out prior to the works commencing on site. In future, ng homes may further increase the number of asbestos surveys prior to works commencing.</p> <p>Member commented on the excellent works to try and reduce any risk and that ng homes had just been unlucky. This is an unavoidable cost which was totally unforeseeable.</p> <p>Board members were advised if they have any questions to contact GMcD.</p> <p>Board APPROVED the contents of the report and associated additional costs of £2,179,061.80 as per the breakdown in the report.</p>		

	Proposed J Berrington Seconded A Gow		
<b>6.</b>	<b>For Ratification</b>		
a.	<b>Payments and Benefits Case No 141</b>		
	Members APPROVED Payments and Benefits Case No 141 relating to the allocation of a property to a relative of a member of staff.  Proposed G Satti Seconded F Malcolm		
<b>7.</b>	<b>For Noting</b>		
a.	Governance Update		
	Members NOTED the report providing an update on governance related matters from 5 March to 13 May 2022.		
b.	Freedom of Information		
	Members NOTED the report providing information on Freedom of Information requests during Q3 and Q4.		
c.	Leased Property Review		
	Members NOTED the update provided on properties that the Association leases to partner organisations.		
d.	Key Performance Indicators (KPI) 21/22		
	Members NOTED the Key Performance Indicators for the period 1 <sup>st</sup> April 2021-31 <sup>st</sup> March 2022.		
e.	Complaints and Compliments		
	Members NOTED the update report on complaints and compliments received over the 3 month period 1 <sup>st</sup> January to 31 <sup>st</sup> March 2022 (Q4).		
f.	Notifiable Events		
	Board NOTED the report on notifiable events which are events which have been reported to the Scottish Housing Regulator since the last meeting. Members noted the 2 notifiable events in the report.		
<b>8.</b>	<b>Chairs' Remarks</b>		
	Chair thanked everyone for coming to the meeting.		
<b>9.</b>	<b>Delegates Feedback</b>		
	There was no feedback as no meetings had been held.		
<b>10.</b>	<b>AOCB</b>		

	None. The meeting concluded at 6:10pm		
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