



Board Meeting Minutes

Meeting:	Board Meeting	Location:	The Ron Davey Enterprise Centre / Microsoft Teams
Date:	4 February 2025	Time:	4.30pm
Attendees:	C Rossine (Chair) J MacLeod J Kennedy A Gow A Strehaliuk	G Satti S Fernandez J Thorburn (virtual) – Joined at 4.55pm	
Apologies:	J Berrington, J Fernie		
In Attendance:	J Devine (CEO), B Hartness (DCEO) BH, L Cooper (DHS) LC, T Sweeney (DCS) TS, LJ Richards – (HoH) – LJR, A Bell – (DDPS) – left 4.45pm		
Minute Taker:	A Whiteford (SCSO)		

	Agenda	Action	Date
1.	Apologies		
	As above. At the start of the meeting prior to the commencement of the business agenda AB provided an informal update on the Health and Safety audit being carried out by Quinn internal audits and the Health and Safety Review being conducted by Vicki Cutler, consultant. TS also gave a verbal update on the Governance Review which is currently taking place.		
2.	Declaration of Interest and Attendance		
	As above.		

3.	Minutes of the Previous Meetings		
a.	Board Meeting on 26 November 2024		
	<p>Board AGREED the minutes were an accurate record of the meeting.</p> <p>Proposed J MacLeod Seconded G Satti</p> <p>i) Matters Arising</p> <p>In relation to Item 7, CEO reported that the changes to the ARC Indicators have now been communicated by SHR and have been circulated. There are several changes. Social landlords will start collecting data for the new indicators from 1 April 2025. The first ARC using the new indicators will be due by 31 May 2026.</p>		
4.	Governance and Improvement Plan		
	Chair referred to items 4(a) and 4(b). Chair commented that there have been two Board Working Group Meetings since the last Board meeting on 26 November 2024 and therefore there are two monthly submissions included with these papers.		
a.	December Submission		
	Members NOTED the submission.		
b.	January Submission		
	<p>Chair reported that the Board Working Group approved the monthly operational performance summary of compliance and the updated Governance and Improvement Plan at their meeting on 23 January 2025 and these were sent to the SHR on 24 January 2025. Chair has not heard anything back so far from the Regulation Manager.</p> <p>Members NOTED the submission.</p>		
c.	Minutes of the Board Working Group meetings		
	Members NOTED the Minutes of the Board Working Group Meetings of 21 November 2024 and 17 December 2024.		
5.	For Approval		
a.	Management Accounts to 30 November 2024		
	BH presented the report and explained the reasons for the variances in income and expenditure against the budget. Members noted the surplus for the period of £578k.		

	<p>BH went on to highlight the significant factors within the period affecting the balance sheet.</p> <p>Member queried the reasons why there is an overspend on pensions compared to an underspend on salaries. BH advised that this is due to variations in people's decisions about how they deal with their pensions. For example some staff opt for salary sacrifice which means their salary goes down and their pension payment increases.</p> <p>Members APPROVED the Management Accounts for the period to 30 November 2024</p> <p>Proposed A Gow Seconded G Satti</p>		
b.	Rent Increase 2025/26		
	<p>LC presented the report which seeks approval from the Board for the Rent and Service Charge increase for 2025/26 in order to secure sufficient resources for the Association. LC reported that tenants were consulted on 4%, 4.5% and 5% increases and that 2696 tenants had replied to the consultation via various methods of communication. LC highlighted that a 52.45% return was received which was an improvement on last year at 50.3% and that significantly more tenants had answered via Survey Monkey this year. The majority of our tenants (65%) voted for 4%. CEO commended the large amount of work carried out by the staff to increase tenant engagement on this matter.</p> <p>CEO asked where ng homes sits in relation to the recent document produced by GWSF which detailed the increases across the sector and LC advised that increases ranged from 1.7% to 7% with an average of 4.03% so ng homes is placed in the middle.</p> <p>Member congratulated LC and her team on increasing the amount of tenants who engaged with the consultation.</p> <p>Members discussed the rent increase and AGREED North Glasgow Housing Association's rent and service charge be increased by 4%.</p>		

[illegible]

	<ul style="list-style-type: none"> • [REDACTED] [REDACTED] ■ [REDACTED] ■ [REDACTED] [REDACTED] <p>[REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>		
d.	Housing Services Risk Register		
	<p>LC presented the report regarding the Housing Services Risk Register. LC advised that there were no changes proposed to the Risk Register since it was last approved at the Board on 3 October 2024. However, meetings have been taking place with our internal auditors specifically in relation to risk and we will be reviewing all the Risk Registers and these will likely be brought to the Board at a future meeting.</p> <p>Members APPROVED the Housing Services Risk Register within the overall Consolidated Corporate Risk Register.</p> <p>Proposed G Satti Seconded J MacLeod</p>		
e.	ASHP Tarriff Increase		
	<p>J MacLeod declared an interest in this item as he is a tenant at an ng homes' property which will be affected by the proposed cost increase</p> <p>.</p> <p>BH presented the report regarding charges for energy in relation to the Air Source Heat Pumps (ASHP) which were installed in the MSFs as part of the district heating system. At that time, Procurement Scotland set the price for electricity bought 2 years in advance at 10p per kwh. However, due to world events since then leading to a massive increase in energy prices there is a requirement to increase the charges to tenants for using the system. The proposed increase is still substantially less than the current rates that utility companies are offering for domestic supplies which is around 29/30p per kwh. In addition to this ng homes does not bill tenants for Standing Charges as other suppliers do and these charges can amount to £300 or £400 a year.</p>		

	<p>Member queried whether there is a risk that the proposed increase to 20p per kwh would not be sufficient to cover increased energy prices over the next 2 years and whether we should charge above 20p to build a surplus. BH explained that we are already making a 100% increase. BH further explained that the price will be set for one year only and it can be changed again next year if required. Other RSLs have made substantial increases to their charges but ng homes wants to be fair to tenants and will explain what we are doing and why to affected tenants before the increase is introduced in April 2025. Member pointed out that the tenants have been paying less than the market rate over the last 2 years and will still be paying less even with the price increase.</p> <p>Members APPROVED the increase to the tenants to 20p per kwh with effect from 1 April 2025.</p> <p>Proposed J Kennedy Seconded G Satti</p>		
f.	ng homes' Standing Orders		
	<p>TS presented the report regarding the review of the Standing Orders which have been reviewed in line with Association's Policy Review Schedule. There are no major changes at this time. However, the work being carried out on the Governance Review may result in some changes being suggested by the consultant and, if so, these will be brought to the Board for approval</p> <p>Members APPROVED the revised Standing Orders subject to the amendment of typos on Page 27 and 30 in relation to the role of Committee Chairs.</p> <p>Proposed J MacLeod Seconded J Kennedy</p>		
g.	Board Training Plan 2025/26		
	<p>TS presented the report containing the draft list of training topics which were identified as a result of the annual Board Appraisal and Board Review Process.</p>	Board	18 Feb 2025

	<p>Members discussed the ways in which they would like the training to be delivered to suit their own particular circumstances and agreed to let the Chair know their preferences within the next 2 weeks. The replies will be used as a starting point for a discussion on the best ways to deliver the training to support maximum Board attendance taking into account their various individual time constraints.</p> <p>Member asked whether any of the training could be delivered online and TS confirmed this is possible and agreed to send round the new SHARE brochure to all members which contains online training resources.</p> <p>Members APPROVED the list of Board Training topics for 2025/26 and the preferred chronological sequence of delivery as listed in the report.</p> <p>Proposed A Strehaliuk Seconded J MacLeod</p>	TS	asap
h.	Association Membership Applications		
	<p>TS presented the report and advised that the two applications have followed due process.</p> <p>Members APPROVED the 2 membership applications as detailed in the report.</p> <p>Proposed J Kennedy Seconded J Thorburn</p>		
i.	Governance Self-Assessment Process/2025 Annual Assurance Statement		
	<p>TS presented the report detailing the proposed approach to governance self-assessment as part of the process of preparing for the 2025 Annual Assurance Statement (AAS). It is proposed to replicate the self-assessment process implemented in 2024 involving a cross functional working group using the SFHA Self-Assurance Toolkit.</p> <p>Member queried whether there is any output in terms of the work which was carried out last year. CEO explained that this has not been brought back the Board as yet. Staff are currently collating any evidence gaps identified and distributing these to the relevant</p>		

	<p>Directors to be addressed as part of an Action Plan. Member commented that in view of the supervisory failure which resulted in the SHR engagement with ng homes there is a need to clarify the process in relation to actual testing on the ground to provide confidence that actions are actually taking place. This would be in addition to providing documents such as policies as evidence. TS informed the member that the consultant involved in the Governance Review will be reviewing our assurance process and may suggest some proposed changes and the Board will be kept up to date on progress. CEO said it was hoped that the process would be smooth to enable the Annual Assurance Statement to be submitted to SHR early this year.</p> <p>Members APPROVED the approach to governance self-assessment as detailed in the report to support in the development of the 2025 Annual Assurance Statement.</p> <p>Proposed G Satti Seconded J Kennedy</p>		
j.	Board Membership		
	<p>TS presented the report regarding the casual vacancy for an Independent Board member. The Association has received a request from a local resident to fill this vacancy and the Candidate Background Information Form was included with the Board papers.</p> <p>Members reviewed the application and APPROVED it with the caveat that the prospective candidate meets the eligibility criteria in the Association's Rules and completes the appropriate documentation. The Board agreed to Officers progressing this application and once complete the new Board member would take up the role at the next scheduled Board meeting.</p> <p>Proposed G Satti Seconded A Gow</p>		
6.	Chief Executive's Update		
	<p>CEO gave a solemn update on recent events in relation to the recent storm and a fatality on ng homes premises which was reported in the media last Tuesday.</p>		

	<p>The storm caused some damage but fortunately no one was injured. A sandstone chimney collapsed onto the roof of a block of tenements above the Balmore Bar. The decision was taken to decant all the tenants in the block which was fortunate as 5.5 tons of sandstone were removed from the roof and large parts of the roof fell in. Contractors are currently working to repair the roof.</p> <p>In Laverockhall Street a number of slates were blown off the roof and damaged cars in the street.</p> <p>The chimney collapse led to ng homes submitting a Notifiable Event to SHR and further information can be found on Page 189 of the Board papers. CEO reported that ng homes staff went into action immediately and that they had received great support Glasgow City Council who attended at 11.30pm on the Friday night.</p> <p>CEO informed the Board that nothing has been received as yet in terms of funding for 252 Saracen Street. He also advised that ng homes have submitted Freedom of Information requests in relation to Net Zero funding.</p> <p>A ground source heating system may be installed in the Retirement Housing Complex. This will cost up to £250k and a funding application has been submitted with Scottish Power. The Board will be kept up to date on progress with this.</p>		
7.	Chair's Remarks		
	Chair said that due to time constraints she would email out her update to the Board members.	Chair	asap
8.	Delegates' Feedback		
	None.		
9.	Reports for Noting		
a.	Governance Update		
	Members NOTED the report providing an update on governance related matters from 16 November 2024 to 24 January 2025.		
b.	Notifiable Events		

	Members NOTED the report advising of notifiable events which have been reported to the Scottish Housing Regulator since the last Board meeting.		
c.	KPI Performance YTD (Q1-3)		
	Members NOTED the Key Performance Indicators for 1 April – 31 December 2024.		
d.	Complaints and Compliments (Q3)		
	Members NOTED the report providing an update on complaints and compliments received for the 3-month period 1 October to 31 December 2024.		
e.	Communications Update (Q3)		
	Members NOTED the report providing an update on communications and media information from 1 October to 31 December 2024.		
10.	Minutes of Committees and Subsidiaries		
a.	ng2 Board Meeting on 19 November 2024		
	Noted.		
b.	Audit Committee Meeting on 2 December 2024		
	Noted.		
c.	Regeneration Committee Meeting on 3 December 2024		
	Noted.		
d.	ng property Board Meeting on 18 December 2024		
	Noted.		
11.	AOCB		
	None.		
12.	EVH Salary Negotiations – Ballot 24		
	JT gave an update on discussions between EVH and Unite Union in relation to the annual staff salary increase and the projected timescales for future discussions. Information will be brought to the Board when it is available with a short timescale for response.		
13.	Date of next meeting – Tuesday 25 March 2025 Meeting ended at 18:40		