



# Board Meeting Minutes

**Meeting:** Board Meeting **Location:** Saracen House / Microsoft Teams

**Date:** 30 November 2023 **Time:** 4.30pm

**Attendees:** C Rossine (Chair) J Berrington  
F Malcolm J Thorburn  
A Gow (Virtual) G Satti  
J Kennedy

**Apologies:** J MacLeod, M Grimley

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

██████████ Regulation Manager (SHR)  
██████████ Finance Regulation Manager (SHR)

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

	Agenda	Action	Date
1.	Apologies		
	As above.  Chair introduced ██████████ and ██████████ who were observing the Board meeting as part of ng homes' Engagement Plan.		
2.	Declaration of Interest and Attendance		
	As Above.		
3.	Minutes of the Previous Meetings		
a.	Minutes of Board Meeting on 3 October 2023		
	Board AGREED the minutes were an accurate record of the meeting.  Proposed J Berrington    Seconded J Thorburn		

	<p>i) Matters Arising</p> <p>None.</p>		
b.	Minutes of Board Meeting on 24 October 2023		
	<p>Board AGREED the minutes were an accurate record of the meeting.</p> <p>Proposed F Malcolm      Seconded A Gow</p> <p>i) Matters Arising</p> <p>None.</p>		
<b>4.</b>	<b>For Approval</b>		
a.	Management Accounts to 30 September 2023		
	<p>BH presented the report and provided explanations for the variance between the actual deficit vs planned variance.</p> <p>BH then referred to lender ratios which the Association are meeting comfortably.</p> <p>Overall ng homes are in an acceptable position and would hope to bring the deficit back to what is predicted.</p> <p>Member asked if the bulk of planned maintenance variance was the Ukrainian project. BH confirmed that it is and would be offset by the income of grant from Scottish Government. None of the Ukrainian project costs comes under cyclical maintenance, which is for generic control issues such as EICRS, EPCs, contracts, etc.</p> <p>Member asked if the Association are holding any longer-term retentions on the LCITP project. BH advised that installation of the air source heat pumps which formed a 3-year plan is coming to an end meaning retention money is being paid. Bathroom work and other fit out work are ongoing so approx. £200/300k of retentions remain in place which will be paid one year following completion.</p> <p>Member referred to the rise in utility costs and asked if the Association had considered better deals.</p> <p>BH advised that the Procurement Scotland contract is budgeted April-March so rates will not change in January. Procurement</p>		

	<p>Scotland buy into the market two years ahead and are only now catching up with the surge in energy costs. They require at least one years' notice to end the contract.</p> <p>Alternative options were discussed including solar panels. CEO advised that there have been discussions with Scottish Power to consider options to generate more power whilst keeping costs down and supporting tenants in fuel poverty.</p> <p>Members APPROVED the Management Accounts for the period to 30<sup>th</sup> September 2023.</p> <p>Proposed J Kennedy    Seconded J Berrington</p>		
b.(i)	Rent Increase 2024/25		
	<p>BH presented the rent increase options proposed for 2024/25. BH advised of the rise in costs ng homes are experiencing such as contractor fees, salary/living wage increases, energy costs, etc. BH went on to say that the Association continually look for ways to make efficiencies to counteract these and try to keep rents down as much as possible.</p> <p>Members discussed the options and how they might be perceived by tenants and agreed it was a difficult balance. It was agreed that the context around what each option represents needs to be included in the consultation.</p> <p>CEO gave the board reassurance by saying that they have worked on areas to make efficiencies such as the options open to them for procurement and do not want to rely on simply increasing rents. The Association have applied for and will continue to apply for grant money and to date have secured £13.5m between ASHP and Ukrainian projects. The Association are currently awaiting the outcome of two applications, both for a substantial amount</p> <p>CEO went on to say that by March the Association hope to only have the units at Stonyhurst Street left unoccupied and all other properties will be in the letting pool and providing an income. There is a feasibility study for Stonyhurst Street underway and we are working with Glasgow City Council to generate additional funds to</p>		



	<p>bring the properties at Stonyhurst Street back into play too. This is a longer-term project but CEO assured the Board staff are constantly looking at ways to generate efficiencies without impacting negatively on quality.</p> <p>Members AGREED North Glasgow Housing Association's rent and service charges consultation options for 2024/25 as 6%, 6.5% and 7%.</p> <p>Proposed J Berrington      Seconded J Kennedy</p>		
b.(ii)	Rent increase Consultation Plan		
	<p>LC presented the report detailing the proposed plan to consult with tenants on the proposed rent increase for 2024/25 and commented on the importance of having more than one method of communication, to maximise tenant engagement.</p> <p>LC will tap into Community Networking Breakfasts to discuss the options for the rent increase with community partners who work with our tenants. It is important that they understand what ng homes are doing and why.</p> <p>LC referred to the content of the letter that will have context around what the rent increase options will mean for tenants and the Association. LC drew Members attention to the timeline for consultation that will start tomorrow provided Members give approval.</p> <p>Members AGREED the consultation plan for the rent and service charge increase for 2024/25.</p> <p>Proposed J Thorburn      Seconded A Gow</p>		
c.	Ukraine Long Term Resettlement Programme		
	LC presented the report explaining the misunderstanding of the conditions of grant for the Ukraine Long Term Resettlement Programme.		

	<p>CEO commented that it is disappointing that the position changed but understands Scottish Government will be moving at a pace to address a crisis. In terms of delivering the social agenda and from a financial point of view it is still a good investment for ng homes and overall, it is still beneficial to all parties.</p> <p>Members APPROVED the changes to the Ukraine Long Term Resettlement Programme.</p> <p>Proposed G Satti      Seconded J Berrington</p>		
d.	Gifts, Hospitality and Donations Report (Q1 & Q2)		
	<p>TS presented the report providing Members with a table of gifts and hospitality given and received and on donations made by the Association/group subsidiaries reported to Corporate Services for the period covering 1<sup>st</sup> April 2023 to 30 September 2023.</p> <p>Members APPROVED the report and AGREED it should move to a noting paper in future.</p> <p>Proposed J Berrington      Seconded J Kennedy</p>		
e.	Freedom of Information and Environmental Information Policy and Procedures		
	<p>TS presented the report and proposed changes to the Freedom of Information and Environmental Information Policy and Procedures.</p> <p>Members APPROVED the revised Freedom of Information and Environmental Information Policy and Procedures.</p> <p>Proposed J Thorburn      Seconded A Gow</p>		
f.	NRS Signatories		
	<p>BH advised that Neighbourhoods, Regeneration and Sustainability Services (NRS) have requested an updated Authorised Signatory lists for grant claims and accepting HAG offers.</p> <p>Members APPROVED the updated signatories list.</p> <p>Proposed J Berrington      Seconded J Kennedy</p>		
g.	Membership Application Form		
	TS presented an application for membership of the Association.		

	<p>Members APPROVED the Association Membership Application as detailed in the report.</p> <p>Proposed J Thorburn      Seconded F Malcolm</p>		
<b>5.</b>	<b>Chief Executive's Update</b>		
	<p>CEO welcomed [REDACTED] and [REDACTED] and referred to the last Board meeting on 24 October 2023 that had a lot of discussion around a specific Notifiable Event and its effect on the Association's compliance position.</p> <p>CEO commented that ng homes have been in regular communication with the Regulator on the subject and embraces the Regulator's involvement in health and safety issues. CEO acknowledged the seriousness of the event and will work openly and transparently to ensure it does not happen again.</p> <p>CEO advised that the Regulator shared a draft Engagement Plan for ng homes showing a revised Regulatory Status of "Compliant (Under Review)". It was received on Tuesday 28 November 2023 and was shared with Members that same day. Since then, Directors have considered it and prepared an Action Plan to address the Notifiable Event and plan to share with Board members and the Regulator for comment. Once comments are received senior staff will formally adopt the Action Plan and work with it alongside the Engagement Plan.</p> <p>CEO then referred to the investigation into the incident and commented that due process will be followed. CEO is conscious that it is not long until the Christmas break and is taking that into consideration on when the Board can realistically be provided with outcomes of the investigation. CEO assured Members that work started swiftly when the incident was identified on 11 October 2023 and the process has been, and will continue to be robust and that tenant safety is at the forefront.</p>		



	<p>Member commented that it is clear Management need to deal with issues operationally and whilst recognising the investigation will take time asked for an update on what is known so far.</p> <p>CEO gave a brief synopsis of both the operational element and the technical element and gave assurance that measures were put in place immediately to ensure the same mistakes do not happen again.</p>		
<b>6.</b>	<b>Chair's Remarks</b>		
	<p>Chair gave an update on recent events with SFHA and Housing Industry Leaders.</p> <p>Chair confirmed that the CEO's appraisal was completed last month as reported in the Governance Update at item 8(a)</p> <p>Chair invited ██████ to speak.</p> <p>██████ advised that when changing the status of a Board the Regulator tend to meet with the Board to outline expectations going forward and advised that the Framework sets out how they do that.</p> <p>██████ went on to say it is important that organisations can provide assurance of understanding of the seriousness of a change in status.</p> <p>██████ and colleagues will work openly with ng homes and have already started receiving information around the investigation. It is important it is a robust investigation that all parties can rely on.</p> <p>██████ commented that it sounds complex with different contractors, etc involved and to be mindful of appropriate management of any conflicts that arise and to be fair to all parties involved. Once received, the SHR will review the report and appreciates an Action Plan and that timescales are helpful. On completion of the investigation. ng homes' status would be reviewed.</p> <p>██████ invited questions.</p> <p>Member asked ██████ for any lessons other Associations may have experienced from a similar situation. ██████ said that the Engagement Plans of all RSLs in Scotland are published on their website.</p>		

	<p>████ said she appreciates ng homes are taking external expert advice and on completion of the investigation would expect an Improvement Plan showing lessons learned.</p> <p>████ and colleagues are meeting with ng homes senior staff on Wednesday 6 December 2023 to discuss the Engagement Plan and plan to publish it on their website the day after and asked for reassurance that ng homes have conversations with relevant stakeholders such as lenders.</p> <p>As an added measure, the CEO and the Chair meet weekly, and with the Vice-Chair monthly, to discuss current business and updates are provided appropriately in a timeous manner.</p>		
<b>7.</b>	<b>Delegates Feedback</b>		
	None.		
<b>8.</b>	<b>For Noting</b>		
a.	Governance Update		
	<p>TS referred to section 5 of the report and reminded Members to consider and complete the SHR's consultation - deadline is 15 December 2023.</p> <p>TS referred to a recent publication from the Regulator titled "the risks we will focus on" that came out after the Board papers were circulated. TS will share with Members.</p>		
b.	Notifiable Events		
	Members NOTED the report providing Members with an update to the Board on Notifiable Events that have been reported to the Scottish Housing Regulator since the last meeting. This was also discussed under item 5 – Chief Executive's Update.		
c.	Asset Management Strategy		
	Members NOTED the report providing Members with an update on progress with the new Asset Management Strategy (AMS).		
d.	The Future of Saracen House		
	CEO referred to the significance of the paper and invited BH to comment.		



	<p>BH summarised the report and explained the history of how the building came to fruition and the lease agreement with Jobs &amp; Business Glasgow (JBG).</p> <p>CEO commented that the decision to initiate the break in the lease is influenced by the need to make efficiencies. Closing the building would have a significant impact on the community and the area and hopes to enter into positive dialogue with JBG on the future ownership of the building.</p> <p>Members NOTED the report.</p>		
e.	Declaration of Interest Update		
	Members NOTED the report providing an update on the current declaration of interests by ng homes Board and ng homes group staff.		
f.	Freedom of Information (Q1 & Q2)		
	Members NOTED the report providing Members with an update on the number of FOI and SAR's in Q1-2.		
g.	Complaints and Compliments (Q2)		
	Members NOTED the report providing Members with the complaints and compliments received for the 3-month period 1 July to 30 September 2023 (Q2).		
h.	Communications Update (Q2)		
	Members NOTED the report providing Members with an update on communications and media information from 1 July 2023 to 30 September 2023 (Q2).		
<b>9.</b>	<b>Minutes of Subsidiaries/Sub-Committees</b>		
a.	Draft Minutes of Regeneration Committee Meeting on 7 November 2023		
	Noted.		
b.	Draft Minutes of NGPS Board Meeting on 15 November 2023		
	Noted.		
c.	Draft Minutes of HR Committee Meeting on 16 November 2023		
	Noted.		

<b>10.</b>	<b>AOCB</b>		
	<p>Members will be advised on when the Board training session on Procurement, planned for Thursdays 7 December, will be rescheduled.</p> <p>Chair reminded Members to contact [REDACTED] to collect/update mobile phones with two-factor authentication following the mandatory requirement from Microsoft to have it.</p>		
<b>11.</b>	<b>Date of next meeting – Tuesday 6 February 2024</b>		
	Meeting ended at 18:10		