

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2012

Registered Housing Association No. HCB 187

Financial Services Authority No. 1865R(S)

Charity No. SC 030635

BAKER TILLY UK AUDIT LLP

Chartered Accountants

Glasgow

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2012

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Registration Particulars:

Financial Services Authority	Industrial and Provident Societies Act 1965 Registered Number 1865R(S)
Scottish Housing Regulator	Housing (Scotland) Act 2010 Registered Number HCB 187
Scottish Charities	Charities and Trustee Investment (Scotland) Act 2005 Scottish Charity Number SC 030635

Auditors

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274 Sauchiehall Street
Glasgow
G2 3EH

Solicitors

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G2 1BA

Bankers

Clydesdale Bank
20 Waterloo Street
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G2 6DB

Funders

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NORTH GLASGOW HOUSING ASSOCIATION LIMITED

REPORT OF THE BOARD

31 MARCH 2012

The Board presents their report and audited financial statements for the year ended 31 March 2012.

Principal activity

The principal activity of the Association is the provision of housing for let at rents affordable to the client group for whom it intends to provide.

The Association is registered with the Financial Services Authority as an Industrial and Provident Society, The Office of the Scottish Charities Regulator (OSCR) as a charity and the Scottish Housing Regulator as a Registered Social Landlord. The Association is primarily regulated by the Scottish Housing Regulator.

Our Strategic Aims

The Association has within its Strategic Aims:

- Dedication to offering housing solutions and routes into social inclusion by building, managing and maintaining a range of affordable housing, and providing support for varying needs
- Contributing to community sustainability and regeneration, through innovation and relationships built on trust with our customers and partners
- Ensure we are an employer of choice, and that we deliver quality service and standards throughout our activities including customer involvement
- Ensure that the Association is financially and operationally viable
- Respect for diversity, and ensuring accountability, openness, integrity and compliance in the governance of our activities.

Our vision is one of diverse communities in which people can expand their opportunities, exercise choice and maximise their potential. To help achieve this, we want to help to drive innovation and quality in accessible housing and support in Scotland. Some of the main objectives which we think can help achieve this aim include:

- demonstrating innovation in housing design, where possible influencing the practice of others and helping to raise standards generally
- achieving continuous improvement in all the services we deliver, and achieving and maintaining high standards of business efficiency and effectiveness
- creating opportunities for significant levels of user involvement in what we do
- being recognised by regulators and strategic partners as delivering excellent performance

We see these as significant objectives, which challenge the way we deliver our core services of housing, housing support, advice, and consultancy. We seek to challenge what we currently do and look to improve, rather than simply carry on with existing patterns of work.

Going Concern

The Board has reviewed the results for this year and has also reviewed the projections for the next five years. It, therefore, has a reasonable expectation that the Association has adequate resources to continue in operational existence for the foreseeable future. For this reason, the going concern basis has been adopted in these financial statements.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

REPORT OF THE BOARD

31 MARCH 2012

(Continued)

Corporate Governance

The Association has a Board who are elected by the members of the Association (see below for details). It is the responsibility of the Board to undertake the strategy, setting of policy and overall direction for the Association. They also monitor the operational activities of the Association. The members of the Board are unpaid.

The Executive Team of the Association (as listed on page 11) are responsible for achieving the strategy set and undertaking the operational activities in line with the policies set.

Our governing body is our Board, which is responsible to the wider membership. Board members serve in a voluntary capacity, and we recognise that this puts even more onus on us to ensure that we set and achieve high standards of professionalism in our work. We take governance very seriously, and in the last year we continued to build on work from previous years which strengthened our governance arrangements.

Achievements and performance

The growth and success of North Glasgow Housing Association (NGHA) over the past 36 years has been a remarkable story. Since its formation in 1976 to save a block of condemned tenements in Springburn from demolition, the Association has evolved to become a major economic player in the north of the city. Serving the Springburn and Possilpark areas of Glasgow, the Association is now responsible for the management of almost 7,000 homes. The continued success of the business has been based on two key factors, planned growth and continuous improvement. This has been another eventful year for the Association during which progress has been made on many fronts.

The Association believes that we will only make our communities better by working in partnership with others. As we also believe in improving the whole community and not just the housing in it, we are very active in wider action work as can be seen throughout this report. We are continually looking at new initiatives to improve our communities.

The Association faces many challenges in the year's ahead. We have a strong staff and Board and we look forward to continuing to work with them and all of our customers to ensure that we carry on improving as an organisation. If you have access to the internet we would encourage you to look at our website, www.northglasgowha.org.uk, which is regularly updated with Association news.

We are continuously striving to improve our performance and provide the best possible customer service. If you have any comments on our work, please contact our offices or email: info@northglasgowha.com

This report details issues that have arisen during the year relating to the activities undertaken by the Association.

Second Stage Transfer of GHA stock

The most significant activity at the end of 2011 was the ballot for the transfer of GHA owned stock in three areas, Red Road Balornock, Balmore and North Glasgow Springburn. The positive ballots in all three areas with yes votes between 81% and 89% was the successful culmination of eight years of work with the stock transfer of 3,027 properties on 28th March 2011.

That was just the beginning and the Association has been working on fulfilling the commitments made for improvements to the stock and ensuring that funds raised in North Glasgow are spent in North Glasgow and so benefit the local community through better housing, environment and job prospects.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

REPORT OF THE BOARD

31 MARCH 2012

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Investment Activities

Development review

The Association's development programme has continued to deliver for tenants and communities in the north of the city. The programme is playing an active role in housing not only tenants of North Glasgow Housing Association but also re-housing tenants affected by the Glasgow Housing Association demolition programme. It has also benefited the wider community through the provision of homes with a range of special needs including wheelchair bungalows.

This year the Association spent £1.4 million (2011 - £10.7m) on stock acquisitions or on the development programme of new build houses for which we received £1.06 million (2011 - £1.26m) in Housing Association Grant. During the year, the Broomfield Road development was completed (53 family homes, 20 shared equity for sale). The Broomfield contract included the 1,000th new build home that the Association has completed. The development was completed in November 2011 and all of the shared equity units were successfully sold.

Property maintenance

As well as building new homes the Association is also committed to ensuring all its homes are maintained to a good standard and as such operates a rolling programme to improve properties through, for example, the installation of new windows, central heating and kitchens in tenants' homes. During 2011/12 a total of 13,928 (2011 - 4,701) repairs were carried out. Of these 14.8% (2011 - 8%) were classed as emergency and 99% (2011 - 94%) were completed within the twenty four hour timescale during the year. For urgent repairs 96% were carried out within the three day target timescale (2011 - 87%). The prolonged period of freezing weather, impassable roads and unsafe working conditions in the previous year led to the drop in response rates as the contractors could not reach some properties or adopt safe working practices in exposed areas.

Scottish Housing Quality Standard

All Registered Social Landlords are now required to comply with the Scottish Housing Quality Standards (SHQS) by the year 2015 in relation to ensuring that all housing stock complies with standards in energy efficiency, modern facilities/services and healthy, safe and secure properties. The Association is progressing with the work necessary to meet the standards and has plans in place to bring all of the stock up to the standards by the year to March 2013. At March 2012 89% (2011 - 73%) of the stock met the standards.

Home Ownership

In 2003 Communities Scotland, with funding from the Scottish Executive, launched a Mortgage to Rent scheme, aimed at helping those under threat of repossession as a result of mortgage arrears. This scheme has been expanded by the Scottish Government with the difficulties being encountered in the current financial environment. The Association is committed to the scheme, which allows the owner to become a tenant, avoiding the upheaval of removing families from their existing support networks, and the costs of housing homeless families. In the year ended 31 March 2012 we completed six (2011 - five) mortgage to rent purchases. The Association also completed two (2011 - six) buybacks of shared ownership properties in the year, to allow the owner to remain in the property as a tenant.

Eight properties were sold under right to buy in the year or through shared ownership tranche sales. A further twenty units were sold as shared equity sales as part of the Broomfield development completed in the year.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

REPORT OF THE BOARD

31 MARCH 2012

(Continued)

Best use of resources

We have continued with the programme of major investment in our housing stock, which is by far our most valuable asset. This includes both carrying out major repairs, and also considering whether any of our housing should be remodelled to meet the changing requirements of tenants in the future. We are updating our stock condition information through specific asset management models for each area of our stock to ensure that our long-term financial planning reflects our future investment requirements. We continue to look for efficiencies and economies in the way that we carry out business processes.

Housing review

Rent collection, allocations and voids

The overall rent collection rate was 92.3% (2011 – 95.6%) and the outstanding non technical current arrears at the year end represents 4.3% (2011 – 2.87%) of the total rent roll. The arrears and tenancy sustainment teams working together with welfare rights officers aim to reduce this total to the pre transfer levels. With welfare changes and delays in benefit administration it is a challenging environment in which to keep arrears low. Future welfare changes and the continuing difficult economic environment will add to the problems in this area. . Progress had been made on evictions with the number of evictions remaining steady at three in both 2011 and in the current year. This reflects the improved approach to arrears and the effect of the arrears and tenancy sustainment teams.

The Association let 354 (2011 - 197) properties during the year. The Association continues to allocate relets and new lets as quickly as possible, to ensure that we maximize our effectiveness in housing people in need and minimise our costs. The average time taken to re-let or let a new property has reduced to 5.3 days (2011 – six days). This is an exceptionally good performance and work will continue to maintain this figure over the coming year. The rent loss due to empty properties was £43k (2011 - £12k).

During the year the Association allocated 122 lets to Section 5 homelessness referrals (2011 – 67), representing 32% (2011 - 38%) of the lets made in the year. In addition to the homeless there is still significant unmet demand with 3,294 on the waiting list with 1,131 applications added in the year, with both totals higher than the previous year.

Customer Services

The Association is committed to a high standard of customer service in all its activities. The principal point of contact for customer enquiries is with the housing management and maintenance staff. The quality and customer satisfaction of these services is closely monitored, and steps are taken to improve them further on an ongoing basis.

Accreditation

The Association continues to enjoy the benefits of both Investors in People and Customer Service Excellence accreditation in recognition of its commitment to staff training and development and excellent customer service. During the year the Association retained its Customer Services Excellence status after a rigorous re-review process. The Investors in People award was moved up to a silver award and the Association received a Scottish National Standard Award for Information and Advice. The Association was placed 41st in the Sunday Times Best Not for Profit Organisations Places to Work for list. In a year of considerable change and at the first attempt to enter this review process this was a very good result. After the year end the Association was awarded the Large Housing Association of the Year award by the Chartered Institute of Housing at a ceremony in London.

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Tenant Consultation/Communications

Tenant consultation is vital to the continued success of the Association. The Association's desire to ensure that we communicate effectively with as many tenants as possible has resulted in the Association producing information in a variety of formats including quarterly newspaper, patch newsletters, the website and on plasma screens in reception areas. Regular customer surveys on service performance were also carried out. We have continued to encourage tenants to get involved in the formulation of our policies and procedures through consultations. Examples of this are the use of focus groups to discuss and prioritise issues and action areas of concern. Two events were held in October 2011 for tenants and sheltered tenants to discuss current issues and consult on various policy reviews.

Diversity

The Association is firmly committed to providing flexible services to our increasingly diverse society. Equality and fairness underpin our whole business philosophy. We take a positive approach to promoting our services to all communities. The Association has in place resources through interpreters and the Happy to Translate multi language resource to aid communication to all our tenants.

Other areas

Other areas of note within housing management during the year included:

- The arrears team established as part of the organisational re-structuring last year contributed significantly to keeping the level of arrears down.
- During the year an Action Plan developed in the previous year continued to help tackle the demand problems in the Possilpark tenements. A lower level of turnover in properties occurred in the year.
- Work continued on upgrading the IT systems within housing management and ensuring that the systems were used more efficiently and effectively.
- Upgrading the tenants reward scheme and continuing free cover of £15,000 of contents insurance for tenants who are over sixty. This is helping promote financial social inclusion and ensuring that there is cover in the event of a serious incident for those who generally don't have any cover in place. The policy has generated a wider review by government and other bodies to extend the scheme elsewhere.

Wider Action Activities

Partnerships with other agencies

Effective partnerships with agencies, which provide a range of services and support to tenants were developed. These agencies include the Mungo Foundation, YCMA, Loretto Housing Association, the Richmond Fellowship Scotland, the Simon Community, the Abbeyfield Society (Glasgow) and Glasgow City Council Social Work Services.

Anniesland College/learning and training

In recent years the Association has developed an effective partnership with Anniesland College to provide a range of educational and training opportunities for jobseekers, tenants, staff, refugees, asylum seekers and Board members. The Association continued to provide ICT courses for local unemployed people as well as a 'Steps to Jobs' courses for refugees and eligible asylum seekers, a course for single mothers and the Keys to Learn project providing training opportunities for people affected by homelessness.

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Community Regeneration

The Association has continued to impact on the wider regeneration of the north of the city through a variety of different projects.

- The Association set up during 2010 a social economy company NG 2 Limited to encourage local employment and training opportunities. This has resulted in direct employment within the company of over fifty staff all of whom are paid at the Glasgow minimum wage and above. The company now carries out among other activities close cleaning, bulk uplift, close maintenance, void electrical and joinery work and general environmental improvement activities. The accompanying partnership training and employability programme funded in part by the Scottish Government and the Association has resulted so far in over fifty trainees receiving intensive and quality training together with six months work experience to improve their employability. A significant number of the trainees have progressed on to continuing employment. An award of £57k from the Scottish Government through the Kick Start Employability programme helped support this programme during 2011/12.
- A Community Transport Scheme provided residents of pension age or with a disability with transport to local or city centre shops on a regular and scheduled basis.
- Partnership working arrangements were put in place with Glasgow City Council which helped in financing the operation of a swingo cleansing vehicle to help in keeping the streets clean of litter and waste. Also funding was received for an Environmental Improvement Initiative that resulted in a community garden space and eight raised planting beds in the Carron scheme area.
- In conjunction with Inspiring Scotland an initiative to improve community involvement was started in the year under the Link Up banner. This was to develop existing and facilitate new 'links' that bring people in the community together to undertake mutually beneficial activities, using this experience to increase the number of social connections and therefore social capital in the community as well as the confidence and capacity of the individuals involved.
- The Activate programme started during the year to provide in conjunction with Glasgow University a community capacity building and personal development project. The first course was completed successfully by thirteen participants. A new intake is being selected for the next course. A partnership has also been established with Falls Community Council in Belfast to progress an Activate Across The Sea programme.
- A wide range of community development projects was undertaken in the year. Also programmes of work were undertaken with secondary schools to develop interschool relationships.
- Grant funding of £99k (2011 - £181k) was secured by the Association from Glasgow City Council to help fund sports and diversionary activities for local young people.
- A waste management strategy is being developed in line with the Zero Waste Scotland strategy.
- An environmental programme is being worked on and an application made to the Climate Challenge fund resulted in an award after the year end of £292,635 for three year funding of the programme.
- The Associations Springburn office provided office space to Scotcash who act as a lender to the most economically disadvantaged at interest rates that are substantially lower than other providers. Welfare and financial advice is also provided as part of the service. Proposals are in place to expand the service to the Associations other office on a part time basis.
- In Possilpark premises were rented out to Pollok Credit Union to provide a credit union office in the Possilpark area to assist with financial inclusion.
- Funding from Glasgow Life and Winning Scotland Foundation will provide a Commonwealth Games Legacy sports facilitator post over the next two years to promote sport in the north of the city.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

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Financial Review

Surplus for the year and transfers

The results for the year are shown in the Income and Expenditure Account. The surplus of £3,241,937 (2011 – Surplus of £7,179,513) has been dealt with as follows:

	£
Transfer to Major Repairs reserve	(2,000,000)
Surplus for year	<u>3,241,937</u>
Transfer to general reserve	<u>1,241,937</u>

The Association's result for the year as indicated above was a surplus of £3.24m. This is a significant decline on last year's result of a surplus of £7.18m but that was mostly due to a one off transaction arising from the dowry received on the North Glasgow LHO stock transfer. The reason why the dowry was given is that there is still a high level of investment required to bring the stock to an acceptable standard and to carry out necessary replacements. The expenditure arising from such will have a heavy impact on future results. The Association will continue to closely monitor costs and look for operational efficiencies, while ensuring it maximises the collection of rent and other charges to help fund the required works.

For 2011/12 there has been a delay in getting major repairs contracts on site until the appropriate tendering had been completed. This resulted in a lower level of improvement programmes being carried out and led to a higher level of surplus than had been expected for the year. A £3m programme of work in conjunction with British Gas under the CESP scheme to improve insulation and central heating efficiency was started at the end of the year. This together with other programmes of work will lead to a significantly higher level of expenditure in 2012/13.

The Association reviewed its staff compliment during the year and offered a voluntary severance scheme with the aims of improving business efficiency and improving staff progression and skills mix. A total of fourteen staff took up the offer in the year and severance and pension costs of £787k have been charged to this year's expenditure. This will result in reduced costs in future years and substantially achieves the efficiency savings that were built into the second stage transfer business plan.

With the surplus the Association is in a better financial position with in excess of £9m deposited as cash funds, at the year end. The Association continues to have a significant major repair investment programme due in a proportion of its properties over the next three years to meet our commitments under the Scottish Housing Quality Standards and the longer term promises for improvements to the transferred stock. Cash surpluses will continue to be made, subject to our planned maintenance programme over the next few years.

Treasury Management

The Association has an active treasury management function, which operates in accordance with the Treasury Management Policy approved by the Board. In this way the Association manages its borrowing arrangements to ensure that it is always in a position to meet its financial obligations as they fall due, whilst minimising excess cash and liquid resources held. The Association, as a matter of policy, does not enter into transactions of a speculative nature. At 31 March 2012 the Association has a mix of fixed and variable rate finance which it considers appropriate at this time.

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The Association last year agreed an £8m loan agreement with The Housing Finance Corporation which increased the Associations drawn borrowing to £35m. The funds for such were provided by the European Investment Bank. The Association has come through the period of unprecedented turmoil in the financial markets with no problems in accessing funds. The Association will keep its loan portfolio under review and seek to manage its variable rate loans at the historically low rates that are currently available. The Association is aware of the risks involved with such and some time ago put in place forward fixes on £10m of its loans that did not start till 31 March 2012. The average interest rate on the loans in the year was 3.6% (2011 - 2.94%).

As part of the stock transfer a £17.5m loan facility with the Clydesdale Bank is in place to fund major repairs and additional development opportunities. To date no funds have been drawn down from this facility.

Under the terms of the loan agreements, there are a number of financial and operational covenants that limit the Association's operating and financial flexibility. A failure to comply with any of these covenants could result in default under the agreement and an acceleration of repayment of the debt outstanding. As far as the Board are aware the terms of all covenants were met during the year.

Payment to creditors

The Association's policy concerning the payment of its trade creditors complies with the Confederation of British Industry guidelines. The Association aims to pay its creditors within their credit terms and prioritises payments to its smaller suppliers.

Policies and procedures

Risk Management Policy

The Board have a formal risk management process to assess business risks and implement risk management strategies. This involves identifying the types of risks the Association faces, prioritising them in terms of potential impact and likelihood of occurrence, and identifying means of mitigating the risks. As part of this process the Board have reviewed the adequacy of the Association's current internal controls.

The Board have set policies on internal controls which cover the following:

- Consideration of the type of risks the Association faces;
- The level of risks which they regard as acceptable;
- The likelihood of the risks concerned materialising;
- The Association's ability to reduce the incidence and impact on the business of risks that do materialise; and the costs of operating particular controls relative to the benefit obtained.
- Clarified the responsibility of management to implement the Board's policies and identify and to evaluate risks for their consideration.
- Communicated that employees have responsibility for internal control as part of their accountability for achieving objectives.
- Embedded the control system so that it becomes part of the culture of the Association.
- Developed systems to respond quickly to evolving risks arising from factors within the Association and to changes in the external environment.
- Included procedures for reporting failings immediately to appropriate levels of management and the Board together with details of corrective action being undertaken.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

REPORT OF THE BOARD

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(Continued)

General Reserves Policy

The Board members have previously reviewed the reserves of the Association in conjunction with the long term maintenance plans. This review encompassed the nature of the income and expenditure streams, the need to match variable income with fixed commitments and the nature of the reserves. The review concluded that to allow the Association to be managed efficiently and to provide a buffer for uninterrupted services, reserves equivalent to at least one year's operating costs should be maintained. During the year the Association's reserves increased from £16.37m to £19.29m.

While this is welcome in future years there will be significant expenditure required to upgrade the stock that has been transferred. The Association's maintenance life cycle plan has resulted in the Association running through a period of years where there has been significant planned maintenance expenditure. The Association was returning to a period of years where planned maintenance on the original stock was falling and surpluses would have been made. As commented already the transferring stock still requires significant expenditure in the immediate years and further increase in reserves may be delayed. Also it is clear that future building of new stock will be done with considerably lower grant levels than in the past. The Association will need to generate higher levels of internal reserves to fund future stock replacement.

Maintenance policies

The Association seeks to maintain its properties to the highest standard. To this end programmes of cyclical repairs are carried out in the medium term to deal with the gradual and predictable deterioration of building components. It is expected that the cost of all these repairs would be charged to the Income and Expenditure account.

In addition, the Association has a long-term programme of major repairs to cover for works which have become necessary since the original development was completed, including works required by subsequent legislative changes. This includes replacement or repairs to features of the properties, which have come to the end of their economic lives. The cost of the repairs would be charged to the Income and Expenditure account, unless it was agreed they could be capitalised within the terms outlined in SORP 2010. The Association is now applying component accounting and the cost of replacement of major components will be capitalised and any remaining net book value of the original component will be written off to the Income and Expenditure account.

Gas Servicing and Servicing Inspections

The Association continues to have problems gaining access to some properties to complete this vital inspection. We have a legal duty to carry out gas safety inspections in all our properties with gas appliances each year. This inspection not only protects the lives and wellbeing of our tenants and their families, it protects the neighbours as well. Tenants who do not provide access for our contractors at the agreed time are breaking the terms of their tenancy agreement. Last year we were granted permission from the courts to force access to a number of properties. This is a very expensive process and the tenants involved will always be recharged for all of the costs incurred by the Association in gaining access. The safety inspection takes less than an hour and it could save lives. The Association will do everything possible to reach suitable access arrangements with tenants, so please don't ignore the letters – contact us and we can discuss any access issues.

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Rental Income

The Association's general Rent Policy is based on the size, type and facilities of the accommodation. The policy ensures that the rent structure is easy to administer and covers the wide variations of properties. This policy follows the generally accepted practice/principles of the Housing Association Sector. Some elements of the stock are covered by pre-existing agreements. The Association intends to review the structure of its rents across the next year and bring all properties let in the future onto a standard basis.

Employees with disabilities

Applications for employment by people with disabilities are given full and fair consideration for all vacancies in accordance with their particular aptitudes and abilities. In the event of employees becoming disabled, every effort is made to retrain them in order that their employment with the Association may continue. The Association's policy is that training, career development and promotion opportunities should be available to all employees. During the year the Association continued to support the PAIH initiative and Glasgow Centre for Inclusive Living, providing places for two trainees

Employee Involvement and Health & Safety

The Association takes seriously its responsibilities to employees and as a policy, provides employees with information on matters of concern to them. It is also the policy of the Association to consult where practical, employees or their representatives so that their views may be taken into account in making decisions likely to affect their interests. The Association benchmarks staff turnover levels, sickness absence, ethnic mix, gender and age profile against available statistics on a regular basis. The staff Health & Safety committee reviews the Associations activities and prepares regular reports on health & safety to the Board. The Association has prepared detailed health and safety policies and provides staff training and education on health and safety matters.

Equality

The Association takes a positive approach to promoting its services to the Black and Minority Ethnic (BME) communities and has employed a succession of trainees sourced from Positive Action in Housing (PAIH). The actions of the Association in this respect has gained national recognition. During 2011/12 13.2% (2010/11 21%) of the Association lets were to households of ethnic minority background and 15.1% (2010/11 13.5%) of the waiting list applicants at the year end were of ethnic minority background.

Staff training

The Association provides staff with access to training on courses relevant to their employment. In the year there was a total of 585 (2011 – 251) days training which equated to an average of 4.7 days (2011 – 5.2 days) for each member of the core staff.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

REPORT OF THE BOARD

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Board and Executive team

Members of the Board

The Members of the Board of the Association during the year to 31 March 2012 were as follows:

P Kenna (Chairperson)	M Willis
F Miller (Vice-Chair)	S Donnelly (resigned 20 September 2011)
J Fury (Chair of Audit sub committee)	H White (resigned 20 September 2011)
B Rossine (Vice-Chair of Audit sub committee)	T Dow
R Rodden (Secretary)	I Cross
D Shaw	J Thorburn
C Rossine	M Thomson
P Miller (resigned 20 September 2011)	B Matheson (resigned 20 September 2011)
A Wilson (resigned 20 September 2011)	E Hurcombe (Councillor)

Each member of the Board holds one fully paid share of £1 in the Association. The executive officers of the Association hold no interest in the Association's share capital and although not having the legal status of "director" they act as executives within the authority delegated by the Board.

Executive Team

R Tamburrini – Chief Executive Officer
A Devlin – Deputy Chief Executive Officer
R Fleming - Deputy Chief Executive Officer (left Dec 11)
L Anderson – Director of Corporate Services
R Hartness – Finance Director
A McCann – Director of Investment
J Devine – Head of Business Development

Recruitment and training of Board members

Vacancies on the Board are filled from members of the community who have a commitment to the furtherance of social housing and the aims and objectives of the Association. Members are drawn from a wide range of backgrounds and experience to maintain the necessary mix of skills required to govern and control a complex organisation.

All Board and other committee members receive initial induction training and are then eligible to attend internal and external training events which not only build on existing experience but provide an opportunity to develop new skills.

Volunteers

The Association is grateful for the unstinting efforts of volunteers who are involved in the Board and area committees and other appointments. It is estimated that over 1,548 volunteer hours were provided during the year. If this is conservatively valued at £25.00 an hour the volunteer effort amounts to over £38,700.

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Related parties

Various members of the Board and area committees are tenants, sharing owners or Councillors. The tenancies are on the Association's normal tenancy terms and they could not use their position to their advantage. Sharing owners have lease agreements and these are also on the Housing Associations normal terms. City Councillors who are members of the Board declare their interests relating to relevant decisions taken by the Association or the City Council.

Other issues

Group Structure

The Association has four wholly owned subsidiaries. North Glasgow Management Services Limited objective is to provide factoring services and other activities that the Association cannot due to its charitable status. Design Services Glasgow Limited (DSGL) handles the development activities of the Association and acts as its main contractor. This arrangement ensures that the development activities are carried out in the most VAT efficient manner.

During 2010 the Association formed NG 2 Limited. This subsidiary carries out social economy activities. As noted earlier in the report NG 2 has had a significant impact since it became operational in September 2010. The Association has a dormant subsidiary NG 3 Limited.

The Association will continue to review whether the group structure is appropriate.

Future developments

The Association intends to continue with its policy of improving the quality of housing working with its existing and new partners. The Association in conjunction with Glasgow City Council and the Scottish Government has a programme of agreed and proposed regeneration activities. The Association will continue to explore opportunities for the provision of new housing with both public and private sector bodies. Full financial appraisals are conducted on each potential development to ensure its viability and affordability before the Association commits to a development. Specific projects include:

- Planned maintenance investment of £4.5 million in 2012/13.
- Bringing back into use low demand properties in the Possilpark area for rent or very low cost shared equity sales.
- Possible community and regeneration development for unused commercial properties in Possilpark.
- Assisting with other partners in ensuring the construction of the Saracen Exchange development and with the new adjacent health centre upgrading the streetscape of Saracen Street.

As noted earlier in relation to the stock transfer of 3,027 homes on 28th March 2011 that this is just the beginning. The Association is working on fulfilling the commitments made for improvements to the stock and ensuring that funds raised in North Glasgow are spent in North Glasgow and so benefit the local community through better housing, environment and job prospects. We welcome the challenges that this brings about. Not everything can be accomplished instantly and with the reduction in funding sources throughout central and local government there will be a balancing of available resources and need.

Through out all of the Associations and its partner's activities we will strive to make New North Glasgow a great place to live, learn, work, visit and invest in.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

REPORT OF THE BOARD

31 MARCH 2012

(Continued)

Legislation and branding

With the passing of The Co-operative and Community Benefit Societies and Credit Unions Act 2010 and once fully implemented there will be changes to the description of legislation which affects the Association and its general activities. All references to Industrial and Provident Societies legislation is renamed to refer to Co-operative and Community Benefit Societies. The Association would no longer be an Industrial and Provident Society and can adopt the description of a Community Benefit Society. We welcome this change as it more accurately reflects what the Association actually does do.

In conjunction with this and with all of the changes that are arising with the effects of the stock transfer the Association has considered the future branding of the Association. The Association will remain formally titled as North Glasgow Housing Association Limited but a shorter description of NG Homes will be adopted to reflect the range of its activities.

At the AGM in September 2011 a new set of rules was adopted to replace parts of the rules that were no longer relevant following the stock transfer. The rules were also updated to reflect changes in legislation, names of regulators and government bodies and current best practice.

Changes in financial reporting

Accounting policies are set out on pages 21 to 25. Last year the Association reviewed the application of SORP 2010 and in particular the application of Component Accounting. Under component accounting, a housing property is divided into those major components that have substantially different useful economic lives and each component is depreciated over its useful life. This more fairly reflects in the Income and Expenditure Account the cost of using the asset and is recommended best practice. The Association adopted this process for the 2011 set of financial statements. During 2012 a total of £841k was capitalised under this policy.

Post Balance Sheet Events

There have been no important events since the financial year end that have had an impact on the financial position of the Association.

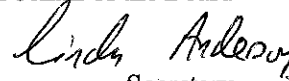
Information for auditors

As far as the Board members are aware there is no relevant audit information of which the auditors are unaware and the Board members have taken all the steps they ought to have taken to make themselves aware of any relevant audit information and to ensure that the auditors are aware of any such information.

Auditors

Baker Tilly UK Audit LLP has indicated its willingness to continue in office.

On behalf of the Board


Secretary

50 Reidhouse Street
Glasgow
G21 4LS

Date: 16 August 2012

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

STATEMENT OF BOARD RESPONSIBILITIES

The Board is responsible for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Under the legislation relating to Industrial and Provident Societies the Board are required to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Association and of the surplus or deficit of the Association of that period. In preparing those financial statements the Board are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the RSL SORP;
- make reasonable and prudent judgements and estimates;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Association will continue in business.

The Board is also responsible for:

- keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the RSL and enable them to ensure that the financial statements comply with the Industrial and Provident Societies Act 1965 to 2002, the Housing (Scotland) Act 2010 and the Registered Social Landlords Accounting Requirements (Scotland) 2007;
- safeguarding the Association's assets; and
- taking reasonable steps for the prevention and detection of fraud and other irregularities.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

Board's Statement on Internal Financial Control

The Board acknowledge their ultimate responsibility for ensuring that the Association has in place a system of controls that is appropriate to the various business environments in which it operates. These controls are designed to give reasonable assurance with respect to:

- the reliability of financial information used within the Association or for publication;
- the maintenance of proper accounting records; and
- the safeguarding of assets (against unauthorised use or disposition).

It is the Board's responsibility to establish and maintain systems of internal financial control. Such systems can only provide reasonable and not absolute assurance against material financial mis-statement or loss. Key elements include ensuring that;

- formal policies and procedures are in place, including the documentation of key systems and rules relating to the delegation of authorities, which allow the monitoring of controls and restrict the unauthorised use of the Association's assets.
- experienced and suitably qualified staff take responsibility for important business functions; annual appraisal procedures have been established to maintain standards of performance.
- forecasts and budgets are prepared regularly which allow the Board and staff to monitor the key business risks and financial objectives, and progress towards financial plans set for the year and the medium term; regular management accounts are prepared promptly, providing relevant, reliable and up-to-date financial and other information and significant variances from budgets are investigated as appropriate.
- all significant new initiatives, major commitments and investment projects are subject to formal authorisation procedures, through relevant sub-committees comprising Board members and others.
- the Board reviews reports from management, from the Chief Executive Officer, staff and from the external and internal auditors to provide reasonable assurance that control procedures are in place and are being followed. This includes a general review of the major risks facing the Association.
- formal procedures have been established for instituting appropriate action to correct weaknesses identified from the above reports.

The Board have reviewed the effectiveness of the system of internal financial control in existence in the Association for the year ended 31 March 2012 and until the below date. No weaknesses were found in internal financial controls which resulted in material losses, contingencies, or uncertainties which require disclosure in the financial statements or in the auditors' report on the financial statements.

By order of the Board



Date: 16 August 2012

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

Auditors' report to the members of

North Glasgow Housing Association Limited

Corporate Governance

In addition to our audit of the financial statements, we have reviewed the Board's statement on page 15 concerning the Association's compliance with the information required by the section on Internal Financial Control within SFHA's publication "Raising Standards in Housing".

Basis of Opinion

We carried out our review having regard to the Bulletin 2009/4 issued by the Auditing Practices Board. The Bulletin does not require us to review the effectiveness of the Association's procedures for ensuring compliance with the guidance notes, nor to investigate the appropriateness of the reasons given for non-compliance.

Opinion

In our opinion the Statement on Internal Financial Control on page 15 has provided the disclosures required by the section on Internal Financial Control within SFHA's publication "Raising Standards in Housing" and is consistent with the information which came to our attention as a result of our audit work on the financial statements.

Baker Tilly UK Audit LLP

Baker Tilly UK Audit LLP
Statutory Auditors
Chartered Accountants
Breckenridge House
274 Sauchiehall Street
Glasgow

Date: *02 August 2012*

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

Independent auditors' report to the members of North Glasgow Housing Association Limited

We have audited the financial statements of North Glasgow Housing Association Limited for the year ended 31 March 2012 on pages 18 to 47. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the Association's members as a body, in accordance with section 9 of the Friendly and Industrial and Provident Societies Act 1968. Our audit work has been undertaken so that we might state to the Association's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Association and the Association's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the Board and auditor

As explained more fully in the Board's Responsibilities Statement set out on page 14, the Board are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the APB's website at www.frc.org.uk/apb/scope/private.cfm.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the Association's affairs as at 31 March 2012 and of its income and expenditure for the year then ended; and
- have been prepared in accordance with the requirements of the Industrial and Provident Societies Acts 1965 to 2002, Part 6 the Housing (Scotland) Act 2010 and the Registered Social Landlords Accounting Requirements (Scotland) Order 2007.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Industrial and Provident Societies Acts 1965 to 2002 requires us to report to you if, in our opinion:

- a satisfactory system of control over transactions has not been maintained; or
- the Association has not kept proper accounting records; or
- the financial statements are not in agreement with the books of account of the Association; or
- we have not received all the information and explanations we require for our audit.

Baker Tilly UK Audit LLP

BAKER TILLY UK AUDIT LLP

Statutory Auditor

Breckenridge House

274 Sauchiehall Street

Glasgow

G2 3EH

Date *22 August 2012*

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

INCOME & EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2012

	Notes	2012	2011
		£	£
Turnover	2	21,101,936	9,016,454
Exceptional item:			
Dowry received for second stage transfer	3b	-	7,018,431
		21,101,936	16,034,885
Less: Operating costs	2	(16,981,011)	(7,918,947)
Operating surplus		4,120,925	8,115,938
Profit on sale of fixed assets	2,4	177,570	-
Interest receivable and other income		88,321	77,969
Interest payable and other charges	5	(1,162,879)	(1,014,394)
		3,223,937	7,179,513
Gift aid donations received		18,000	-
Surplus on ordinary activities for year	7	3,241,937	7,179,513

The results for 2012 and 2011 relate wholly to continuing activities.

Statement of Total Recognised Deficits and Surpluses for the year ended 31 March 2012

		2012	2011
		£	£
Surplus on ordinary activities for year		3,241,937	7,179,513
Actuarial deficit on pension scheme	25	(316,000)	-
Total Surplus recognised since the last annual report		2,925,937	7,179,513

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

BALANCE SHEET

AS AT 31 MARCH 2012

		2012		2011	
Notes	£	£	£	£	£
Tangible Fixed Assets					
Housing properties					
Gross cost less depreciation	8		130,422,046		129,889,632
Less: HAG	8		<u>(89,879,547)</u>		<u>(88,892,878)</u>
			40,542,499		40,996,754
Investments					
LIFT Loan	9	490,382		490,382	
LIFT Grant	9	<u>(490,382)</u>		<u>(490,382)</u>	
			-		-
Other Fixed Assets					
	10		<u>4,588,165</u>		<u>2,487,897</u>
			45,130,664		43,484,651
Investments – subsidiaries					
			<u>1,300</u>		<u>1,300</u>
			45,131,964		43,485,951
Current Assets					
Work in progress	11	-		1,542,000	
Debtors	12	1,840,321		1,080,557	
Cash at hand and in bank		9,134,031		6,896,940	
			<u>10,974,352</u>		<u>9,519,497</u>
Current Liabilities					
Creditors due within one year	13	<u>(3,599,128)</u>		<u>(2,843,846)</u>	
Net Current Assets					
			<u>7,375,224</u>		<u>6,675,651</u>
			52,507,188		50,161,602
Creditors due after more than one year					
	14		<u>(32,770,951)</u>		<u>(33,605,061)</u>
			19,736,237		16,556,541
Net assets excluding pension liability					
Pension liability	25		<u>(445,000)</u>		<u>(191,000)</u>
			<u>19,291,237</u>		<u>16,365,541</u>
Capital and Reserves					
Share Capital	17		106		347
Designated Reserves	7		16,731,476		14,731,476
Revenue Reserves	7		<u>2,559,655</u>		<u>1,633,718</u>
			<u>19,291,237</u>		<u>16,365,541</u>

These financial statements were approved and authorised for issue by the Board on 31 July 2012 and signed on their behalf by:

Secretary: *Linda Anderson*

Member: *John Jones*

Member: *Patricia Thomas*

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

CASH FLOW STATEMENT

YEAR TO 31 MARCH 2012

		2012		2011
	Note	£	£	£
Net cash inflow from operating activities	18a		7,804,424	9,656,368
Returns on investments and servicing of finances				
Interest received		88,321		77,969
Interest paid		(1,162,879)		(1,014,394)
			(1,074,558)	(963,425)
Investing activities				
Cash paid for construction and purchases		(2,250,101)		(10,656,864)
Housing association grant received		1,057,616		1,262,739
Housing association grant repaid		-		-
Sales of housing properties		292,504		-
Purchase of other fixed assets		(2,747,756)		(1,485,815)
Investment in subsidiary		-		(200)
Net cash (outflow) from investing activities			(3,647,737)	(10,880,140)
Net cash inflow/(outflow) before financing			3,082,129	(2,160,197)
Financing				
Loans received		-		8,000,000
Loan principal repayments		(845,042)		(855,975)
Increase in share capital		4		8
Net cash (outflow)/inflow from financing			(845,038)	7,144,033
Increase in cash	18c		2,237,091	4,983,836

Further details are given in note 18.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

1. Accounting Policies

(a) Introduction and accounting basis

The principal accounting policies of the Association are set out in the paragraphs (b) to (s) below. These financial statements are prepared under the historical cost convention and are based on the Registered Social Landlords Accounting Requirements (Scotland) Order 2007 and the Statement of Recommended Practice "Accounting by Registered Social Housing Providers" Update 2010 and applicable Accounting Standards. The Association is registered under the Industrial and Provident Societies Act 1965.

(b) Finance

The financial statements have been prepared on the basis that the capital expenditure referred to in note 8 will be grant aided, funded by loans or met out of reserves, or from proceeds of sales.

(c) Mortgages

Mortgage loans are advanced by private lenders under the terms of the individual mortgage deeds in respect of each property or housing scheme. Advances are available only in respect of those developments, which have been given approval for Housing Association Grant by Glasgow City Council.

(d) Housing Association Grants

Housing Association Grants (HAG) are made by Glasgow City Council and are utilised to reduce the amount of mortgage loan in respect of an approved scheme to the amount which it is estimated can be serviced by the net annual income of the scheme. The amount of HAG is calculated on the qualifying cost (note 1(f)) of the scheme in accordance with instructions issued from time to time by the grant awarding body. HAG and other grants are repayable under certain circumstances. These include the disposal of the properties to which the grants relate.

(e) Housing Association Grant - Acquisition and Development Allowances receivable

Acquisition and Development Allowances are determined by the grant awarding body and are advanced as grants by Glasgow City Council. They are intended to finance certain internal administrative costs relating to the acquisition and development of housing land and buildings for approved schemes. Development allowances become available in instalments according to the progress of work on the scheme. These allowances are credited to development costs when they are receivable.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

(f) **Fixed assets - Housing land and buildings** (note 8)

Properties included in housing properties are stated at cost. The cost of such properties includes the following:

- (i) Cost of acquiring land and buildings
- (ii) Development expenditure including attributable overheads
- (iii) Interest charged on the loans raised to finance the scheme to date of completion.

Works to existing properties will generally be capitalised under the following circumstances:

- (i) Where a component of the housing property, that has been treated separately for depreciation purposes and depreciated over its useful economic life, is replaced or restored; or
- (ii) Where the subsequent expenditure provides an enhancement of the economic benefits of the tangible fixed asset in excess of the previously assessed standard performance. Such enhancement can occur if improvements result in an increase in rental income, a material reduction in future maintenance costs or a significant extension of the life of the property.

Works to existing properties which fail to meet the above criteria are charged to the Income and Expenditure account.

The adoption of component accounting in the previous year represented a change in accounting policy. Previously major components of the Association's housing properties were deemed to be land and buildings. The major components are now deemed to be land, structure, kitchens, central heating and boiler systems, bathrooms and windows. Each component has a substantially different economic life and is depreciated over this individual life. Depreciation rates are shown in note (h). The new accounting policy was deemed to be more appropriate as it better reflects the actual major components of the Association's housing properties and their individual remaining useful lives.

Shared ownership properties are included in housing properties at cost, less any provisions needed for depreciation or impairment.

Where developments have been financed wholly or partly by Housing Association Grant or other capital grant, the cost of those developments has been reduced by the amount of the grant receivable. The amount of the grants receivable is shown separately on the Balance Sheet. Housing Association Grant received in respect of revenue expenditure is credited to the Income and Expenditure Account in the same period as the expenditure to which it relates.

Although Housing Association Grant is treated as a grant for accounting purposes, it may nevertheless become repayable in certain circumstances, such as the disposal of certain assets. The amount repayable would be restricted to the net proceeds of sale.

Interest on the loan financing the development is capitalised up to the relevant date of completion.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

(g) **Low Cost Initiatives for First Time buyers (LIFT)**

LIFT transactions are grants received from the grant awarding body and passed onto an eligible beneficiary. The grant awarding body has a benefit of a fixed charge on the property. This entitles the grant awarding body to a share of the proceeds on the sale of the property by the beneficiary. These are classified as investments and are carried at historical cost with the linked finance cost (the grant received) being deducted from the gross amount of the asset. As from 1 April 2008 the Scottish Government has taken security over completed sales and North Glasgow no longer includes the grants and related loans to the owner on the balance sheet.

(h) **Depreciation**

Housing Properties

Housing Properties are stated at cost, less social housing and other public grants and less accumulated depreciation. Housing properties have been split between their land and structure costs and a specific set of major components which require periodic replacement. Depreciation is charged on a straight-line basis over the expected economic useful lives of the properties structure being 30 years for Rehabilitation and 50 years for New Build properties. No depreciation is charged on the cost of land. Other components are depreciated as follows:

Kitchens	over 15 years
Central heating system and boilers	over 20 years
Bathroom	over 30 years
Windows	over 30 years

Other fixed assets

The Association's assets are written off evenly over their expected useful lives as follows:

Office premises	-	over 25 years
Furniture & equipment	-	over 5 years
Computer hardware	-	over 5 years
Sheltered fixtures & fittings	-	over 8 years

Depreciation is charged on these assets in the year of purchase, but no charge is made in the year of disposal.

(i) **Sale of fixed asset housing properties**

Properties are disposed of under the appropriate legislation and guidance. All costs and grants relating to the share of property sold are removed from the financial statements at the date of sale. Any grants received that cannot be repaid from the proceeds of sale are abated and the grants removed from the financial statements.

(j) **Reserves for major repairs (note 7)**

Major repairs expenditure, being the Association's commitment to undertake a planned programme of major repairs to its properties, is set aside in a designated reserve to the extent required by the Associations long term plans.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

(k) **Apportionment of management expenses**

Direct employee administration and operating costs have been apportioned to the Income and Expenditure account on the basis of costs of the staff to the extent that they are directly engaged in each of the operations dealt with in those accounts.

(l) **Value added tax**

The Association is VAT registered and has a Group VAT structure. However, a large proportion of NGHAs income, namely rents, is exempt for VAT purposes and therefore gives rise to a partial exemption calculation. Expenditure as a result is shown inclusive of VAT

(m) **Turnover**

Turnover represents rental and service charge income receivable from tenants, development administration, properties developed for sale and other income.

(n) **Pensions**

The Association participates in the centralised Scottish Housing Associations Pension Scheme (formerly the Scottish Federation of Housing Association's defined benefits pension scheme) and retirement benefits to some employees of the Association are funded by the contributions from all participating employers and employees in the Scheme. Payments are made to the independently administered Pensions Trust in accordance with periodic calculations by consulting actuaries and are based on pension costs applicable across the various participating Associations taken as a whole.

The Association, as a result of staff transferring during the GHA stock transfer, is now an admitted member of Strathclyde Pension Fund (SPF). The basis of admittance is that of a closed scheme and only transferred employees who already are or wish to join can be a member of this scheme. Retirement benefits to these employees are funded by the contributions from all participating employers and employees in the Fund. Payments are made to the independently administered Fund in accordance with periodic calculations by consulting actuaries and are based on pension costs applicable across the various participating member employers. As a closed scheme a slightly higher calculated rate is payable by the Association to reflect the limited future membership of the scheme.

The Association has fully adopted accounting standard FRS17 'Retirement Benefits' for the SPF Scheme. The impact of this standard has been reflected throughout the financial statements.

The SPF Scheme is a defined benefit scheme which is externally funded and contracted out of the State Earnings Related Pension Scheme. The contributions are determined by qualified actuaries on the basis of periodic valuations using the projected unit method.

For defined benefit schemes the amount charged to the Income and Expenditure account in respect of pension costs and other post retirement benefits is the estimated regular cost of providing the benefits accrued in the year, adjusted to reflect variations from that cost. The interest cost and expected return on assets are included within other finance costs.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

(n) **Pensions (continued)**

Defined benefit schemes are funded, with the assets held separately from the company in separate trustee administered funds. Full actuarial valuations, by a professionally qualified actuary, are obtained at least every three years, and updated to reflect current conditions at each balance sheet date. The pension scheme assets are measured at fair value. The pension scheme liabilities are measured using the projected unit method and discounted at the current rate of return on a high quality corporate bond of equivalent term and currency. A pension scheme asset is recognised on the balance sheet only to the extent that the surplus may be recovered by reduced future contributions or to the extent that the trustees have agreed a refund from the scheme at the balance sheet date. A pension scheme liability is recognised to the extent that the company has a legal or constructive obligation to settle the liability.

(o) **Consolidation**

The Association and its subsidiary undertakings comprise a group. The FSA has granted exemption from preparing group financial statements. The financial statements represent the results of the Association and not of the group. The Board is of the opinion that it would be of no real value to the members of the Association to consolidate or include the accounts of the Association's subsidiaries in the group accounts, because the business of the Association and that of the subsidiaries are so different they cannot be treated as a single undertaking.

(p) **Impairment of fixed assets**

Reviews for impairment of housing properties are carried out on an annual basis and any impairment in an income-generating unit is recognised by a charge to the income and Expenditure account. Impairment is recognised where the carrying value of an income-generating unit exceeds the higher of its net realisable value or its value in use. Value in use represents the net present value of expected future cash flows from these units.

Impairment of assets would be recognised in the Income and Expenditure account.

(q) **Work in progress**

Completed properties and property under construction for outright sale are valued at the lower of costs and net realisable value. Cost comprises materials, direct labour and direct development overheads. Net realisable value is based on estimated sale price after allowing for all further costs of completion and disposal.

(r) **Financial Instruments**

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets, or financial liabilities.

(s) **Lease obligations**

Rentals paid under operating leases are charged to the income and expenditure account on the accruals basis.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012
(Continued)

2. Particulars of turnover, operating costs, operating surplus or deficit by class of business

	Note	Turnover £	Operating Costs £	Operating Surplus/ (deficit) £	Gain on sale of fixed assets £	Interest Receivable £	Interest Payable £	Surplus before Taxation £	Operating Surplus 2011 £	Surplus before Taxation 2011 £
Social lettings	3a	18,444,053	(14,243,736)	4,200,317	-	-	(1,208,879)	2,991,438	1,563,300	548,906
Other activities	3b	2,657,883	(2,737,275)	(79,392)	-	-	(79,392)	(79,392)	6,552,638	6,552,638
Total		<u>21,101,936</u>	<u>(16,981,011)</u>	<u>4,120,925</u>	<u>-</u>	<u>-</u>	<u>(1,208,879)</u>	<u>2,912,046</u>	<u>8,115,938</u>	<u>7,101,544</u>
Sales of fixed assets				-	177,570	-	-	177,570	-	-
Investment Income				-	-	88,321	-	88,321	-	77,969
Other financing income				-	-	-	46,000	46,000	-	-
Interest payable and other charges				-	-	-	-	-	-	-
Total surplus before Taxation				<u>4,120,925</u>	<u>177,570</u>	<u>88,321</u>	<u>(1,162,879)</u>	<u>3,223,937</u>	<u>8,115,938</u>	<u>7,179,513</u>
2011		<u>16,034,885</u>	<u>(7,918,947)</u>	<u>8,115,938</u>	<u>-</u>	<u>77,969</u>	<u>(1,014,394)</u>	<u>7,179,513</u>		

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS AS AT 31 MARCH 2012 (Continued)

3a - Particulars of turnover, operating costs and operating surplus/(deficit) from social letting activities

	General Needs Housing £	Shared Ownership Housing £	Supported Housing Accommodation £	Total 2012 £	2011 £
Income from lettings					
Rent receivable net of service charges	16,310,970	106,697	517,326	16,934,993	7,217,925
Service charges	1,126,835	-	425,527	1,552,362	1,066,792
Gross income from rents and service charges	17,437,805	106,697	942,853	18,487,355	8,284,717
Less: Voids	43,272	30	-	43,320	11,871
Net Income from rents and service charges	17,394,533	106,667	942,853	18,444,053	8,272,846
Grants from the Scottish Ministers	-	-	-	-	-
Total turnover from social letting activities	17,394,533	106,667	942,853	18,444,053	8,272,846
Management and maintenance administration costs	6,765,485	83,024	523,378	7,371,887	3,187,309
Service costs	1,441,282	-	413,201	1,854,483	831,100
Planned and Cyclical maintenance including major repair costs	1,193,395	-	-	1,193,395	558,374
Reactive maintenance costs	1,825,703	-	-	1,825,703	829,784
Bad debts – rents and service charges	422,904	-	-	422,904	152,684
Depreciation of social housing	1,575,364	-	-	1,575,364	1,150,295
Operating costs for social letting activities	13,224,133	83,024	936,579	14,243,736	6,709,546
Operating surplus for social lettings	4,170,400	23,643	6,274	4,200,317	1,563,300
2011	1,396,142	12,653	154,505	1,563,300	

The amount of service charges receivable on housing accommodation not eligible for Housing Benefit was £335,107 (2011 - £158,898).

The total amount of major repairs expenditure incurred in the year was £1,496,665 (2011 - £295,203). Major repairs amounting to £nil (2011 - £nil), which had been fully funded by grant, were capitalised in the year. Component expenditure of £841,090 (2011 - £61,185) was capitalised in the year.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2012
(Continued)

3b – Particulars of turnover, operating costs and operating surplus or deficit from other activities

	Grants from Scottish Ministers	Other revenue grants	Supporting people income	Other income	Total Turnover	Operating costs – bad debts	Other operating costs	Operating surplus/ (deficit)	Operating surplus/(deficit) for previous period of account
	£	£	£	£	£	£	£	£	£
Wider Action/wider role	-	93,414	-	8,927	102,341	-	177,043	(74,702)	(104,702)
Care and repair of property	-	-	-	-	-	-	-	-	-
Factoring	-	-	-	-	-	-	-	-	-
Development activities	119,561	-	-	-	119,561	-	203,923	(84,362)	(231,127)
Support activities	-	-	-	-	-	-	-	-	-
Care activities	-	-	-	-	-	-	-	-	-
Agency services for RSL's	-	-	-	-	-	-	-	-	-
Other agency/management services	-	-	-	-	-	-	-	-	-
Developments for sale to RSL's	-	-	-	-	-	-	-	-	-
Developments and improvements for sale to non registered social landlords, (including first tranche shared ownership sales)	880,000	-	-	1,320,000	2,200,000	-	2,200,000	-	-
Stock transfer ballot	-	-	-	-	-	-	-	-	(166,209)
Stock transfer dowry (note 29)	-	-	-	-	-	-	-	-	7,018,431
Other activities – office rentals/sundry	-	-	-	235,981	235,981	-	156,309	79,672	36,245
Total from other activities	999,561	93,414	-	1,564,908	2,657,883	-	2,737,275	(79,392)	6,552,638
2011	415,834	84,000	-	7,262,205	7,762,039	-	1,209,401	6,552,638	

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

4. Profit on sale of fixed assets

	2012	2011
	£	£
Sale proceeds	301,850	-
Cost of sales	<u>124,281</u>	<u>-</u>
Gain on sale of housing properties	<u>177,569</u>	<u>-</u>

The sales of housing properties have occurred under the right to buy legislation and shared ownership tranches.

The Association is potentially liable to repay amounts on RTB sales arising from the stock transfer from Glasgow Housing Association. During the year two sales occurred but after the necessary calculations no repayments were due on these sales.

5. Interest payable and Other Charges

Loan interest on housing properties	1,194,251	1,110,876
Net return on pension investment	(46,000)	-
Other interest	<u>14,628</u>	<u>32,642</u>
	1,162,879	1,143,518
Less: loan interest capitalised	<u>-</u>	<u>(129,124)</u>
	<u>1,162,879</u>	<u>1,014,394</u>

Interest rates charged on loans during the year ranged from 0.87% to 5.63% (2011: 0.87% to 5.63%). There was no deferred interest or interest charged on the late payment of taxation.

6. Taxation

The Association has charitable status and is no longer liable for tax on its ordinary activities.

7. Reserves

(a) Designated Reserves

	At 31 March 2011	From/(to) Income/Exp	At 31 March 2012
	£	£	£
Major repairs reserve	<u>14,731,476</u>	<u>2,000,000</u>	<u>16,731,476</u>

(b) Revenue reserve

	2012	2011
	£	£
Opening balance at 1 April 2011	1,633,718	5,454,205
Surplus for year	3,241,937	7,179,513
Actuarial (deficit)/ recognised	(316,000)	-
Transfer (to) designated reserves	<u>(2,000,000)</u>	<u>(11,000,000)</u>
Closing balance at 31 March 2012	<u>2,559,655</u>	<u>1,633,718</u>

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

8. Tangible Fixed Assets

	Housing properties held for letting £	Housing properties in course of construction £	Completed shared ownership properties £	Total £
Cost				
At 1 April 2011	126,027,313	6,935,905	3,638,825	136,602,043
Additions	1,481,635	744,041	24,425	2,250,101
Disposals	(8,354)	(27,389)	(106,580)	(142,323)
Transfers	7,506,737	(7,506,737)	-	-
At 31 March 2012	<u>135,007,331</u>	<u>145,820</u>	<u>3,556,670</u>	<u>138,709,821</u>
Depreciation				
At 1 April 2011	6,443,478	-	268,933	6,712,411
Charge in year	1,549,895	-	25,469	1,575,364
At 31 March 2012	<u>7,993,373</u>	<u>-</u>	<u>294,402</u>	<u>8,287,775</u>
Housing Association Grant				
At 1 April 2011	82,524,407	4,013,732	2,354,739	88,892,878
Additions during year	552,712	504,904	-	1,057,616
Disposals	-	-	(70,947)	(70,947)
Transfers	4,518,636	(4,518,636)	-	-
At 31 March 2012	<u>87,595,755</u>	<u>-</u>	<u>2,283,792</u>	<u>89,879,547</u>
Net book value				
As at 31 March 2012	<u>39,418,203</u>	<u>145,820</u>	<u>978,476</u>	<u>40,542,499</u>
As at 31 March 2011	<u>37,059,428</u>	<u>2,922,173</u>	<u>1,015,153</u>	<u>40,996,754</u>

Development administration costs capitalised amounted to £104,656 (2011 - £Nil) for which development allowances amounting to £104,656 (2011 - £Nil) were recorded in the year. Interest capitalised or added to WIP during the year amounted to £Nil (2011 - £129,124). None of the Associations land or property is held under a lease.

9. Investments

	2012 £	2011 £
LIFT Loans made to owners	490,382	490,382
LIFT Grants	(490,382)	(490,382)
	<u>-</u>	<u>-</u>

These amounts represent the amount granted to the LIFT owner up to 1 April 2008 and the corresponding grant North Glasgow has received from Glasgow City Council. North Glasgow is responsible for the administration of these grants. As from 1 April 2008 the Scottish Government has taken security over completed sales and North Glasgow no longer includes the grants and related loans to the owner on the balance sheet.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

10. Other Fixed Assets

	Office Accommodation	Furniture & Equipment	Computer Hardware	Sheltered Fixtures & Fittings	Total
	£	£	£	£	£
Cost					
At 1 April 2011	2,840,580	897,507	1,726,264	86,821	5,551,172
Additions during year	2,368,009	151,269	212,362	16,116	2,747,756
At 31 March 2012	<u>5,208,589</u>	<u>1,048,776</u>	<u>1,938,626</u>	<u>102,937</u>	<u>8,298,928</u>
Depreciation					
At 1 April 2011	1,044,476	571,876	1,381,797	65,126	3,063,275
Charge for the year	372,688	119,550	148,185	7,065	647,488
At 31 March 2012	<u>1,417,164</u>	<u>691,426</u>	<u>1,529,982</u>	<u>72,191</u>	<u>3,710,763</u>
Net Book Value					
As at 31 March 2012	<u>3,791,425</u>	<u>357,350</u>	<u>408,644</u>	<u>30,746</u>	<u>4,588,165</u>
As a 31 March 2011	<u>1,796,104</u>	<u>325,631</u>	<u>344,467</u>	<u>21,695</u>	<u>2,487,897</u>

11. Work in progress - LIFT

	2012	2011
	£	£
Cost of developing properties	-	2,379,544
Grants received to develop properties	-	<u>(837,544)</u>
	-	<u>1,542,000</u>

12. Debtors: Amounts falling due within one year

Rents in arrears	1,158,924	907,850
Less: bad debt provision	<u>(698,053)</u>	<u>(443,139)</u>
	460,871	464,711
Development funding receivable	74,662	74,662
Trade debtors	20,689	14,694
Amounts due from group companies	172,526	55,621
Prepayments and accrued income	349,113	186,345
Other debtors	<u>762,460</u>	<u>284,524</u>
	<u>1,840,321</u>	<u>1,080,557</u>

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

13. Creditors due within one year	2012 £	2011 £
Loans (note 14)	845,042	855,974
Trade creditors	509,418	710,302
Taxation and social security	553,331	83,680
Other creditors	737,043	315,620
Balance due to group companies	-	246,004
Accruals and deferred income	512,618	228,543
Rents in advance	<u>441,676</u>	<u>403,723</u>
	<u>3,599,128</u>	<u>2,843,846</u>

14. Creditors due after more than one year

Loans	<u>32,770,951</u>	<u>33,605,061</u>
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Loans are secured by specific charges on the Association's properties. Loans are repayable at varying rates of interest of 0.87% to 5.63% (2011 – 0.87% to 5.63%) in instalments due as follows:

In one year or less (note 13)	845,042	855,974
Between one and two years	861,943	873,093
Between two and five years	2,712,585	2,747,677
In five years or more	<u>29,196,423</u>	<u>29,984,291</u>
	<u>33,615,993</u>	<u>34,461,035</u>

The Dunfermline Building Society holds a standard security over 1,421 properties. The Housing Finance Corporation holds a security over 187 properties. Clydesdale Bank holds a security over 1,148 properties.

15. Auditors' Remuneration

The remuneration of the external auditors (including expenses and VAT for the year)	13,104	13,517
Remuneration of the auditors in respect of services other than those of external auditors	-	611
	<u>13,104</u>	<u>14,128</u>

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

	2012	2011
	£	£
16. Employees		
Staff costs during year		
Wages and salaries	4,176,997	1,907,164
Social security costs	310,946	162,636
Other pension costs	<u>719,769</u>	<u>221,954</u>
	<u>5,207,712</u>	<u>2,291,754</u>

The total above includes payments totalling £787,114 for fourteen staff who left during the year under a voluntary severance scheme. This total includes £194,606 due to Strathclyde Pension Fund for strain payments on the fund.

The number of persons employed

by the Association during the year were as follows:

	No	No
- full time equivalent	<u>122</u>	<u>57</u>

The Directors are defined as the members of the Board, the Director and any other person reporting directly to the Director or the Board whose total emoluments excluding pension contributions exceed £60,000 per year.

	£	£
Aggregate emoluments payable to Directors (excluding pension contributions and benefits in kind, including severance of £76,824)	<u>630,200</u>	<u>468,557</u>
Emoluments payable to Highest Paid Director (excluding pension contributions, including severance pay of £76,824)	<u>153,392</u>	<u>110,545</u>
Emoluments payable to the CEO (based on a forty hour week) (excluding pension contributions)	<u>108,612</u>	<u>110,545</u>

The Association's contributions to the pension scheme for the Director in the year amounted to £10,353 (2011 - £15,752).

Emoluments paid to Directors including pensions can be analysed as:

	No	No
£60,001 - £70,000	1	1
£70,001 - £80,000	4	4
£80,001 - £90,000	-	-
£90,001 - £100,000	-	-
£100,001 - £110,000	-	-
£110,001 - £120,000	1	-
£120,001 - £130,000	-	1
£130,001 - £140,000	-	-
£140,001 - £150,000	-	-
£150,001 - £160,000	<u>1</u>	<u>-</u>

No member of the Board received any emoluments in respect of their services to the Association.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

17. Share Capital	2012 £	2011 £
Shares of £1 fully paid and issued at 1 April 2011	347	353
Shares issued during year	4	8
Shares written off in year	<u>(245)</u>	<u>(14)</u>
Shares issued at 31 March 2012	<u>106</u>	<u>347</u>

Each member of the Association holds one share of £1 in the Association. These shares carry no rights to dividend or distributions on a winding up. When a shareholder ceases to be a member, that person's share is cancelled and the amount paid thereon becomes the property of the Association. Each member has a right to vote at members' meetings.

18. Notes to the Cash Flow Statement

(a) Reconciliation of surplus to net cash inflow from operating activities	2012 £	2011 £
Surplus for the year	3,241,937	7,179,513
Net interest payable	<u>1,074,558</u>	<u>936,425</u>
Operating surplus for the year excluding interest and tax payable	4,316,495	8,115,938
Depreciation	2,222,852	1,528,670
Abortive contracts written off	27,389	-
(Increase) in debtors	(759,764)	(137,400)
Share capital cancelled	(245)	(14)
(Gain) on disposal of fixed assets	(177,569)	-
Increase in creditors	695,266	1,019,806
Decrease/(increase) in work in progress	1,542,000	(870,632)
Pension – employee costs difference	(16,000)	-
Pension – other finance income	<u>(46,000)</u>	<u>-</u>
	<u>7,804,424</u>	<u>9,656,368</u>
(b) Reconciliation of net cash flow to movement in net debt		
Increase in cash for the year	2,237,091	4,983,836
Loans received	-	(8,000,000)
Loan repayments	<u>845,042</u>	<u>855,975</u>
Change in net debt	3,082,133	(2,160,189)
Net debt as at 1 April 2011	<u>(27,564,095)</u>	<u>(25,403,906)</u>
Net debt as at 31 March 2012	<u>(24,481,962)</u>	<u>(27,564,095)</u>

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

18 Notes to the Cash Flow Statement

(c) Analysis of Changes in net debt

	As at 31 March 2011 £	Cash Flow £	Other Changes £	As at 31 March 2012 £
Cash at bank and in hand	6,896,940	2,237,091	-	9,134,031
Debt due within one year	(855,974)	-	10,932	(845,042)
Debt due after one year	<u>(33,605,061)</u>	<u>845,042</u>	<u>(10,932)</u>	<u>(32,770,951)</u>
	<u>(27,564,095)</u>	<u>3,082,133</u>	<u>-</u>	<u>(24,481,962)</u>

19. Capital Commitments

**2012
£M 2011
£M**

Expenditure authorised by the Board
contracted less certified

0.42 0.63

This will be funded by means of:

Housing Association Grant

- -

Shared equity sales

- -

Own resources

0.42 0.63

Loans

- -
0.42 0.63

20. Housing Stock

The number of units in management at 31 March was as follows:

No. No.

General needs housing

5,268 5,226

Supported housing accommodation

169 169

Shared ownership accommodation

58 63

5,495 5,458

No units are under management by other bodies.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

21. Related Parties

Tenants, sharing owners and owners who are members of the Board are not treated differently to any other tenants or owners. City Councilors who are members of the Board declare their interests relating to relevant decisions taken by the Association or the City Council.

Other related parties are detailed below:

Related Party	Relationship	Transactions	Amount £	Balance due (to)/from at 31/3/12 £
North Glasgow Management Services Limited	Subsidiary Company	Net balance transactions with subsidiary in year Interest paid by subsidiary	46,987 -	37,999
Design Services Glasgow Limited	Subsidiary Company	Purchases from Payments to Interest charged	572,291 744,801 3,336	71,734
NG 2 Limited	Subsidiary Company	Purchases from Payments to and costs charged	866,577 998,353	62,793
NG 3 Limited	Subsidiary Company	None	Nil	(100)

Related party transactions in the previous year are listed below;

Related Party	Relationship	Transactions	Amount £	Balance due (to)/from at 31/3/11 £
North Glasgow Management Services Limited	Subsidiary Company	Net balance paid by subsidiary in year Interest paid by subsidiary	75,508 1,622	(8,988)
Design Services Glasgow Limited	Subsidiary Company	Purchases from Payments to	3,675,047 (3,575,497)	(112,112)
NG 2 Limited	Subsidiary Company	Share capital subscribed Purchases from Payments on behalf of	100 124,704 55,621	(68,983)
NG 3 Limited	Subsidiary Company	Share capital subscribed	100	(100)

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

22. Subsidiary Companies

The Association has four subsidiary companies North Glasgow Management Services Limited (NGMS), Design Services Glasgow Limited (DSGL), NG 2 Limited and NG 3 Limited. All companies are companies limited by shares and are registered in Scotland

	% Holding	Class of shares	Country of Incorporation	Cost £
NGMS	100	Ordinary	Scotland	1,000
DSGL	100	Ordinary	Scotland	100
NG 2	100	Ordinary	Scotland	100
NG 3	100	Ordinary	Scotland	100

NGMS handles the factoring and other activities that the Association cannot undertake due to its charitable status. NGMS had capital and reserves of £98,685 (2011 capital and reserves of £64,370) and profits of £34,315 (2011 profit of £7,964) for the year ended 31 March 2012. The principal activity of the company is that of property management. Balance due by NGMS at year end was £37,899 (2011 – balance due to NGMS £8,988).

DSGL handles the development contracts for the group. The company is a company limited by shares and is registered in Scotland. DSGL has capital and reserves of £7,097 (2011 - 9,656) and losses of £2,559 for the year. (2011 – loss £186). The principal activity of the company is that of design services and contracting. Balance of £71,734 was owed from DSGL at the year end (2011 – owed to DSGL £112,112).

NG 2 was formed during 2010 to handle the Associations social economy activities and to encourage local employment and training opportunities. The first period end of the company was the period ended 31st December 2011. The results for that period was a profit of £20,125 and capital and reserves of £20,225. Based on the management accounts to 31st March 2012 NG 2 had capital and reserves of £27,013 and profits of £6,788 for the period ended 31 March 2012. Balance due to the Association at 31 March 2012 was £62,793.

NG 3 Limited was formed in 2010 and is a dormant company.

The Board is of the opinion that it would be of no real value to the members of the Association to consolidate or include the accounts of the Association's subsidiaries in the group accounts, required to be prepared under Section 13 of the Friendly and Industrial and Provident Societies Act 1968 for the year ended 31 March 2012, because the business of the Association and that of the subsidiaries are so different they cannot be treated as a single undertaking and there is no value to the members in preparing group accounts.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

23. Pension Fund – Scottish Housing Associations Pension Scheme

North Glasgow Housing Association Limited participates in the Scottish Housing Associations Pension Scheme (the Scheme). The Scheme is a multi-employer defined benefit scheme. The Scheme is funded and is contracted-out of the state scheme.

The Scheme offers five benefit structures to employers, namely:

- Final salary with a 1/60th accrual rate.
- Career average revalued earnings (CARE) with a 1/60th accrual rate.
- Career average revalued earnings with a 1/70th accrual rate.
- Career average revalued earnings with a 1/80th accrual rate
- Career average revalued earnings with a 1/120th accrual rate, contracted in,

An employer can elect to operate different benefit structures for their active members (as at the first day of April in any given year) and their new entrants. An employer can only operate one open benefit structure at any one time. An open benefit structure is one which new entrants are able to join.

North Glasgow Housing Association has elected to operate the final salary with a 1/60th accrual rate benefit option for active members as at 31 March 2012 for members who joined before 31 March 2011 and the career average revalued earnings with a 1/80th accrual rate for members who joined since 1 April 2011.

During the accounting period North Glasgow Housing Association Limited paid contributions to the final salary scheme at the rate of 9.6% of pensionable salaries. Member contributions were 9.6%. In addition the Association paid 10.6% of pensionable salary roll as at September 2009 as contributions to past service deficits. As at the balance sheet date there were 32 active members of the final salary scheme employed by North Glasgow Housing Association Limited (2011 – 39). For the CARE 1/80th scheme the Association paid contributions to that scheme at the rate of 6.6% of pensionable salaries. Member contributions were 6.6%. As at the balance sheet date there were three active members of the CARE 1/80th scheme employed by North Glasgow Housing Association Limited (2011 – Nil). North Glasgow Housing Association Limited continues to offer membership of the CARE 1/80th Scheme to its employees.

The key valuation assumptions used to determine the assets and liabilities of the Scottish Housing Associations' Pension Scheme are:

2009 Valuation Assumptions	% p.a.
Investment return pre retirement	7.4
Investment return post retirement - Non-pensioners	4.6
Investment return post retirement – Pensioners	4.8
Rate of salary increases	4.5
Rate of pension increases	
- Pension accrued pre 6 April 2005 in excess of GMP	2.9
- Pension accrued post 6 April 2005 (for leavers before 1 October 1993 pension increases are 5.0%)	2.2
Rate of price inflation	3.0

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

23. Pension Fund – Scottish Housing Associations Pension Scheme (continued)

Mortality Tables	
Non-pensioners	SAPS (S1PA) All Pensioners Year of Birth Long Cohort with 1% p.a. minimum improvement
Pensioners	SAPS (S1PA) All Pensioners Year of Birth Long Cohort with 1% p.a. minimum improvement

Contribution Rates for Future Service (payable from 1 April 2011)	%
Final salary 1/60ths	19.2
Career average revalued earnings 1/80ths	13.2
Additional rate for deficit contributions *	10.4

(* Expressed in nominal pound terms (for each employer) increasing each 1 April in line with the rate of salary increases assumption. Earnings as at 30 September 2009 are used as the reference point for calculating the additional contributions).

North Glasgow Housing Association Limited participates in the Scottish Housing Associations' Pension Scheme ('the Scheme'). The Scheme is funded and is contracted-out of the State Pension scheme.

It is not possible in the normal course of events to identify the share of underlying assets and liabilities belonging to an individual participating employer as the Scheme is a multi-employer arrangement where the assets are co-mingled for investment purposes, benefits are paid from the total Scheme assets, and the contribution rate for all employers is set by reference to the overall financial position of the Scheme rather than by reference to individual employer experience. Accordingly, due to the nature of the Scheme, the accounting charge for the period under FRS17 represents the employer contribution payable.

The Trustee commissions an actuarial valuation of the Scheme every three years. The main purpose of the valuation is to determine the financial position of the Scheme in order to determine the level of future contributions required, so that the Scheme can meet its pension obligations as they fall due.

The last formal valuation of the Scheme was performed as at 30 September 2009 by a professionally qualified Actuary using the Projected Unit Credit method. The market value of the Scheme's assets at the valuation date was £295 million. The valuation revealed a shortfall of assets compared with the value of liabilities of £160 million, equivalent to a past service funding level of 64.8%.

The Scheme Actuary has prepared an Actuarial Report that provides an approximate update on the funding position of the Scheme as at 30 September 2011. Such a report is required by legislation for years in which a full actuarial valuation is not carried out. The funding update revealed an increase in the assets of the Scheme to £341 million and indicated an increase in the shortfall of assets compared to liabilities to approximately £207 million, equivalent to a past service funding level of 62.2%.

Following a change in legislation in September 2005 there is a potential debt on the employer that could be levied by the Trustee of the Scheme. The debt is due in the event of the employer ceasing to participate in the Scheme or the Scheme winding up.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

23. Pension Fund – Scottish Housing Associations Pension Scheme (continued)

The debt for the Scheme as a whole is calculated by comparing the liabilities for the Scheme (calculated on a buy-out basis, i.e. the cost of securing benefits by purchasing annuity policies from an insurer, plus an allowance for expenses) with the assets of the Scheme. If the liabilities exceed assets there is a buy-out debt.

The leaving employer's share of the buy-out debt is the proportion of the Scheme's liability attributable to employment with the leaving employer compared to the total amount of the Scheme's liabilities (relating to employment with all the employers). The leaving employer's debt therefore includes a share of any 'orphan' liabilities in respect of previously participating employers. The amount of the debt therefore depends on many factors including total Scheme liabilities, Scheme investment performance, the liabilities in respect of current and former employees of the employer, financial conditions at the time of the cessation event and the insurance buy-out market. The amounts of debt can therefore be volatile over time.

North Glasgow Housing Association Limited has been notified by The Pensions Trust of the estimated employer debt on withdrawal from the Scottish Housing Associations' Pension Scheme based on the financial position of the Scheme as at 30 September 2011. As of this date the estimated employer debt for North Glasgow Housing Association was £12,579,555.

24. Pension Fund – Pensions Trust Growth Plan

North Glasgow Housing Association Limited participates in the Pensions Trust's Growth Plan. The Plan is funded and is not contracted out of the state scheme. The Growth Plan is a multi-employer pension Plan.

Contributions paid into the Growth Plan up to and including September 2001 were converted to defined amounts of pension payable from Normal Retirement Date. From October 2001 contributions were invested in personal funds which have a capital guarantee and which are converted to pension on retirement, either within the Growth Plan or by the purchase of an annuity.

The rules of the Growth Plan allow for the declaration of bonuses and / or investment credits if this is within the financial capacity of the Plan assessed on a prudent basis. Bonuses / investment credits are not guaranteed and are declared at the discretion of the Plan's Trustee.

The rules of the Growth Plan give the Trustee the power to require employers to pay additional contributions in order to ensure that the statutory funding objective under the Pensions Act 2004 is met. The statutory funding objective is that a pension scheme should have sufficient assets to meet its past service liabilities, known as Technical Provisions.

The Trustee commissions an actuarial valuation of the Growth Plan every 3 years. The purpose of the actuarial valuation is to determine the funding position of the Plan by comparing the assets with the past service liabilities as at the valuation date. Asset values are calculated by reference to market levels. Accrued past service liabilities are valued by discounting expected future benefit payments using a discount rate calculated by reference to the expected future investment returns.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

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AS AT 31 MARCH 2012

(Continued)

24. Pension Fund – Pensions Trust Growth Plan (continued)

If the actuarial valuation reveals a deficit, the Trustee will agree a recovery plan to eliminate the deficit over a specified period of time either by way of additional contributions from employers, investment returns or a combination of these.

The rules of the Growth Plan state that the proportion of obligatory contributions to be borne by the Member and the Member's Employer shall be determined by agreement between them. Such agreement shall require the Employer to pay part of such contributions and may provide that the Employer shall pay the whole of them.

North Glasgow Housing Association Limited paid no contributions to the Growth Plan during the accounting period. Four employees paid contributions into the scheme during the year and were still active members of the plan at the year end. North Glasgow Housing Association continues to offer membership of the Plan to its employees.

It is not possible in the normal course of events to identify on a reasonable and consistent basis the share of underlying assets and liabilities belonging to individual participating employers. The Plan is a multi-employer scheme where the Plan assets are co-mingled for investment purposes, and benefits are paid from the total Plan assets. Accordingly, due to the nature of the Plan, the accounting charge for the period under FRS17 represents the employer contribution payable.

The valuation results at 30 September 2008 have now been completed and have been formalised. The valuation of the Plan was performed by a professionally qualified Actuary using the Projected Unit Method. The market value of the Plan's assets at the valuation date was £742 million and the Plan's Technical Provisions (i.e. past service liabilities) were £771 million. The valuation therefore revealed a shortfall of assets compared with the value of liabilities of £29 million, equivalent to a funding level of 96%.

The financial assumptions underlying the valuation as at 30 September 2008 were as follows:

	%pa
- Investment return pre retirement	7.6
- Investment return post retirement	
Actives/deferreds	5.1
Pensioners	5.6
- Bonuses on accrued benefits	0.0
- Rate of price inflation	3.2

In determining the investment return assumptions the Trustee considered advice from the Scheme Actuary relating to the probability of achieving particular levels of investment return. The Trustee has incorporated an element of prudence into pre and post retirement investment return assumptions; such that there is a 60% expectation that the return will be in excess of that assumed and a 40% chance that the return will be lower than that assumed over the next 10 years.

The preliminary triennial valuation results as at 30 September 2011 were received in March 2012 but, as the valuation will not be finalised until later this year, this disclosure note must still refer to the 2008 valuation results as the last completed valuation.

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AS AT 31 MARCH 2012

(Continued)

24. Pension Fund – Pensions Trust Growth Plan (continued)

The Scheme Actuary's preliminary results for 30 September 2011 show that the Plan's assets at that date were £780 million and the Plan's Technical Provisions (i.e. past service liabilities) were £928 million. The valuation therefore revealed a shortfall of assets compared with the value of liabilities of £148 million, equivalent to a funding level of 84%.

If an actuarial valuation reveals a shortfall of assets compared to liabilities the Trustee must prepare a recovery plan setting out the steps to be taken to make up the shortfall.

The Pensions Regulator has the power under Part 3 of the Pensions Act 2004 to issue scheme funding directions where it believes that the actuarial valuation assumptions and/or recovery plan are inappropriate. For example, the Regulator could require that the Trustee strengthens the actuarial assumptions (which would increase the Plan liabilities and hence impact on the recovery plan) or impose a schedule of contributions on the Plan (which would effectively amend the terms of the recovery plan). A copy of the recovery plan in respect of the September 2008 valuation was forwarded to The Pensions Regulator on 18 December 2009, as is required by legislation.

Following a change in legislation in September 2005 there is a potential debt on the employer that could be levied by the Trustee of the Plan and The Pensions Act 2011 has more recently altered the definition of Series 3 of the Growth Plan so that a liability arises to employers from membership of any Series except Series 4. (Our recent correspondence to all employers refers.) The debt is due in the event of the employer ceasing to participate in the Plan or the Plan winding up.

The debt for the Plan as a whole is calculated by comparing the liabilities for the Plan (calculated on a buyout basis i.e. the cost of security benefits by purchasing annuity policies from an insurer, plus an allowance for expenses) with the assets of the Plan. If the liabilities exceed assets there is a buy-out debt.

The leaving employer's share of the buy-out debt is the proportion of the Plan's liability attributable to employment with the leaving employer compared to the total amount of the Plan's liabilities (relating to employment with all the currently participating employers). The leaving employer's debt therefore includes a share of any 'orphan' liabilities in respect of previously participating employers. The amount of the debt therefore depends on many factors including total Plan liabilities, Plan investment performance, the liabilities in respect of current and former employees of the employer, financial conditions at the time of the cessation event and the insurance buy-out market. The amounts of debt can therefore be volatile over time.

North Glasgow Housing Association Limited has also been notified by the Pensions Trust of the estimated employer debt on withdrawal from the Growth Plan based on the financial position of the Plan as at 30 September 2011. As of this date the estimated employer debt for North Glasgow Housing Association Limited was £66,849 (30/9/10 - £52,888). The Scheme actuary has estimated that the debt at 31 March 2012 would be £72,866.

North Glasgow Housing Association Limited has been notified by the Pensions Trust of the Scottish Housing Association Pension Scheme that past service deficit contributions payable for the year to 31 March 2013 is £2,726.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

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AS AT 31 MARCH 2012

(Continued)

25. Pensions Fund – Strathclyde Pension Fund

Some of the Associations employees belong to the Strathclyde Pension Fund which is administered by Glasgow City Council and is a defined benefit scheme. The assets of the scheme are held separately from those of the Association in investments under the overall supervision of the Fund Trustees. The last full actuarial valuation was carried out at 31 March 2012. The next full actuarial valuation is due as at 31 March 2015. The following information was updated for FRS 17 purposes to 31 March 2012 by a qualified independent actuary

The assumptions that have the most significant effect on the results of the valuation are those relating to the rate of return on investments and the rates of increases in salaries and pensions. The principal actuarial assumptions (expressed as weighted averages) at the year end were as follows:

	2012	2011
Discount rate	4.8%	5.5%
Expected rate of return on plan assets	5.8%	6.9%
Future salary increases	4.8%	5.1%
Inflation	2.5%	2.8%

In valuing the liabilities of the pension fund at 31 March 2012, mortality assumptions have been made as indicated below. The assumptions relating to longevity underlying the pension liabilities at the balance sheet date are based on standard mortality tables and include an allowance for future improvements in longevity. The assumptions are equivalent to expecting a 65-year old to live for a number of years as follows:

- Current pensioner aged 65: 21.0 years (male), 23.4 years (female)
- Future retiree upon reaching 65: 23.3 years (male), 25.3 years (female).

The assumptions used by the actuary are chosen from a range of possible actuarial assumptions which, due to the timescale covered, may not necessarily be borne out in practice.

The present value of the defined benefit obligation is as follows:

	2012	2011
Defined Benefit Plans	£000's	£000's
Opening defined benefit obligation	4,057	4,389
Current service cost	240	2
Past service cost	-	-
Interest cost	233	1
Loss on curtailment	57	-
Actuarial losses/(gains)	332	(336)
Contributions by members	75	1
Liabilities extinguished on settlements	-	-
Liabilities assumed in a business combination	-	-
Estimated benefits paid	(10)	-
Closing defined benefit obligation	4,984	4,057

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

25. Pensions Fund – Strathclyde Pension Fund (continued)

Movements in fair value of plan assets

	2012	2011
	£000's	£000's
Defined Benefit plans		
Opening fair value of plan assets	3,866	3,838
Expected return on plan assets	279	2
Actuarial gains	16	23
Contributions by the employer	313	2
Contributions by the members	75	1
Assets distributed on settlements	-	-
Estimated benefits paid	10	-
Closing fair value of plan assets	<u>4,539</u>	<u>3,866</u>

Expense recognised in the income and expenditure account

	2012		2011	
	£000's	% of	£000's	% of
		pay		pay
Current service cost	240	20%	2	21%
Losses on settlements or curtailments	57	4.7%	-	-
Past service cost	-	-	-	-
Interest on defined benefit pension plan obligation	233	19.4%	2	23.8%
Expected return on defined benefit pension plan asset	(279)	(23.2%)	(2)	26.3%
	<u>251</u>	<u>20.9%</u>	<u>2</u>	<u>18.5%</u>
Actual return on plan assets	<u>43</u>		<u>25</u>	

Analysis of the amount credited to other finance income

	2012	2011
	£'000	£'000
Expected return on employer assets	279	2
Interest on pension scheme liabilities	<u>(233)</u>	<u>(2)</u>
Net Return	<u>46</u>	<u>-</u>
Net revenue account cost	<u>251</u>	<u>2</u>

The total amount recognised in the statement of total recognised gains and losses in respect of actuarial gains and losses is as follows:

	2012	2011
	£000's	£000's
Opening Actuarial Gains	359	-
Increase/(Decrease) in irrecoverable surplus from membership fall and other factors	-	-
Actuarial (Losses)/Gains recognised in STRGL	(316)	359
Cumulative Actuarial Gains and Losses	<u>43</u>	<u>359</u>

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

25. Pensions Fund – Strathclyde Pension Fund (continued)

The fair value of the plan assets and the return on those assets were as follows

	2012		2011	
	£000's	%	£000's	%
Equities	3,495	77	2,977	77
Corporate bonds	499	11	503	13
Property	318	7	232	6
Cash	227	5	154	4
	<u>4,539</u>		<u>3,866</u>	

Movement in surplus during the year

	2012	2011
	£'000's	£'000's
(Deficit) at beginning of year	(191)	(550)
Current service cost	(240)	(2)
Losses on settlements or curtailments	(57)	-
Employer contributions	313	2
Past service costs	-	-
Net return on assets	46	-
Actuarial (losses)/gain	<u>(316)</u>	<u>359</u>
(Deficit) at end of the year	<u>(445)</u>	<u>(191)</u>

History of experience of gains and losses

	2012	2011
Difference between expected and actual return on scheme assets - amount £000's	(236)	23
- % of scheme assets	5.19%	0.59%
Experience gain/(loss) arising on scheme - amount £000's	(236)	23
- % of scheme liabilities	4.73%	0.57%
Total amount of actuarial gain/(loss) - amount £000's	(316)	359
- % of scheme liabilities	6.34%	8.85%

The amounts recognised in the balance sheet are as follows:

	2012	2011
	£000's	£000's
Present value of scheme liabilities	(4,984)	(4,057)
Fair value of scheme assets	4,539	3,866
Surplus/(deficit)	<u>(445)</u>	<u>(191)</u>

North Glasgow Housing Association Limited expects to contribute £239,000 (2011 - £213,900) to the Strathclyde Pension Fund in the coming year.

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

26. Contingent liabilities

The Association is potentially liable to repay amounts on RTB sales arising from the stock transfer from Glasgow Housing Association.

At 31 March 2012 the Association had no other contingent liabilities (2011 -£Nil).

27. Funding from partners

The Association in conjunction with its subsidiary NG 2 operated a partnership training and employability programme during the year funded in part by the Scottish Government through the Kick Start Employability programme. This programme allowed trainees to receive intensive and quality training together with six months work experience to improve their employability. A significant number of the trainees have progressed on to continuing employment. An award of £57k from the Scottish Government through the Kick Start Employability programme helped support this programme during 2011/12

Partnership working arrangements were in place with Glasgow City Council in financing the operation of a swingo cleansing vehicle to help in keeping the streets clean of litter and waste. Funding of £3,000 each was received from Glasgow City Council area committees for the Canal and Springburn areas.

Funding of £4,800 from Glasgow City Council - Glasgow North East LCPP capital programme was received for an environmental improvement initiative that resulted in a community garden space and eight raised planting beds in the Carron scheme area.

Grant funding of £99k (2011 - £181k) was secured by the Association from Glasgow City Council to help fund sports and diversionary activities for local young people

Funding of £15k from Glasgow Life and £10k from Winning Scotland Foundation will provide a Commonwealth Games Legacy sports facilitator post over the next two years to promote sport in the north of the city.

The Association is grateful for the support given from all its funders and collaborative partners.

28. Commitments under operating leases

At 31 March 2012 the Association had annual commitments under non-cancellable operating leases as set out below:

	2012		2011	
	Land & Buildings	Other Items	Land & Buildings	Other Items
	£	£	£	£
Operating leases which expire				
Within 1 year	-	3,704	-	3,708
Within 2- 5 years	-	4,792	-	8,496
Over 5 years	22,000	-	22,000	-
	<u>22,000</u>	<u>8,496</u>	<u>22,000</u>	<u>12,204</u>

NORTH GLASGOW HOUSING ASSOCIATION LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2012

(Continued)

29. Stock Transfer

During the previous year the Association undertook a Stock Transfer for three different sites with Glasgow Housing Association. The Association acquired property, fixtures and fittings, rent arrears and a pension liability. For two of the sites, Balmore and Red Road, a cash payment was made by the Association for the purchase of these sites. The stock transfer dowry income (note 3b) relates to the North Glasgow LHO transfer. Funds of £7,094,116 were paid to the Association to take the stock in recognition of future repair and improvement work that is required to these properties. The transfer included £115,315 in relation to fixtures and fittings. Offset against this was a pension deficit of £191,000 (note 25) related to the transfer of staff to the Association from Glasgow Housing Association.

At the previous year end the Association had the following balances included within the balance sheet relating to the Stock Transfer undertaken at the year end:

	£
Housing properties held for letting	7,259,342
Furniture & Equipment	249,749
Rent arrears	226,028
Pension liability	(191,000)
Net cash movements	(525,688)
Stock transfer dowry	<u>7,018,431</u>