

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

Minutes of the Management Committee Meeting held in the Office of North View Housing Association at 29A Stravanan Road, Castlemilk, GLASGOW at 6.15pm on Wednesday 25th September 2019

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| 1.0 | Present
Josephine Deacon
Jim Dougherty
William Hamilton
Audrey Laird
Ken Robertson | In Attendance:-
Alison Main (Housing Manager)
Jean Price (Finance Manager)
Paul McNeil (Financial Consultant) |
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2.0 Apologies

- 2.1 Apologies were received from Christine Devine, Diana Hamilton and Wilma McCubbin.

3.0 Declaration of Interest

- 3.1 It was noted that Audrey Laird is a member of the Management Committee of the Birgidale Complex and a member of Castlemilk Community Council.

4.0 Minutes of Management Committee Meeting of 21st August 2019

- 4.1 Audrey Laird proposed the Minutes of the Meeting of the Management Committee 21st August 2019 to be a true record of the Meeting. Jim Dougherty seconded the motion and it was passed unanimously by Committee.

5.0 Matters Arising from Minutes of Management Committee Meeting of 21st August 2019

- 5.1 Re item 5.1:- the Office Bearers approved the Director's job description at his appraisal, and the Director has signed his new Job Description.

The Association has now received from Collette Scotston (human resources consultant) completed Job Descriptions for all members of staff. All staff should be signed up to their new Job Description by mid-October at the latest.

Committee will be kept informed of progress.

- 5.2 Re item 5.2:- the Director and Finance Manager are continuing to carry out work to ensure that (for each flat size) the ground floor flats have the highest rent, the rent for mid floor flats are less expensive (than the ground floor flats), and the top floor flats have the lowest rent.

Action
Dir
FM & Dir

5.3	Re item 5.3:- the Director and Finance Manager are continuing to review the new build rent policy with a view to bringing our rents more in line with those of other Castlemilk RSLs.	FM & Dir
5.4	Re item 5.4:- the issue of finance for the Windlaw Lodge Project was discussed at the Committee Meeting of 28 th August 2019.	
5.5	Re item 5.5:- the Director will oversee an options appraisal to determine how best to replace the Finance Manager upon her retirement. It is anticipated that the Finance Manager's retirement date will be summer 2020.	Dir
5.6	Re item 5.6:- the Rent Assimilation exercise will be completed for initiation on 1 st April 2020, and our Rent Policy will be updated accordingly.	FM & Dir
5.7	Re item 5.7:- our Value for Money Strategy will be developed in 2019/20.	Dir
5.8	Re item 5.8:- the Financial Indicators were discussed at the Management Committee of 28 th August 2019.	
5.9	Re item 5.9:- the Association is awaiting a response form the Asylum and Refugee Service's caseworker regarding this matter. The Committee will be kept informed.	HM
5.10	Re item 5.10:- the mobile phone app is finished development and is available for download from Google Play for android smart phones, but there have been delays getting it in to Apple's App Store. The Maintenance Manager will investigate further.	
	The Management Committee will be kept informed of developments.	MM
5.11	Re item 5.11:- the Director will update the Policy Bank with the Financial Regulations accordingly.	Dir
5.12	Re item 5.16:- the tenants' response to the 'Rent Policy Consultation' newsletter (regarding rent assimilation) was discussed at the Management Committee Meeting of 18 th September 2019.	
5.13	Re item 5.13:- the Director met Linda Ewart and will contact her towards the end of October to discuss her developing with Committee an alternative approach to the Committee Chats for next year.	Dir
	A Learning and Development Plan for the Management Committee has been established.	
5.14	Re item 5.14:- the Association has a 'Settlement Agreement Policy'. The Director will oversee the development of a Scheme of Delegation Policy to comply with the new 'Notifiable Events' requirements.	Dir

5.15 Re item 5.15:- the Director is overseeing the completion of the incomplete sections of the Business Plan.	Dir
5.16 Re item 5.16:- it was agreed that the six month review of the Business Plan will be undertaken in January 2020. The Director will oversee preparations.	Dir
5.17 Re item 5.17:- the Housing Manager stated that the eviction was carried out on 30 th August 2019.	
5.18 Re item 5.18:- 1. <redacted due to commercial sensitivity>. 2. The Maintenance Manager has provided the Council with a site plan of the Viewglen Court development with the site boundary highlighted in red; we expect their confirmation that they will adopt Viewglen Court soon. Committee shall be kept informed of progress.	Dir MM
5.19 Re item 5.23:- the manner in which we have collected evidence for our self-assurance has changed, resulting in us not using the Risk Management software system for the exercise.	
5.20 Re item 5.24:- Committee discussed the Assurance Statement at its Meetings of 11 th and 18 th September 2019.	
5.21 Re item 8.2:- the eviction was scheduled for 23 rd September 2019, but we received a Minute of Recall on 20 th September 2019. The case will return to court on 2 nd October 2019.	
Committee will be kept informed of developments.	HM
5.22 Re item 9.2:- the Housing Manager stated that the invoice related to the Roads Construction Consent process for the Windlaw Lodge project, and not Viewglen Court.	
5.23 Re item 10.2:- the Housing Manager confirmed that the Director and Corporate Services Officer met with Information Law Solutions (ILS) on Friday 30 th August, and that i) ILS were supportive of our approach to Freedom of Information, ii) the Association is awaiting ILS's comments on our draft Guide to Information Policy, and ii) that we appear to be on programme in respect of compliance the Requirements of Freedom of Information.	
Committee will be kept informed regarding ILS's comments on our draft Guide to Information Policy.	Dir
5.24 Re item 10.3:- the Housing Manager confirmed that the Association's website provider is in the process of amending the 'structure' site to provide more tabs for the increased content that we will have.	
Committee will be kept informed of progress.	Dir

5.25 Re item 11.1:- the Internal Audit Reports on Rent Arrears, Rent Setting and Service Charges, and Void Management were circulated to Committee before its Meeting of 18th September 2019.

5.26 Re item 11.2:- the Association is awaiting the draft report on 'Regulatory Standards Self-Assessment' processes from the Internal Auditor's visit at the end of August 2019. The draft report on 'Governance' has been received.

Committee will be kept informed of matters and progress in relation to this.

Dir

5.27 Re item 12.2:- the Director reported the matter a 'Notifiable Event', and the Regulator has confirmed that they consider the matter closed.

5.28 Re item 13.2:- the Director has updated the Policy Bank accordingly.

5.29 Re item 14.1:- the Housing Officer contacted the Council and they have emptied the bins on the Windlaw Strip.

6.0 Minutes of Management Committee Meeting of 28th August 2019

6.1 It was noted that William Hamilton was not present at the Management Committee Meeting on 28th August 2019 and had been included in error in the members listed as attending in the minute record.

6.2 Correcting for William Hamilton's absence, Ken Robertson proposed the Minutes of the Meeting of the Management Committee 28th August 2019 as being a true record of the Meeting. Jim Dougherty seconded the motion and it was passed unanimously by Committee.

7.0 Matters Arising from Minutes of Management Committee Meeting of 28th August 2019

7.1 Re item 6.1:- the Finance Section of the Business Plan will be discussed at a future Committee Meeting.

FM

7.2 Re item 7.4:- the Finance Manager will incorporate the Key Performance Targets in future financial reports.

FM

7.3 Re item 8.2:- the Finance Manager commented on Paul McNeill's projections.

7.4 Re item 8.3:- the loan for the Windlaw Lodge Project was discussed under agenda item 4.0.

7.5 Re item 9.1:- the audited accounts will be discussed under agenda item 17.0.

7.6 Re item 10.7:- the community clean event was held on the afternoon of Wednesday 18th September 2019.

- 7.7 Re item 10.9:- the Director wrote to Mary McEwan's husband, Andy, regarding the Association establishing a 'Trust' in Mary's memory. Mary's daughter, Mary, contacted the Director to confirm that the family were delighted with the suggestion that they wished the Association to proceed with establishing the Trust.

The Association will now develop the Trust with a view to it coming into effect from 1st April 2020. The Association will liaise with Mary McEwan's family during its development.

Dir

- 7.8 Re item 10.10:- the Office Bearers conducted the Director's annual appraisal on Tuesday 3rd September 2019.

8.0 Minutes of Management Committee Meeting of 11th September 2019

- 8.1 Josephine Deacon proposed the Minutes of the Meeting of the Management Committee 11th September 2019 to be a true record of the Meeting. Audrey Laird seconded the motion and it was passed unanimously by Committee.

9.0 Matters Arising from Minutes of Management Committee Meeting of 11th September 2019

- 9.1 Re item 4.8:- the Director has added the 'Settlement Agreements Policy' to the Policy Bank.

- 9.2 Re item 4.13:- the Director has added the 'Committee Members: Recruitment and Succession Strategy' to the Policy Bank.

- 9.3 Re item 4.16:- the Committee Training session on Re-lets and Void Management will be held in the Office at 6.15pm on Wednesday 2nd October 2019 (changed from 9th October 2019).

HM &
MM

- 9.4 Re item 5.6:- the Director discussed the issues with the Finance Manager.

- 9.5 Re item 5.7:- the minutes of the Management Committee Meetings from 30th July 2019 have been published on the Association's website immediately.

- 9.6 Re item 5.8:- the '30 year financial projections' have been added to the 'Documentary Evidence'.

- 9.7 Re item 5.9:- the Director has added his Job Description and the Housing Manager's Job Description to the 'Documentary Evidence'.

- 9.8 Re item 5.10:- the minutes of Management Committee Meetings since 30th June 2019 have been uploaded to the Association's website.

- 9.9 Re items 5.11:- the 'Settlement Agreements Policy' has been added to the 'Documentary Evidence'.

9.10 Re item 5.12:- the Director will include our plans to comply with EESSH in 'Documentary Evidence'.	Dir
9.11 Re item 5.13:- the 'Finance Legislation' entry has been updated.	
10.0 Minutes of Management Committee Meeting of 18th September 2019	
10.1 Jim Dougherty proposed the Minutes of the Meeting of the Management Committee 18 th September 2019 to be a true record of the Meeting. William Hamilton seconded the motion and it was passed unanimously by Committee.	
11.0 Matters Arising from Minutes of Management Committee Meeting of 18th September 2019	
11.1 Re item 4.6:- the Director will continue to oversee the addition of more documents to the digital evidence bank.	Dir
11.2 Re item 5.2:- the Director has overseen the signing of the Assurance Statement and it was lodged on the Scottish Housing Regulator's Portal on 24 th September 2019.	Dir
11.3 Re item 6.1:- the Internal Auditor's first three Audit Reports – Rent Arrears, Rent Setting and Service Charges, and Void Management – will be discussed at the next Audit & Risk Sub-Committee Meeting.	Dir
11.4 Re item 7.1:- Streetwise's funding request for a monetary donation towards the £500 cost of delivering a week long football programme during the October school holiday week, and/or towards the £5,000 funding shortfall for their Young Parents Group will be discussed under agenda item 13.0.	
11.5 Re item 7.5:- feedback from the Rent Policy Consultation will be covered under agenda item 17.0.	
12.0 Correspondence	
12.1 From Castlemilk Youth Complex:- the Finance Manager explained that an email has been received from the Youth Complex seeking funding to support two projects that it is currently working to deliver. The first relates to an October Week Football project which costs £500. A total of 137 young people take part in this, with 28 from the Windlaw area. The Complex also supports the Young Parents' Group and is seeking £5,000 to continue this work. A total of 17 young parents attend this group, with 5 from the Windlaw area. The Finance Manager confirmed that there is provision in the budget to provide funding to support these projects.	
After discussion, it was proposed by Josephine Deacon that the Association provides £500 to support the October Week Football project and £2,000 for the Young Parents' Group. Audrey Laird seconded the motion and it was passed unanimously by Committee.	

The Director will inform the Youth Complex of the Management Committee's decision.

Dir

- 12.2 From The Pensions Trust (TPT):- the Finance Manager explained that correspondence has been received from TPT regarding the final salary pension scheme and the associated apportionment of the outstanding liability relating to this.

Under the current final salary scheme, the employee contributes 12.5% of their salary and the employer contributes 12.6% (25.1% in total). From 1st April 2020, the overall contribution required will increase to 32.4%, representing an increase of 7.3% overall.

The Finance Manager explained that the Association has until January 2020 to confirm to TPT what it wishes to do going forward. It was noted that the Finance Manager will prepare a report for the Management Committee on the options available to the organisation and the matter will be discussed in detail at a specially convened meeting in November 2019.

FM

13.0 Reports from Sub-Committees

- 13.1 The paper 'Reports from Sub-Committee Meeting – September 2019' was circulated to all Committee Members in advance of the meeting.
- 13.2 Committee noted the content of the paper.

14.0 Funding for Windlaw Lodge Project

- 14.1 Paul McNeil joined the meeting to discuss the private finance options available to the Association to part fund the Windlaw Lodge Project. He carried out a short presentation, explaining that there are a number of options currently available for the Association to consider.
- 14.2 <Redacted due to commercial sensitivity>
- 14.3 <Redacted due to commercial sensitivity>
- 14.4 <Redacted due to commercial sensitivity>
- 14.5 <Redacted due to commercial sensitivity>
- 14.6 <Redacted due to commercial sensitivity>
- 14.7 Paul advised that it is very good that a number of different lenders are interested in providing funding to the Association. He confirmed that he will prepare a report and calculations, comparing the different options available to the Association and this will be presented at the next Management Committee Meeting on 30th October 2019.
- 14.8 Paul McNeil left the meeting.

PMcN

15.0 Development Report

- 15.1 The paper 'Development Report on Windlaw Lodge Project – September 2019' was circulated to all Committee Members prior to the meeting and the content discussed in detail at the meeting.
- 15.2 The Housing Manager explained that the Quality Tender submissions are due to be returned by 12noon on 1st October 2019. The meeting to carry out the assessment and scoring of these submissions was scheduled to take place at 6.15pm on 2nd October 2019 but it was noted that this has been changed to 6.15pm on 9th October 2019 to ensure Design Team input into the process.
- 15.3 It was noted that it is recommended that the Association procures the Contractor for installation of the new foul drain from the site via Public Contract Scotland's 'QuickQuote' portal and that the Design Team selects four, five or six Civil Engineering Contractors to tender for the project.
- 15.4 Jim Dougherty proposed that the appointment of a contractor for the new drain works be appointed via QuickQuote, with the Design Team selecting the Civil Engineering Contractors to be invited to tender and that authority to assess and score the Quality Tenders be delegated to the General Purposes Sub-Committee. This was seconded by William Hamilton and unanimously agreed by the Committee.
- 15.5 It was noted that Josephine Deacon, Jim Dougherty, William Hamilton, Audrey Laird and Ken Roberson would attend the Quality Tender opening at 12noon on Tuesday 1st October 2019 and the Priced Tender opening at 12noon on Monday 14th October 2019.

**Dir/
GPSC**

16.0 Freedom of Information

- 16.1 The Housing Manager advised that work is continuing to ensure that all relevant documents and policies are in place prior to 11th November 2019. The Director has been working closely with Information Law Solutions in relation to this. SFHA Guidance has also been used.

The draft Guide to Information Policy, draft Access to Information Policy and draft Records Management Policy will be circulated to Management Committee members prior to the meeting scheduled for 30th October 2019 and will be discussed in detail at that meeting.

Dir

- 16.2 It was also noted that the Association's website will be updated with relevant information. Work is underway to incorporate more tabs on the website to suit the new requirements. The Customer Services Assistant will start uploading information to the website from 14th October 2019.

CSA

16.3 The Housing Manager confirmed that once all policies have been considered by Committee on 30 th October 2019, the Director will thereafter notify the Scottish Information Commissioner. The Guide to Information (which will include hyperlinks to information) will be uploaded to the website.	Dir
16.4 The Association will publicise Freedom of Information details in the Winter Newsletter.	Dir
17.0 Rent Policy Consultation	
17.1 The paper 'Report on Rent Policy Consultation – September 2019' was circulated to all Committee Members prior to the meeting. The content was noted and discussed at the meeting.	
17.2. The Housing Manager confirmed that the Rent Policy Consultation was discussed at the Management Committee Meeting on 18 th September 2019 and an article on this was included in the Autumn Newsletter.	
17.3 It is expected that the next steps set out in the report will be complete by end November 2019.	Dir
18.0 External Audit	
18.1 The Finance Manager advised that the Audit Report has now been received.	
18.2 It was noted that the accounts need to be signed and the Committee response letter (to be signed by the Chairperson) was discussed at the meeting. The Finance Manager noted that the letter of representation has also to be completed.	
18.3 The Finance Manager will oversee the arrangements to sign and complete the required elements.	FM
19.0 Internal Audit	
19.1 There were no items to report under this Agenda Item.	
20.0 Health & Safety	
20.1 The Housing Manager advised that the Health and Safety Audit will be carried out by ACS on 1 st October 2019. The Corporate Services Officer and Andrew Gillies (consultant) will lead on this.	
20.2 The Audit findings will be report to Management Committee in due course.	Dir
21.0 Performance Management	
21.1 The paper 'Performance Management Proforma to 31 st August 2019 – September 2019' was circulated at the meeting.	

21.2 Committee discussed and noted the content of the paper.

22.0 Any Other Competent Business

Revised Meeting Schedule up to Christmas

22.1 A revised schedule detailing all meetings up to Christmas 2019 was circulated at the meeting.

Committee Conference Weekend

22.2 After discussion, it was unanimously agreed by the Management Committee that the Conference Weekend would take place on 10th January to 12th January 2020 at the Westerwood Hotel in Cumbernauld.

The Director will oversee the arrangements for the Conference.

Dir

Photo Booth

22.3 The Finance Manager explained that a photo booth had been booked for the 25th Anniversary Fun Day on 28th July 2019. Unfortunately, the company with which the booking was made phoned on the day to advise that they could no longer attend. The Association had paid a deposit of £600 to secure this booking and had been advised that this would be refunded. The payment has, however, not been received despite attempts by the Association to make contact with the company. It is now thought that this could be some form of scam.

After discussion, it proposed by Jim Dougherty that the Association continues to pursue the company for the £600 payment through the Debt Recovery Agency and also contacts the Police for advice and investigation. This was seconded by Audrey Laird and unanimously agreed by the Management Committee.

The Finance Manager will implement the Management Committee's decision.

FM

Streetlighting

22.4 It was noted that streetlighting is out at 21, 23 and 25 Stravanan Terrace and also at the bus stop at 304 Arden Craig Road. The Housing Manager will pass this matter to Maintenance staff to resolve.

Committee will be kept apprised of progress.

HM

Lane at Ardmaleish Road to Lenihall Drive

22.5 It was noted that work to cut back bushes at this lane has been instructed. The Housing Manager will obtain an update on matters and Committee will be kept apprised of progress.

HM

23.0 Date and Time of Next Meeting

23.1 The next Meeting of the Management Committee of North View Housing Association will be held in the Association's Office at 6.15pm on Wednesday 30th October 2019.

23.2 The Meeting finished at 8.00pm.

_____ Signed (Chairperson) _____ Date