

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 27th November 2019

- 1.0 Present**
- Josephine Deacon
Christine Devine
Jim Dougherty
Diana Hamilton
William Hamilton
Audrey Laird
- In Attendance:-
Euan Anderson (Housing Manager)
Jean Price (Finance Manager)

2.0 Apologies

- 2.1 Apologies were received from Alex Bruce, Iris Robertson, and Ken Robertson.

3.0 Declaration of Interest

- 3.1 It was noted that Christine Devine is Secretary of the Management Committee of the Birgidale Complex, Chair of Castlemilk Community Council and a Committee Member of Castlemilk Timebank; Audrey Laird is a member of the Management Committee of the Birgidale Complex and a member of Castlemilk Community Council; and that Iris Robertson is a member of Castlemilk Community Council, and a member of the Management Committee of the Birgidale Complex.

4.0 Minutes of Management Committee Meeting of 30th October 2019

- 4.1 Diana Hamilton proposed the minutes of the Management Committee Meeting of 30th October 2019 to be a true record of that Meeting. Audrey Laird seconded the motion and it was passed unanimously by Committee.

5.0 Matters arising from Minutes of Management Committee Meeting of 30th October 2019

- 5.1 Re item 4.6:- <redacted due to commercial sensitivity>.
- 5.2 Re item 6.1:- all members of staff should be signed up to their new Job Description by the end of February 2020.
- 5.3 Re item 6.2:- the rent assimilation exercise will be discussed under agenda item 12.0.

<i>Action</i>
Dir

<p>5.4 Re item 6.3:- 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. It was noted that this review will influence the rent assimilation exercise.</p>	<p>FM & Dir</p>
<p>5.5 Re item 6.4:- the Director stated that the Finance Manager will remain with the Association until the end of March 2021.</p>	
<p>5.6 Re item 6.5:- the rent assimilation exercise will be discussed under agenda item 12.0.</p>	
<p>5.7 Re item 6.6:- our Value for Money Strategy will be developed in 2019/20.</p>	<p>Dir</p>
<p>5.8 Re item 6.7:- the Association is awaiting a response from the Asylum and Refugee Service's caseworker regarding this matter. The Committee will be kept informed.</p>	<p>HM</p>
<p>5.9 Re item 6.8:- all information about our App has been sent to Apple, but still isn't available in Apple's App Store. The Maintenance Manager will try to establish when it will be available.</p>	
<p>The Management Committee will be kept informed of developments.</p>	<p>MM</p>
<p>5.10 Re item 6.9:- the Financial Regulations are in the Policy Bank.</p>	
<p>5.11 Re item 6.11:- the Director will oversee the development of a Scheme of Delegation Policy to comply with the new 'Notifiable Events' requirements.</p>	<p>Dir</p>
<p>5.12 Re item 6.12:- it was agreed that Jim Harvey be appointed to help the Association complete the Business Plan, bring it up to date, and work with Committee on establishing an Options Appraisal (in response to item in the Strategic Risk Register about the Director leaving the Association).</p>	
<p>The Director will contact Jim regarding this.</p>	<p>Dir</p>
<p>5.13 Re item 6.13:- the Business Plan will be reviewed as part of the work that Jim Harvey will carry out.</p>	
<p>5.14 Re item 6.15:- the case was called to Court today.</p>	
<p>The tenant applied for Universal Credit on 11th November 2019 and has paid £200 to date this month. We are awaiting to hear from the tenant regarding the outcome of their Universal Credit claim and in light of this, we have instructed our solicitor to seek for the case to be continued for eight weeks to allow sufficient time for the benefit situation to be established and a payment arrangement to be agreed and monitored.</p>	
<p>The Court had continued the case until 22nd January 2020.</p>	
<p>Committee will be kept informed of developments.</p>	<p>HM</p>

- 5.15 Re item 6.18:- the Association has received the Internal Auditor's report on 'Regulatory Standards Self-Assessment' and it has been issued to all Committee Members.
- 5.16 Re item 6.19:- the Finance Section of the Business Plan will be covered by Jim Harvey during his review of the Business Plan.
- 5.17 Re item 6.21:- the Association will now develop the 'Mary McEwan 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.
- 5.18 Re item 6.23:- the paper setting out our strategy to comply with EESSH, and an example of our Performance Management Proforma (illustrating progress towards EESSH compliance) has been included in 'Documentary Evidence'.
- 5.19 Re item 6.24:- the Director will work with the Audit & Risk Sub-Committee to develop a process to oversee the management of the 'digital evidence bank' for self-assessment.
- 5.20 Re item 6.26:- all the Internal Audit Reports issued since 1st April 2019 were discussed at the Audit & Risk Sub-Committee Meeting.
- 5.21 Re item 6.28:- Committee met on Wednesday 13th November 2019 to discuss the options available to Committee regarding the changes to the pension scheme that become effective from 1st April 2020.
- 5.22 Re item 6.34:- information about Freedom of Information will be included in the Winter Newsletter.
- 5.23 Re item 6.35:- the rent assimilation exercise will be discussed under agenda item 12.0.
- 5.24 Re item 6.37:- the draft 'Response Plan' to ACS's Health & Safety Audit Report will be discussed under agenda item 14.0.
- 5.25 Re item 6.38:- the Finance Manager has booked the Westerwood Hotel (from Friday 10th January 2020 until Sunday 12th January 2020) for the Committee Conference Weekend.
- 5.25 Re item 6.39:- the Finance Manager will contact the Police regarding a company's failure to reimburse a £600 payment that we made.
- Committee will be kept informed of developments.
- 5.26 Re item 6.40:- the streetlighting at 21, 23, and 25 Stravanan Terrace has been fixed.
- 5.27 Re item 7.2:- places at SHARE's Annual Conference (from Friday 13th March 2020 to Sunday 15th March 2020) have been reserved for six Committee Members.

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- 5.28 Re item 7.3:- the Director contacted the Chief Executive of Ardenglen Housing Association and arranged for her to deliver a presentation to Committee on the 'Castlemilk Pantry' project.
- 5.29 Re item 9.3:- both evictions were carried out.
- 5.30 Re items 10.2, 10.3, 10.4, 10.8 and 10.9:- these matters will be discussed under agenda item 11.0.
- 5.31 Re item 11.2:- Lynda Kelly has been promoted to Maintenance Officer.
- 5.32 Re item 12.1:- content relating to Freedom of Information was added to our website by 11th November 2019.
- 5.33 Re item 21.3:- the Guide to Information Policy published on our website, contains hyperlinks.
- 5.34 Re item 12.5:- the Director confirmed the 'interests' with Committee Members and the interests were recorded in our 'Register of Interests'.
- 5.35 Re item 13.1:- the Director contacted the Internal Auditor to establish when his report on 'Regulatory Standards; Self Assessment' will be issued.
- 5.36 Re item 14.1:- the draft 'response report' to ACS's External Audit Report of our Health & Safety Management System will be discussed under agenda item 14.0.
- 5.37 Re item 15.4:- the Policy Register has been updated.
- 5.38 Re item 16.1:- the Director stated that staff have been informed of the dates that the Office will be closed for the Christmas and New Year holidays, and notice will be given in the Winter Newsletter.
- 5.39 Re item 16.4:- the Director and Housing Manager met James Dornan MSP and his assistant.
- 5.40 Re item 16.5:- the bins were removed and returned.

Dir

6.0 Minutes of Management Committee Meeting of 13th November 2019

- 6.1 Josephine Deacon proposed the minutes of the Management Committee Meeting of 13th November 2019 to be a true record of that Meeting. Wilma McCubbin seconded the motion and it was passed unanimously by Committee.

7.0 Matters arising from Minutes of Management Committee Meeting of 13th November 2019

- 7.1 Re item 4.2:- the Finance Manager stated that The Pensions Trust no longer provide a CARE pension scheme, so Option 4 was not available for selection.

7.2 Re item 4.4:- the Finance Manager will meet with all members of staff at 2pm on Wednesday 11th December 2019 to start the consultation process on the Committee's proposed changes to the pension scheme.

Committee will be kept informed of progress.

FM

7.3 Re item 5.2:- the Director informed the Chief Executive of Ardenglen Housing Association of the Committee's decision about the Pantry.

7.4 Re items 6.4 and 6.5:- these matters will be discussed under agenda item 11.0.

7.5 Re item 7.1:- places at next year's SHARE Conference have been booked for six Committee Members.

7.6 Re item 7.2:- the Director removed the data from the Association's website and made the information 'available on request'.

8.0 Correspondence

8.1 There was no correspondence.

9.0 Reports from Sub-Committees

9.1 The paper 'Report from Sub-Committee Meetings – November 2019' was circulated to all Committee Members prior to the Meeting.

9.2 Committee noted the content of the paper.

10.0 Management Accounts

10.1 The papers 'Committee Report for End of September 2019 (Quarter 2)', and 'Financial Performance Indicators Report to 30 September 2019' were tabled by the Finance Manager.

Committee Report for End of September 2019

10.2 The Finance Manager discussed the content of the report.

10.3 She highlighted that we have spent nearly all of our annual void budget in the first six months of the fiscal year, and that both tenant and formal tenant arrears have increased to a higher level than normal for this time of year; it was noted that the increase is probably the effect of more tenants being migrated across to Universal Credit.

10.4 The Finance Manager discussed the loans that we have. It was noted that the balance we will have left to pay on the Office at the end of the financial year, should be approximately £4,500, in which case Committee could consider paying off the balance.

Financial Performance Indicators

10.5 The content of the paper was discussed.

10.6 It was noted that the increase in tenant arrears has resulted in us missing a performance target for the quarter, but that we met all our Loan Covenants.

11.0 Development Report

11.1 The paper 'Development Report on Windlaw Lodge Project – November 2019' was circulated to all Committee Members prior to the Meeting.

The Director then gave an update report on matters that have arisen since the paper was written.

11.2 This item has been redacted on the grounds of commercial sensitivity.

Adoption of Viewglen Court

11.3 The Maintenance Manager has been given the name of another person in the Roads Department to make contact with a view to getting the footpaths, carriageway and streetlighting in Viewglen Court adopted.

Committee will be kept informed of progress.

MM

Installation of new foul drain from site (to connect in to existing drain on Stravanan Road)

11.4 The Director stated that four contractors had submitted a tender for the project and the tenders had been opened at 1pm on Monday 25th November 2019.

11.5 The contractors that tendered, and their tendered sums were:- <the names of the contractors and tendered sums have been redacted on the grounds of commercial sensitivity>.

11.6 The Quantity Surveyor will check the lowest tenders for accuracy before we confirm the appointment.

Committee will be kept informed of progress.

Dir

Tender submission to DRS

11.7 Development staff at New Gorbals Housing Association are compiling information for the tender submission to DRS (Glasgow City Council's Development & Regeneration Services) and are liaising with the Quantity Surveyor regarding the information that they need from him for the submission.

They are aiming to get the tender submitted by close of business on Friday 6th December 2019.

11.8 New Gorbals will submit the tender without applying savings to the contract in the first instance. This will yield a 3 person equivalent cost per unit of approximately £93,464.14, which is £20,476.14 above the £73,000 benchmark. At this level, the Association would have to borrow approximately £1.6m for the project, <content redacted due to it being commercially sensitive>.

The options to reducing the level of grant funding were noted as being:-

1. Making savings to the contract.
2. Increasing the private finance element of the funding package.
3. A mixture of making savings to the contract and increasing the level of private finance.

The Director will keep Committee informed of DRS's response, and subsequent negotiations should they occur.

Private Finance for Windlaw Lodge Project

11.9 The Director stated that <name of lender redacted on the grounds of commercial sensitivity> has confirmed that it will loan us <loan amount redacted on the grounds of commercial sensitivity> for the Windlaw Lodge new build project and have issued us with their Engagement Letter.

11.10 The Director stated that <name of lender redacted on the grounds of commercial sensitivity> will now issue us with the Engagement Documents, which we will forward to our solicitor (TC Young) for their assessment. Committee will be informed of the solicitor's assessment upon receipt of same.

Dir

11.11 The £2m will be drawn down on 14th February 2020.

11.12 After discussion, Diana Hamilton proposed that the Association's Director, Euan Anderson, be authorised to sign the Engagement Letter, and other documentation relating to this loan on behalf of the Association. Wilma McCubbin seconded the motion, and it was approved unanimously by Committee.

The Director will sign and return the Engagement Letter to <name of lender redacted on the grounds of commercial sensitivity>.

Dir

Clerk of Works

11.13 The Maintenance Manager has had discussion with one possible candidate regarding the provision of Clerk of Works services. He will now contact other housing associations that employ Clerks of Work to determine if any would be available for this project.

Committee will be kept informed of progress.

MM

12.0 Rent Assimilation

12.1 The Director stated that, due to other workload commitments, he and the Finance Manager have had difficulty finding a sustained period of time in which to work on the rent assimilation proposals, so it hasn't been progressed as well as we had hoped.

12.2 The Director stated that, on reflection, the 12 years that we believe it would take to address the problem may be too long a time period and that in response to the feedback that we got from the consultation exercise, we should look at shortening the time period.

The Director stated that, to date, we have worked on the principle of all rents increasing (to maintain projected income), but that we should perhaps consider freezing the highest rents, which would result in a reduced (rental) income, which an element of the loan may be able to 'cushion', and the Finance Manager could prepare financial projections to help Committee assess the potential impact that such an arrangement would have on the Association.

12.3 The Director stated that the Finance Manager attended a workshop at the SFHA's Finance Conference delivered by Gillian Houston of Arneil Johnston (a housing consultancy). The Finance Manager later contacted Ms Houston and established that she had a wide experience of carrying out similar rent assimilation exercises for other Registered Social Landlords. The Director stated that the Finance Manager has arranged a meeting with Gillian Houston to discuss if and how Arneil Johnston could assist us with our assimilation exercise.

12.4 The Director stated that, if we use the services of Arneil Johnston, it would probably result in us postponing implementing the changes from 1st April 2020 until 1st April 2021, however it was noted that the exercise would probably result in a reduction to the 12 year implementation period and that such a reduction would offset the postponing the start date by a year.

12.5 It was agreed that the Director and Finance Manager meet Gillian Houston before the next Committee Meeting and the matter be discussed again at that Meeting.

**Dir &
FM**

13.0 Internal Audit

13.1 The Director will contact Phil Morrice of Alexander Sloan (our Internal Auditor) to discuss with him the content of the Association's Response Plan to the recommendations contained within the five Audit Reports that they have issued since 1st April 2019.

Committee will be informed of the outcome of the meeting.

Dir

14.0 Health & Safety

14.1 The paper 'Response to ACS's Health & Management Systems External Audit Report (1/10/19) – November 2019' was circulated to all Committee Members prior to the Meeting, and its content was noted.

15.0 Performance Management

15.1 The paper 'Performance Management Proforma to 31st October 2019 – November 2019' was circulated to all Committee Members prior to the Meeting.

15.2 It was noted that:-

1. we are behind target for the number of EESSH upgrades that we are scheduled to complete by 31st March; the Director stated that the Maintenance Manager is confident that we will meet the target.
2. our rent arrears have increased but are still within a 5% margin above target; the migration of more tenants to Universal Credit was thought to be the main reason underlying this.
3. the Maintenance Manager has a substantial number of condition surveys to undertake by 1st April 2020 to meet the target.
4. we are ahead of our target for fitting smoke and heat detectors in tenants' homes.

16.0 Any Other Competent Business

- 16.1 The Director stated that Christopher Cox of Investor in People (liP) will be in the Office tomorrow to carry out the first of three stages of annual interviews of employees as part of our (ongoing) liP assessment.

Committee will be kept informed of the outcome.

- 16.2 The following Meetings were noted for December:-
- Maintenance Sub-Committee – Wednesday 4th December
 - Management Committee – Wednesday 11th December
 - Housing Management Sub-Committee – Wednesday 18th December

17.0 Date and Time of next Meeting

- 17.1 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 11th December 2019.
- 17.2 The Meeting ended at 7.25pm.

Dir

Signed (Chairperson)

Date