

NORTH VIEW Housing Association

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

Minutes of the Management Committee Meeting held via Zoom at 6.15pm on Wednesday 23rd February 2022

1.0 Present

Iris Robertson
Geraldine Baird
Josephine Deacon
Christine Devine
Audrey Laird
Jim Dougherty
William Hamilton
Wilma McCubbin
Ken Robertson

In Attendance:-

Alison Main (Director)
Yvonne Rooney (Housing Manager)
Ady Tester (Maintenance Manager)
Julie Roy (Corporate Services Officer)
Fettes McDonald (FMD Financial Services)

2.0 Apologies

2.1 No apologies were received.

3.0 Declaration of Interest

3.1 It was noted that Geraldine Baird is a member of Management Committee of Rutherglen and Cambuslang Housing Association; that Christine Devine is Secretary of the Management Committee of the Birgidale Complex; that 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 Standing Orders

4.1 It was resolved that Standing Orders be set aside to allow the meeting to run longer than two hours if necessary.

5.0 Management Accounts (for the period to 31st December 2021)

5.1 Fettes McDonald was present at the meeting to discuss Agenda item 9.0. It was agreed that this item would be discussed at this point in the meeting and Fettes would then leave.

5.2 The paper titled '*Management Accounts for the period to 31st December 2021*' and the associated Management Accounts file were circulated in advance of the meeting. The content of these documents was noted by the Management Committee and discussed in detail at the meeting.

Action

5.3 A Committee member queried Management Committee training costs, Fettes explained that the nil spend noted in the file was correct, reflecting there had been nil spend from the £8,291 annual budget in that nine-month period.

5.4 It was proposed by Audrey Laird that the Management Accounts (for the period to 31st December 2021), as presented, are approved by the Management Committee. This motion was seconded by Ken Robertson and unanimously agreed by the Management Committee.

6.0 Minutes of Management Committee Meeting of 26th January 2022

6.1 Wilma McCubbin proposed the Minutes of the Management Committee Meeting on 26th January 2022 to be a true record of the meeting. This motion was seconded by Audrey Laird and the Minutes were unanimously approved by the Management Committee.

7.0 Matters Arising from Minutes of Management Committee Meeting of 26th January 2022

7.1 Re item 5.1; the Director advised that there is still no further update in relation to the case at present. The Management Committee will be kept apprised of matters.

Dir

7.2 Re item 5.2; draft versions of updated job descriptions will be presented to all staff members in due course.

Dir

7.3 Re item 5.3; the Director will oversee the development of a Scheme of Delegation Policy to comply with the new 'Notifiable Events' requirements.

Dir

7.4 Re item 5.4; a 'value for money' assessment of the tradesteam will be progressed next month.

Dir

7.5 Re item 5.5; the Scottish Federation of Housing Association's 'OnBoard' scheme will be discussed further with the Management Committee in due course.

Dir

7.6 Re item 5.6; the feasibility study regarding the Association's future Wider Role activities is to be carried out.

Dir

7.7 Re item 5.7; training for staff on the content of our 'Vulnerable Adult and Child Protection' Policy has still to be arranged and will be incorporated into the training programme for staff.

Dir

7.8 Re item 5.8; the Association will seek to appoint a consultant to work with us and tenants to determine the reasons for the lower satisfaction levels relating to repairs issues and to develop an appropriate response. The Director again noted that recent Performance Proformas demonstrated high satisfaction levels relating to reactive repairs. She added that a Resident Satisfaction Survey will be carried out in Summer 2022 which will provide further insight into satisfaction levels.

Dir

7.9	Re item 5.10; the 'Disaster Recovery Plan' will be included in the Association's Policy Review Schedule and the review will address the comments made by the Internal Auditor.	Dir
7.10	Re item 5.11; REDACTED DUE TO COMMERCIALY SENSITIVE INFORMATION.	
7.11	Re item 5.12; the Director informed the Management Committee that the Maintenance Manager is still having difficulties obtaining SIM cards for the CCTV cameras. He has contacted EE to try to resolve this and the Committee will be kept informed of progress.	MM
7.12	Re item 5.13; work has still to be progressed in relation to proposals for a document management exercise for the Association's files and it was again recognised that this will be a long-term exercise.	MM/Dir
7.13	Re item 5.14; the Director informed the Management Committee that the site visit to Windlaw Lodge went ahead as scheduled and two members attended.	
7.14	Re item 5.15; the General Data Protection Regulations (GDPR) training took place on Wednesday 16 th February 2022 at 6.15pm.	
7.15	Re item 5.16; the Governance Refresher training has been scheduled for Friday 18 th March at 2pm.	MC
7.16	Re item 5.17; the Director informed the Management Committee that the new telephone system had been installed and we are currently awaiting the number to be switched over from the existing system.	
7.17	Re item 5.18; the Director asked the Management Committee members who had expressed previously that they would like to join the 'media group' which days suit them best for to meet. The members intimated they would prefer it not be a Thursday; possibly a Wednesday would be preferred. The Director will inform the Committee of the time and date of the 'media group's' first meeting in due course.	Dir
7.18	Re item 5.21; the Director informed the Management Committee that she would look into holding 'hybrid' Committee meetings in March.	Dir
7.19	Re item 5.24; the Director stated that the Association will ensure that the minutes of Management Committee meetings (from 26 th January 2022) are published on the website.	Dir
7.20	Re item 5.29; the Director informed the Committee that the draft report from the Payroll Internal Audit had been circulated to the Management Committee prior to this meeting and will be discussed under Agenda Item 12.0.	
7.21	Re item 5.30; the Health and Safety Administrator noted that she had not received a response from ARGOMAS regarding the Action Plan and would follow this up.	HSA

7.22	Re item 5.34; the Director informed the Management Committee that Maintenance staff will receive training on the installation of the new flat entrance doors in March 2022.	MM
7.23	Re item 6.1; the share certificate and Rules are to be issued to PERSONAL DATA REDACTED .	Dir
7.24	Re item 6.2; the Director submitted the survey to the Scottish Housing Regulator and Internal Audit on Repairs And Maintenance, Quality of Housing and Gas Safety has been arranged.	
7.25	Re item 8.5; the Director arranged for £2,000 of the Recovery Fund underspend to be allocated to providing fuel assistance to tenants.	
7.26	Re item 8.6; the Director arranged for the remaining £2,000 of the Glasgow City Council COVID Fund to be allocated to providing fuel assistance to tenants.	
7.27	Re item 8.7; the Director informed the Management Committee that free sanitary supplies are now available in the office public toilet.	
7.28	Re item 9.2; the Director confirmed that level access showers had been installed in the ground floor properties.	
7.29	Re item 9.4; the Director explained to the Management Committee that the toilets had already been purchased and if any tenants required 'comfort height' toilets, they would be fitted on a 'as needed' basis.	
7.30	Re item 11.1; the Director confirmed that the Maintenance Manager is co-ordinating the implementation of the Landlord Safety Manual.	
7.31	Re item 12.3; the Director informed the Management Committee that the Action Plan will be discussed at the next meeting of the Housing Management Sub-Committee on Wednesday 9 th March 2022.	HM
7.32	Re item 12.7; the points raised in relation to the draft Financial Procedures will be discussed at the next Management Committee meeting, when this document will be fully considered.	Dir
7.33	Re item 12.8; information in relation to training expenditure will be provided to Management Committee on a quarterly basis.	Dir
7.34	Re item 12.9; the Director informed the Management Committee that the Maintenance Manager will report on qualifying repairs at future meetings of the Maintenance Sub-Committee.	MM
7.35	Re item 13.2; the Director notified the SHR regarding the factoring situation and a Notifiable Event has been submitted. This matter and the Action Plan will be discussed under Agenda Item 15.0.	
7.36	Re item 14.4; the Housing Manager has overseen the distribution of the rent increase letters to tenants and submitted the necessary information on rent levels to Glasgow City Council for Housing Benefit purposes.	

- 7.37 Re item 15.1; the first meeting of the Equalities Working Group took place as scheduled. A further meeting will be arranged in due course.
- 7.38 Re item 15.2; the Director informed the Management Committee that the majority of the Committee have opted for Equalities training to be held in the afternoon of Tuesday 8th March 2022. Confirmation of arrangements will be provided in due course.
- 7.39 Re item 16.3; an update on the Receptionist post will be provided under Agenda Item 17.0.

Dir

8.0 Correspondence

A New Deal for Tenants – Draft Strategy Consultation Paper

- 8.1 The Director explained that the Scottish Government has published this consultation paper and the deadline for responses is 15th April 2022.

The Director added that Glasgow and West of Scotland Forum of Housing Associations (GWSF) has collated its provisional views on the proposals which they emailed to its members on 27th January 2022. Members views on this are sought by 9th March 2022.

It was noted that the main proposals relate primarily to the private rented sector and there are no significant proposals relating directly to the social rented sector. The most relevant proposals include:

- a range of potential options for introducing restrictions on ‘winter’ evictions;
- an indication of a potentially greater focus on acquiring existing homes through the Affordable Housing Supply Programme;
- a new ‘inclusive’ programme to retrofit social homes to address disability; and
- a greater ‘improvement role’ for the Scottish Housing Regulator.

The Scottish Federation of Housing Associations has also commenced its own consultation process.

- 8.2 The Director noted that she had emailed the consultation document and the GWSF paper to the Management Committee on 21st February 2022. She invited the Committee to contact her with any comments.

MC

Scottish Housing Associations Pension Scheme

- 8.3 It was noted that The Pension Trust’s quarterly update was received on 27th January 2022.

[COMMERCIALY SENSITIVE INFORMATION REDACTED]

Glasgow’s Digital Housing Strategy

- 8.4 Glasgow City Council shared its recently approved Strategy on 28th January 2022.

The Director enquired as to whether any Management Committee members would like a copy of this document. A member of the Committee requested a copy and the Director will ensure that this is emailed to them.

Dir

8.5 ***Employers in Voluntary Housing (EVH) Pay Negotiations***
[COMMERCIALY SENSITIVE INFORMATION REDACTED]

The Management Committee will be kept informed of matters.

Dir

Chiene & Tait – Letter of Engagement

- 8.6 The Director informed the Management Committee that a Letter of Engagement has been received from the External Auditor, Chiene + Tait. This letter was shared on the screen with the Management Committee and discussed in detail.

It was proposed by Jim Dougherty that the Director be authorised to sign the Letter of Engagement on behalf of the Management Committee. This motion was seconded by Iris Robertson and unanimously approved by the Management Committee.

- 8.7 The Director will arrange for the letter to be signed and sent to Chiene + Tait.

Dir

Employers in Voluntary Housing (EVH) 25th Annual General Meeting (AGM)

- 8.8 The Director informed the Management Committee that EVH's 25th AGM will be held on 29th April 2022 and nominations are being sought from the appointed representatives from full member organisations who can stand for election to the Executive. She explained that there can only be one candidate from any organisation; currently **[PERSONAL DATA REDACTED]** for North View. She explained that candidates are required to provide a brief statement of a maximum of 75 words, highlighting experience to date, at the time of nomination.

The Director advised that the closing date for nominations is 8th March 2022.

Scottish Housing Regulator (SHR) – Volunteer Tenant Advisors

- 8.9 The Director informed the Management Committee that the SHR are seeking to recruit twelve volunteer tenant advisors.

The Director confirmed that she forwarded information regarding this to the Management Committee on 27th January 2022 and it is also published on the Association's website. The Director added that the closing date for applications was 14th February 2022.

Scottish Housing Regulator (SHR) – Energy Efficiency Standard for Social Housing (ESSH) data in the Annual Return on the Charter (ARC)

- 8.10 The Director informed the Committee that an email had been received on 22nd February 2022 from the SHR, outlining the update to the data that will be collected in the ARC regarding ESSH.

9.0 Reports from Sub-Committee Meetings

- 9.1 The paper 'Report from Sub-Committee Meetings – February 2022' was circulated to all Committee Members prior to the meeting.
- 9.2 The Management Committee noted the content of this paper.

10.0 Coronavirus

- 10.1 The Director provided the Management Committee with a verbal update on this Agenda Item.
- 10.2 The Director provided the following statistics regarding the number of visitors to the office since week commencing 24th January 2022:
- week commencing 24th January 2022 – 34 visitors
 - week commencing 7th February 2022 – 6 visitors
 - week commencing 14th February 2022 – 7 visitors

The Director informed the Committee there are some gaps in the information provided for week commencing 7th February 2022 and there is no information currently collated for week commencing 31st January 2022 due to different staff providing reception cover.

- 10.3 The Director stated that, as per the First Minister's announcement on 22nd February 2022, all remaining legal COVID-19 restrictions are currently set to end on 21st March 2022. The situation from 21st March 2022 is expected to be as follows:
- there will be no legal requirement to wear a face mask in enclosed spaces;
 - the wearing of face masks will still be advised in shops and on public transport;
 - people will still be asked to self-isolate if they test positive;
 - the Scottish Government is looking for '*voluntary compliance as part of the range of behaviours that will help keep us safe as we manage COVID in a more sustainable and less restrictive way*'.
- 10.4 The Director continued that, based on the announcement, she is looking to develop proposals to progress forward, including gradually increasing staff capacity in the office on a department-by-department basis. This will be discussed further with the Management Committee at its next meeting on 23rd March 2022.
- 10.5 The Director informed the Management Committee that there are currently monies remaining in the Recovery Fund. She stated that there continues to be a high demand from tenants for fuel assistance, with 417 payments made to date at a cost of just under £21,000 and recommended that a further £1,500 be allocated to provide fuel assistance.

It was proposed by Audrey Laird that £1,500 be allocated for further fuel payments. This motion was seconded by Jim Dougherty and unanimously approved by the Committee.

Dir

The Director will oversee the Management Committee's decision.	Dir
11.0 Development Report	
11.1 The paper "Windlaw Lodge Project: Monthly Report (<i>as at 17/02/2022</i>) – February 2022" was circulated to all Committee Members prior to the meeting and its content noted.	
<i>Project Completion Date</i>	
11.2 The Director drew the Committee's attention to the revised anticipated completion date of late March 2022.	
<i>[COMMERCIALLY SENSITIVE INFORMATION REDACTED]</i>	
<i>Quality</i>	
11.3 The Maintenance Manager discussed section 7.0 of the report in detail, explaining that the Clerk of Works continues to check and monitor the works to ensure the required quality is maintained. Snagging lists are being prepared and being actioned by the contractor.	
<i>Close Finish</i>	
<i>[COMMERCIALLY SENSITIVE INFORMATION REDACTED]</i>	MM/Dir
11.5 It was unanimously agreed by the Management Committee that the suitable solution identified be applied to the closes. The Management Committee will be kept appraised of matters.	MM/Dir
<i>Health & Safety Incident</i>	
11.6 <i>[PERSONAL DATA REDACTED]</i>	
12.0 Housing Management Report	
12.1 The paper 'Housing Management Report – February 2022', which had been circulated to the Management Committee in advance of the meeting, was discussed in detail.	
12.2 Following discussion, it was proposed by Audrey Laird that Association implements the recommendation (set out in section 5.1 of the report) to approve two special lets under the Allocations Policy. This motion was seconded by Wilma McCubbin and unanimously approved by the Committee.	
The Housing Manager will implement the Management Committee's decision.	HM
13.0 Internal Audit	
13.1 The ' <i>Internal Audit Report: Payroll</i> ', prepared by the Internal Auditor, was circulated to the Management Committee prior to the meeting. The content of the report was noted.	

13.2 The Director recommended that the three action points set out in the report are incorporated in the Association's Internal Audit Tracker Report and that the Association provides its response to these recommendations to the Internal Auditor, setting out responsibilities and timescales for completion. It was proposed by Iris Robertson that this recommendation be implemented by the Association. This motion was seconded by Jim Dougherty and unanimously approved by the Committee

The Director will oversee the Management Committee's decision.

Dir

13.3 The Director informed the Committee that it is apparent that the original Internal Audit Programme has been affected by the initial lockdown in March 2020. Areas identified for Internal Audit at that time (Quality of Housing, Repairs and Maintenance and Gas Safety) will now be completed during week commencing 4th April 2022. The Maintenance Manager will liaise with the Internal Auditor in relation to this.

MM

13.4 She noted that a further two areas (Factoring, and Participation) will also be programmed for Internal Audit in due course.

Dir

14.0 Health & Safety

14.1 The Director informed the Management Committee that the Landlord Safety Manual (LSM) has been obtained from Employers in Voluntary Housing and the Maintenance Manager has been liaising with ACS on its implementation. She added that the Association can adopt parts of the Manual as needed.

The Management Committee will be kept apprised of progress.

MM

15.0 Performance Management

Performance Pro-forma

15.1 The paper 'Performance Management Proforma to 31st January 2022 – February 2022' was circulated to the Management Committee prior to the meeting. The content was noted by the Management Committee.

15.2 The Director noted that the Housing Management team continues to work to reduce rent arrears. She informed the Management Committee that the Association has secured £6,715.05 through Glasgow City Council's Tenant Grant Fund to help reduce rent arrears accrued between 23rd March 2020 and 9th August 2021.

Rent Policy Update

15.3 The paper 'Rent Policy Update – February 2022' and the appended draft Rent Policy document was circulated to the Management Committee prior to the meeting.

15.4 The Committee noted the suggested changes to the Rent Policy, which were initially discussed at Management Committee Meeting on 15th December 2021. It was proposed by Geraldine Baird that the recommended changes to the Policy are adopted. This motion was seconded by William Hamilton and unanimously approved by the Committee.

15.5 The Housing Manager will update the Policy Bank with the amended Policy.

HM

16.0 Factoring

16.1 The paper 'Factoring Service – February 2022' was circulated to the Management Committee prior to the meeting. The content of the report was noted and discussed in detail at the meeting. The Action Plan, appended to the report and identifying areas where further work is required with new timescales, was also discussed at length.

16.2 The Director confirmed that a Notifiable Event had been submitted to the Scottish Housing Regulator (SHR) on 28th January 2022 and a meeting had been held with the SHR on 9th February 2022 to discuss this matter further. It was noted that full details of the engagement to date is included in the report.

16.3 Careful consideration was given to the matter as to whether the Association should pursue factoring costs incurred for financial years 2017/2018 and 2018/2019. Whilst recognising the lost income, number of factors were discussed including:

- the situation arose due to the Association's administration failings;
- collating an accurate figure for this historic period would be complex, involving considerable staff time and use of the previous housing management IT system;
- there have been changes in ownership within owner occupied properties in the area;
- the reputational damage that could occur if the Association was to pursue these costs and the Committee is keen build a strong relationship with owners moving forward.

After discussion, it was proposed by Iris Robertson that the Association does not pursue factoring costs from these financial years. The motion was subject to a vote was unanimously approved by the Committee.

The Director will oversee the Management Committee's decision and will notify the Scottish Housing Regulator accordingly.

Dir

16.4 It was proposed by Jim Dougherty that the following recommendations set out in report are implemented by the Association:

- an up-to-date Notifiable Events Policy is put in place;
- Notifiable Events training be arranged for Management Committee and that this be incorporated in the Training Programme for 2022/2023;
- the revised Factoring Action Plan, as presented, be adopted.

This motion was seconded by Ken Robertson and unanimously approved by the Committee.

The Director will progress these matters and the Management Committee will be kept apprised of progress.

Dir

- 16.5 It was also unanimously agreed by the Management Committee that Notifiable Events becomes a standing agenda item at future Management Committee Meetings.

The Director will arrange for this to be incorporated in future agendas.

Dir

17.0 Equalities

Working Group

- 17.1 The Director informed the Committee that the Equalities Working Group met for the first time on 8th February 2022 to discuss the revised equalities monitoring forms and a draft Action Plan. A second meeting will be scheduled in due course.

Committee and Staff Training

- 17.2 The Director noted that SE Training will hold a staff training session on Wednesday 2nd March 2022.

Dir

- 17.3 The Director noted that the Corporate Services Officer had liaised with the Management Committee and determined that the preferable date on which SE Training will hold a training session for the Management Committee on Equalities, is Tuesday 8th March 2022 in the afternoon. Details for the session will follow next week.

Dir

Policy Review

- 17.4 The Director explained that Stuart Eglinton is continuing to review the Association's Equal Opportunities Policy and a draft document will be presented for Committee's consideration in due course.

Dir

18.0 Any Other Competent Business

- 18.1 ***[PERSONAL DATA REDACTED]***

- 18.2 The Maintenance Manager explained that he had discussed the option of purchasing an additional van with FMD Financial Services and this could be accommodated during the current financial year. After discussion, it was recognised by the Management Committee that transport is necessary for this post and it was proposed by Josephine Deacon that the Association arranges the purchase of a van. This motion was seconded by Geraldine Baird and unanimously agreed by the Management Committee.

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

MM

Diploma in Asset and Building Management Compliance

18.3 The Director informed the Committee that a training opportunity for the Maintenance Manager has been identified in the form of a Level 4 VRQ Diploma in Asset and Building Management Compliance.

18.4 The course is recommended for staff working in social housing who are responsible for asset compliance across their organisation. The learning from this course would be of significant value to the Association in its operations.

The cost of the course is £2,795 plus VAT, which can be accommodated in the training budget for 2021/2022. After consideration, it was proposed by Josephine Deacon that a place on this course is booked. This motion was seconded by Wilma McCubbin and unanimously agreed by the Management Committee.

The Director will oversee the Management Committee decision.

Dir

Receptionist Post

18.5 The Director informed the Management Committee that she had tried telephoning the candidate and had sent a letter in the post to give them a timescale for providing evidence of their qualification. This was, however, not received. On that basis, a letter was sent to the candidate to withdraw the conditional offer of employment.

18.6 The Director explained that the Association must decide how to proceed with filling the post and suggested that the General Purposes Sub-Committee (GPSC) reconvenes, with a view to progressing recruitment and possibly contacting Employers in Voluntary Housing to obtain a temporary Receptionist in the interim.

18.7 **[PERSONAL DATA REDACTED]** wish to take part in GPSC meetings to progress recruitment.

The Director will convene a meeting of the GPSC as soon as possible.

Dir

Investors in People (IiP) Report

18.8 The Director informed the Committee that the report, following the Association's assessment on 10th November 2021, was been received on 11th February 2022. It was a very positive document and confirmed that the Association has retained Silver status.

Meeting Schedule for 2022/23

18.9 The paper 'Proposed Meeting Schedule for 2022/2023 – February 2022' was circulated to the Management Committee prior to the meeting. The Director informed the Management Committee that a Strategy Day has been scheduled for 1st April 2022 to discuss Objectives and Key Performance Targets for the year ahead.

18.10 Following discussion, it was agreed that the Maintenance Sub-Committee scheduled for 11th May 2022 would be changed to 18th May 2022.

18.11 The Director will amend the Schedule and circulate it to the Management Committee.

Dir

Stock Valuation

18.12 The Director informed the Committee that Jones Lang LaSalle (JLL) was continuing to work on completing the stock valuation. Further information will be provided to JLL in relation to two property buy-backs that are to be added to the valuation.

Dir

Draft Budget 2022/23

18.13 The Director informed the Committee that the draft budget for 2022/2023 will be discussed at the next meeting of the Management Committee on 23rd March 2022.

Dir

19.0 Date and time of next Meeting

19.1 The next meeting of the Management Committee will take place on Wednesday 23rd March 2022 at 6.15pm.

19.2 The meeting ended at 8.40pm.

Signed (Chairperson)

Date