

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 March 2022**

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|------------|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.0 | Present
Iris Robertson
Josephine Deacon
Christine Devine
Audrey Laird
Jim Dougherty
William Hamilton
Ken Robertson | In Attendance:-
Alison Main (Director)
Ady Tester (Maintenance Manager)
Julie Roy (Corporate Services Officer)
Fettes McDonald (FMD Financial Services) |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|

2.0 Apologies

- 2.1 Apologies were received from Geraldine Baird and Wilma McCubbin.
- 2.2 The Director informed the Committee that Fettes McDonald will be present to discuss Item 8.0 on the Agenda. She added that he would need to join during the course of the meeting and when he joins, it was agreed that Agenda Item 8.0 would be discussed at that point.

3.0 Declaration of Interest

- 3.1 It was noted 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 Minutes of Management Committee Meeting of 23rd February 2022

- 4.1 Ken Robertson proposed the Minutes of the Management Committee Meeting on 23rd February 2022 to be a true record of the meeting. This motion was seconded by William Hamilton and the Minutes were unanimously approved by the Management Committee.

5.0 Matters Arising from Minutes of of Management Committee Meeting of 23rd February 2022

- 5.1 Re item 7.1; the Director advised that there is still no further update in relation to the case at present. The Management Committee will be kept appraised of matters.
- 5.2 Re item 7.2; draft versions of updated job descriptions will be presented to all staff members in due course.

Action

Dir

Dir

5.3	Re item 7.3; the Director will oversee the development of a Scheme of Delegation Policy to comply with the new 'Notifiable Events' requirements.	Dir
5.4	Re item 7.4; a 'value for money' assessment of the tradesteam will be progressed at the start of the new financial year (2022/23)	Dir
5.5	Re item 7.5; the Scottish Federation of Housing Association's 'OnBoard' scheme will be discussed further with the Management Committee in due course.	Dir
5.6	Re item 7.6; the feasibility study regarding the Association's future Wider Role activities is to be carried out.	Dir
5.7	Re item 7.7; 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
5.8	Re item 7.8; 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.	Dir
5.9	Re item 7.9; 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
5.10	Re item 7.11; the Director informed the Management Committee that due to workload the Maintenance Manager has still been unable to progress the installation of the Closed-Circuit Television Cameras (CCTV) in an effort to combat fly-tipping. The Committee will be kept informed of developments.	MM
5.11	Re item 7.12; 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
5.12	Re item 7.15; the Governance Refresher training took place on 18 th March 2022 at 2pm.	
5.13	Re item 7.16; the Director informed the Management Committee that the new telephone system is now in operation.	
5.14	Re item 7.17; the Director will arrange a first meeting of the 'media group' as soon as possible.	Dir
5.15	Re item 7.18; the Director informed the Management Committee that she would look into a 'rota' system whereby Committee members would alternate between attending meetings via Zoom and 'in person'. The Committee responded positively.	Dir
5.16	Re item 7.19; the Director informed the Committee she has overseen arrangements for the redaction and publication of minutes of Management Committee meetings from 26 th January 2022 onwards.	

- 5.17 Re item 7.21; the Health and Safety Administrator informed the Management Committee that the Maintenance Manager had had discussions with ARGoMAS and staff training had now been scheduled.
- 5.18 Re item 7.22; the Maintenance Manager informed the Committee that the new flat entrance doors are scheduled for delivery on 1st April 2022 and the Association has received the installation instruction manual. He stated that three test installations would be completed on 4th and 5th April 2022 at Ardenraig Road. The Management Committee will be kept informed of progress.
- 5.19 Re item 7.23; the share certificate and Rules have been sent to **PERSONAL DATA REDACTED**
- 5.20 Re item 7.31; the Director informed the Management Committee that the Action Plan was discussed at the meeting of the Housing Management Sub-Committee on Wednesday 9th March 2022.
- 5.21 Re item 7.32; the Financial Procedures will be discussed under Agenda Item 15.0.
- 5.22 Re item 7.33; a report on training expenditure will be discussed under Agenda Item 15.0 and will be provided to the Management Committee on a quarterly basis going forward.
- 5.23 Re item 7.34; information on qualifying repairs will be reported at the next meeting of the Maintenance Sub-Committee on 18th May 2022.
- 5.24 Re item 7.38; the Director informed the Management Committee that SE Training had to cancel the Committee Equalities training scheduled for 8th March 2022. The training will be re-scheduled and the Management Committee will be kept informed.
- 5.25 Re item 8.4; the Director confirmed she had emailed a copy of Glasgow's Digital Housing Strategy to the Management Committee member as requested.
- 5.26 Re item 8.5; information in relation to pay negotiations will be covered under Agenda Item 6.0.
- 5.27 Re item 8.7; the Director confirmed that the signed Letter of Engagement was sent to Chiene + Tait on 28th February 2022.
- 5.28 Re item 10.4; a discussion regarding COVID arrangements in the office will be covered under Agenda Item 10.0.
- 5.29 Re item 10.5; the Director confirmed she had overseen the allocation of the £1,500 for further fuel payments to tenants.
- 5.30 Re item 11.4; the close floor matter for the Windlaw Lodge Project will be discussed under Agenda Item 12.0.

MM

Dir

MM

Dir

- 5.31 Re item 11.5; the close floor finish will be covered under Agenda Item 12.0.
- 5.32 Re item 12.2; the Director confirmed the Housing Manager has implemented the Management Committee's decision to approve two special lets under the Allocation Policy.
- 5.33 Re item 13.2; the Director confirmed she is overseeing the Committee's decision to implement the recommendations in the 'Payroll' internal audit report. These items will be included in the Internal Audit Tracker Report to the Audit and Risk Sub-Committee.
- 5.34 Re item 13.3; the Internal Audit Programme will be discussed under Agenda Item 13.0.
- 5.35 Re item 13.4; the Director noted that the further two areas ('Factoring', and 'Participation') will also be programmed for Internal Audit in due course.
- 5.36 Re item 14.1; the Director informed the Committee that the Maintenance Manager continues with the implementation of the Landlord Safety Manual (LSM). The Management Committee will be kept informed of progress with the LSM.
- 5.37 Re item 15.5; the Director informed the Committee that the Housing Manager has updated the Policy Bank.
- 5.38 Re item 16.3; the Director informed the Committee that she notified the Scottish Housing Regulator on 28th February 2022 of the Committee's decision to not pursue factoring costs incurred for 2017/18 and 2018/19. An update on factoring will be provided under Agenda Item 16.0.
- 5.39 Re item 16.4; an update on progress with implementation of the actions set out will be covered under Agenda Item 7.0.
- 5.40 Re item 16.5; the Director noted that Notifiable Events is now a Standing Item at Management Committee Meetings going forward.
- 5.41 Re item 17.2; the Director informed the Committee that Equalities training for staff took place on 2nd March 2022.
- 5.42 Re item 17.3; as noted under item 5.24, Equalities training for Management Committee will be re-scheduled.
- 5.43 Re item 17.4; the Director informed the Management Committee that Stuart Eglinton continues to review the Equal Opportunities Policy. A draft copy of which will be circulated to the Management Committee in due course for their consideration.

MM

Dir

- 5.44 Re item 18.2; the Maintenance Manager informed the Management Committee that he is continuing to source a van for **PERSONAL DATA REDACTED**. His search has been impeded by the high cost and comparative quality of vans currently for sale. The Maintenance Manager will continue to search and the Committee will be kept informed of progress. **MM**
- 5.45 Re item 18.4; the Director informed the Committee that the Maintenance Manager's course induction will take place on 25th June 2022.
- 5.46 Re item 18.7; the General Purposes Sub-Committee met on 4th March 2022.
- 5.47 Re item 18.11; the Director noted that the amended Proposed Meeting Schedule for 2022/23 has been circulated to the Management Committee.
- 5.48 Re item 18.12; the stock valuation is ongoing at present and the Management Committee will be kept apprised of progress. **Dir**
- 5.49 Re item 18.13; the draft Budget for 2022/2023 will be discussed under Agenda Item 8.0.

6.0 Correspondence

Castlemilk & Carmunnock Community Windpark Trust

- 6.1 The Director advised that she received an email on 1st March 2022 informing the Association that applications for funding are open from 28th March until 6th May 2022.

- 6.2 ***Employers in Voluntary Housing (EVH) Pay Negotiations***
COMMERCIALY SENSITIVE INFORMATION REDACTED.

The Director stated that no update has been received thus far.

Employers in Voluntary Housing (EVH) Brief Monthly Report

- 6.3 A copy of EVH's 'Brief Monthly Report: *March*' was received on 16th March 2022 and circulated to the Management Committee the same day.

7.0 Notifiable Events

- 7.1 The Director confirmed that a Notifiable Event was submitted to the Scottish Housing Regulator on 28th January 2022 (reference: 22525) and an update in relation to this will be provided under Agenda Item 16.0.

Notifiable Events Policy

- 7.2 The draft paper 'Notifiable Events Policy' and appended Equality Impact Assessment was circulated to the Management Committee prior to the meeting for their consideration and approval.

The Director informed the Committee that the Scottish Housing Regulator (SHR) requires the Association to have a Notifiable Events Policy in place. She explained that the Policy is derived from SHR's 'Notifiable Events: Statutory Guidance – February 2019'.

After consideration, Josephine Deacon proposed that the Policy, as presented, be adopted. The motion was seconded by Jim Dougherty and unanimously approved by the Committee.

The Director will arrange for the Policy Bank to be updated.

Dir

Committee Training

- 7.3 The Director informed the Committee that training for the Management Committee will be organised in due course. It is understood that the last training session on Notifiable Events took place in 2015.

Dir

8.0 Reports from Sub-Committees

- 8.1 The paper 'Reports from Sub-Committees – *March 2022*' was circulated to the Management Committee in advance of the meeting and its content was noted.

9.0 Coronavirus

- 9.1 The paper 'COVID-19 Update Report – *March 2022*' was circulated to the Management Committee prior to the meeting.

- 9.2 The Director drew the Committee's attention to section 3.5 of the paper advising that, following the First Minister's announcement on 15th March 2022, that the legal requirement to wear face coverings in shops and public indoor places will continue from 21st March 2022 but would be reviewed in a fortnight.

- 9.3 Following consideration, Josephine Deacon proposed that the Association implements the following recommendations (set out in section 6.2 of the paper):

- the controlled entry to office door be removed during office hours;
- masks continue to be worn in public areas of the office and in tenants' homes (beyond any date of removal of this requirement by the Scottish Government);
- managers continue to implement a hybrid model of working for staff, with a view to formalising arrangements to suit the needs of each department and increasing capacity over the coming months;
- the remaining funding of £1,430.10 sitting within the COVID Recovery Fund, be allocated to fuel payments for tenants (based on the high costs currently being experienced and the demand that the Association has seen for this over recent months).

This motion was seconded by Jim Dougherty and unanimously approved by the Committee. The Director will implement the Management Committee's decision.

Dir

10.0 Former Tenant Arrears (Write-Off Exercise)

- 10.1 The paper "Former Tenant Write-Offs – *March 2022*" was circulated to Management Committee members prior to the meeting.
- 10.2 The Management Committee noted the content of the paper, agreeing that the pursuit of certain former rent arrears was uneconomical and they should be 'written-off'. Other cases where all opportunities to try to recover the money (including Debt Recovery Agency work) had been exhausted were also considered.
- 10.3 Following discussion and consideration, Audrey Laird proposed that the Association approves the writing off of former tenant rent arrears amounting to £22,214. This motion was seconded by Christine Devine and unanimously approved by the Management Committee. The Housing Manager will implement the Committee's decision.

HM

11.0 Development Report

Progress

- 11.1 The paper 'Windlaw Lodge Project: Monthly Report (*as at 17/03/2022*) – March 2022' was circulated to the Management Committee prior to the meeting.
- 11.2 The Maintenance Manager noted that he has no concerns with the current progress of the project and is very satisfied with the standard being achieved.
- 11.3 Fettes McDonald joined the meeting at this point to discuss Agenda Item 8.0. The remainder of Agenda Item 12.0 (as noted in 11.4 below) was discussed immediately after Agenda Item 8.0.

Close Floor Finish

- 11.4 **COMMERCIALY SENSITIVE INFORMATION REDACTED.**
- 11.5 Following consideration and discussion of the report and letter, Josephine Deacon proposed that the Association implements the recommendation (set out in section 5.2 of the report). This motion was seconded by Audrey Laird and unanimously approved by the Committee. The Maintenance Manager will implement the Committee's decision

MM

12.0 Annual Budget 2022/23

- 12.1 The paper 'Final Annual Budget 22/23' and the appended 'Final budget Document' was circulated to the Management Committee prior to the meeting.

- 12.2 Fettes McDonald outlined the content of the papers. After due consideration, it was proposed by Ken Robertson that the Annual Budget for 2022/23 as presented be approved and adopted by the Association. The motion was seconded by Jim Dougherty and unanimously approved by the Committee.

This implementation of this decision will be overseen by FMD Financial Services and the Director.

FMD/Dir

- 12.3 The Director recommended that the Management Committee considers the draft Financial Regulations and Financial Procedures documents (included in the papers circulated prior to the meeting) at this point in the meeting whilst Fettes McDonald is in attendance to answer any specific queries from the Committee.

Financial Regulations

- 12.4 The 'Financial Regulations' document was discussed with the Management Committee.

After careful consideration, it was proposed for adoption by Iris Robertson. This motion was seconded by Jim Dougherty and unanimously approved by the Committee.

The Director will arrange for the Policy Bank to be updated and FMD Financial Services will arrange for a copy of the document to be forwarded to the External Auditor.

Dir

Financial Procedures

- 12.5 The document 'Financial Procedures' was also considered by the Management Committee.

- 12.6 The Director explained that the Financial Procedures had been amended following comments made at the meeting of the Management Committee on 26th January 2022, whereby a draft of the document was presented. In response to these comments, the Director stated the following amendments had been made:

- section 8.3 reads "*Overtime is not normally paid to North View employees, but it may be necessary in exceptional circumstances to authorise overtime for employees (in line with the EVH Terms and Conditions of Employment)*".
- the Management Committee will be provided with a quarterly breakdown of expenses. Information in relation to this will be provided under Agenda Item 15.0
- the Director clarified that, in 8.13, voluntary deductions are not statutory deductions and would include items like childcare vouchers.
- the Director confirmed that, as per 13.1, the Housing Manager will hold a corporate credit card; in addition to the Director and Maintenance Manager.

- 12.7 It was proposed by Ken Robertson that the Financial Procedures, as presented, are adopted by the Association. This motion was seconded by William Hamilton and unanimously approved by the Committee.

The Director will update the Policy Bank and FMD Financial Services will arrange for a copy of the document to be sent to the External Auditor.

Dir

- 12.8 Fettes McDonald left the meeting.

13.0 Internal Audit

- 13.1 The Director informed the Management Committee that the 'Gas Safety'; 'Repairs and Maintenance' and 'Quality of Housing' Internal Audits are currently expected to take place in week during commencing 4th April 2022. The reports from which will be circulated to the Management Committee in due course.

Dir

- 13.2 The Factoring Internal Audit has to be arranged and it is expected that it will focus on the review of the new procedures in place.

Dir

- 13.3 The Director stated that the procurement exercise for Internal Audit services will be commenced as soon as possible.

Dir

14.0 Health & Safety

- 14.1 There were no matters to discuss.

15.0 Performance Management

Performance Pro-forma

- 15.1 The paper 'Performance Management Pro-forma to 28th February 2022 – March 2022' was circulated to the Management Committee prior to the meeting. The content was noted by the Management Committee.

Membership Policy

- 15.2 The draft document 'Membership Policy' and appended Equality Impact Assessment was circulated to the Management Committee prior to the meeting for consideration and approval. The Director outlined the highlighted amendments to the Policy.

After consideration, it was proposed by Iris Robertson that the Policy be approved by the Association. The motion was seconded by William Hamilton and unanimously approved by the Committee.

The Director will arrange for the Policy Bank to be updated.

Dir

Staff & Committee Training Costs and Senior Staff & Committee Expenses

- 15.3 The papers 'Training Costs – March 2022' and 'Senior Staff & Committee Expenses – March 2022' were circulated to the Management Committee prior to the meeting for their information. The Committee noted the content of the paper.

16.0 Factoring

16.1 **Factoring Arrears & Debt Recovery Policy**

The draft document 'Factoring Arrears & Debt Recovery Policy' and appended Equality Impact Assessment were circulated to the Management Committee prior to the meeting for consideration and approval.

After discussion, it was proposed by Josephine Deacon that the Policy be adopted by the Association. The motion was seconded by Ken Robertson and unanimously approved by the Committee.

The Director will update the Policy Bank with this new document.

Dir

Factoring Policy

16.2 The draft 'Factoring Policy' and appended Equality Impact Assessment were circulated to the Management Committee prior to the meeting.

After due consideration, Iris Robertson proposed that the Policy be approved for adoption. The motion was seconded by Audrey Laird and unanimously approved by the Committee.

The Director will update the Policy Bank.

Dir

Factoring Service

16.3 The paper 'Factoring Service – March 2022' (and appended 'Action Plan – Factoring Service (March 2022)') was circulated to the Management Committee prior to the meeting. The content of the report was noted by the Management Committee.

16.4 The Director highlighted an error in the table at 3.3. She noted that 14 owners indicated they would like to receive invoices quarterly and 16 would like to continue receiving annual invoices; and not 16 and 14 respectively as stated.

16.5 There was also discussion regarding the recommendation contained in section 5.2 of the report for the Association to instruct a Governance Review (by an independent consultant) to gain assurance regarding the effectiveness of the Association's current governance arrangements, compliance with the Regulatory Standards and to help inform processes and support decision making in the context of continuous improvement. It was noted that a Review of this nature has not been carried out previously but that they are regularly carried out within the sector. It was also noted that a Governance Review could also help the Association reflect on the handling of the current factoring Notifiable Event.

16.6 Following consideration, it was proposed by Josephine Deacon that the Association approves the recommendation to carry out a Governance Review and allows the Director to start making preparations for this work. This motion was seconded by Jim Dougherty and unanimously approved by the Committee.

The Director will implement the Management Committee's decision.

Dir

Statistics

16.7 The paper 'Statistical Factoring Report – *March 2022*' was circulated to the Management Committee prior to the meeting for their information.

16.8 The Director enquired as to whether the Committee were satisfied with the framework of the report and how often they would like to be provided with this information.

The Management Committee noted that they are satisfied with the content of the report and for the information to be provided on a quarterly basis going forward.

17.0 Equalities

17.1 There were no matters to discuss.

18.0 Any Other Competent Business

The Castlemilk Pantry

18.1 The Director informed the Committee that she had received a report from Ardenglen Housing Association, outlining performance of the Castlemilk Pantry between 1st October 2021 and 31st December 2021 as noted below:

- the Pantry has a total of 699 members, 77 being North View tenants;
- there was a total of 1,789 individual shops (an average of 165 over the two days per week it is currently open);
- there are 24 volunteers; and
- the worth of food purchased was £186,289.

Bulk items

18.2 A member of the Committee stated that there were bulk items at Stravanan Terrace (backing on to 25 Birgidale Road) that had not been uplifted by Caledonian Maintenance. The Maintenance Manager informed the Committee that he would look in into the matter.

MM

Window Replacements – Stravanan Road

18.3 A member of the Committee enquired as to when the window replacements at Stravanan Road would be commencing. The Maintenance Manager explained that window replacements had commenced that week.

19.0 Date and time of next Meeting

19.1 The next meeting of the Management Committee will take place on Wednesday 27th April 2022 at 6.15pm via Zoom.

19.2 The meeting ended at 8.00pm.

Signed (Chairperson)

Date