

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 and via Zoom at 6.15pm on Wednesday 25th May 2022

1.0 Present

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

In Attendance:-

Alison Main (Director)
Fettes McDonald (FMD Financial Services)

2.0 Apologies

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

3.0 Declaration of Interest

- 3.1 It was noted that Iris Robertson is a member of Castlemilk Community Council and a member 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 Christine Devine is Secretary of the Management Committee of the Birgidale Complex.

4.0 Treasury Management Report

- 4.1 Fettes McDonald was present at the meeting to discuss Agenda items 6.0 and 7.0. It was agreed that these items would be discussed at this point in the meeting and Fettes would then leave.
- 4.2 The report 'Treasury Management' (May 2022) and associated appendices were circulated prior to the meeting. The Management Committee noted the content of the paper.
- 4.3 The paper was further explained by Fettes McDonald and discussed in detail. It was reiterated that following the recent valuation exercise **[COMMERCIALY SENSITIVE INFORMATION REDACTED]**
- 4.4 Fettes highlighted that the Association is in a good position, with a strong ability to raise more debt if necessary, a reasonable cash position and no covenant issues. Existing debt will continue to be serviced and short term deposits maintained (although interest rates are still low).

5.0 Management Accounts (for the period to 31st March 2022)

Action

- 5.1 The paper titled '*Management Accounts for the period to 31st March 2022*' 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.
- 5.2 Fettes explained that there has been no significant change in the net surplus reported to 31st December 2021 but is up for that projected in the budget. There has been major capital expenditure on component replacement and the Windlaw Lodge development. It was noted that there are no concerns in relation to the Association's financial position,
- 5.3 It was proposed by Josephine Deacon that the Management Accounts (for the period to 31st March 2022), as presented, are approved by the Management Committee. This motion was seconded by Wilma McCubbin and unanimously agreed by the Management Committee.
- 5.4 Fettes McDonald left the meeting.

6.0 Minutes of Management Committee Meeting of 27th April 2022

- 6.1 Josephine Deacon proposed the Minutes of the Management Committee Meeting on 27th April 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 27th April 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. **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 5.7; training for staff on the content of our Vulnerable Adult and Child Protection Policy has been incorporated into the training and development plan for staff which will be discussed under Agenda Item 15.0.
- 7.7 Re item 5.8; the Director informed the Committee that the biennial Resident Satisfaction Survey will be discussed under Agenda Item 19.0.

7.8	Re item 5.9; the 'Disaster Recovery Plan' review is ongoing at present.	MM
7.9	Re item 5.10; the Director informed the Management Committee that the Maintenance Manager is still working to arrange installation of the Closed-Circuit Television Cameras (CCTV) by the end of June 2022.	MM
7.10	Re item 5.11; work has still to be progressed in relation to proposals for a document management exercise for the Association's files.	MM/Dir
7.11	Re item 5.12; a date for the first meeting of the 'media group' has still to be confirmed. The Director will send further dates for interested Management Committee members to consider.	MC/Dir
7.12	Re item 5.13; a mixed approach (involving via Zoom and 'in person') to Committee meetings has been introduced.	
7.13	Re item 5.14; an update on progress with the new flat entrance door installations has been and will continue to be provided at the Maintenance Sub-Committee Meetings.	
7.14	Re item 5.15; information on qualifying repairs was reported at the Maintenance Sub-Committee Meeting on 18 th May 2022.	
7.15	Re item 5.16; the Director confirmed that the Management Committee training session on equalities scheduled for 13 th May 2022 has been rearranged for Friday 10 th June 2022 at 2.00pm.	
7.16	Re item 5.17; the Director informed the Management Committee that the Maintenance Manager continues with the implementation of the Landlord Safety Manual (LSM) and progress will be reported to the Maintenance Sub-Committee.	
7.17	Re item 5.20; [COMMERCIALLY SENSITIVE INFORMATION REDACTED] The Management Committee will be kept updated on matters.	Dir
7.18	Re item 5.22; the Director informed the Management Committee that refresher training on Notifiable Events has been incorporated into the Training and Development Plan to be discussed under Agenda Item 15.0.	
7.19	Re item 5.30; a date for the Factoring Internal Audit and Participation Internal Audit has to be arranged.	Dir
7.20	Re item 5.35; the Director advised that the Governance Review will be discussed under Agenda Item 17.0.	
7.21	Re item 7.8; the Director confirmed that the Corporate Services Officer is off at present and work on updating the website will recommence on her return.	CSO
7.22	Re item 7.9; a photographer will be arranged to update the Association's 'photo bank' for use in newsletters and on the website.	Dir

- 7.23 Re item 7.10; the Annual Return on the Charter will be discussed under Agenda Item 16.0.
- 7.24 Re item 7.11; evidence as part of the Association's Annual Assurance Statement is viewed and considered at the Audit and Risk Sub-Committee.
- 7.25 Re item 8.4; the Five Year Financial Projections were submitted to the Scottish Housing Regulator on 27th April 2022, following approval by the Management Committee.
- 7.26 Re item 9.2; the updated factsheet was been displayed in reception on 28th April 2022.
- 7.27 Re item 9.6; the Finance Officer will arrange for the share certificate to be signed and issued on 29th May 2022.
- 7.28 Re item 9.7; the Finance Officer will arrange for the share certificate to be signed and issued on 29th May 2022.
- 7.29 Re item 14.0; the Internal Audit reports will be discussed under Agenda Item 13.0.
- 7.30 Re item 16.3; the Corporate Services Officer will update the Policy Bank with the reviewed Procurement Policy.
- 7.31 Re item 17.2; the Factoring Key Performance Target is included in the Performance Proforma to 30th April 2022, which will be discussed under Agenda Item 15.0.
- 7.32 Re item 17.3; the Director advised that the Governance Review will be discussed under Agenda Item 17.0.
- 7.33 Re item 17.5; an update on the Written Statement of Services will be provided under Agenda Item 17.0.
- 7.34 Re item 18.2 & 18.3; an update on the equalities work will be provided under Agenda Item 18.0.
- 7.35 Re item 19.3; the Director advised that Maureen Batten will be in contact with the Association again in late summer/early autumn to progress the procurement exercise and the Maintenance Manager is awaiting a response from Zurich regarding the Policy extension.
- 7.36 Re item 20.1; an update on the Receptionist post will be discussed under Agenda Item 19.0.
- 7.37 Re item 20.3; the offer of tenancy was made and the allocation is now complete. It has been recorded in the appropriate Register.

CSO

MM

- 7.38 Re item 20.4; the Director confirmed that the Corporate Services Officer will progress matters in relation to a joint staff and Management Committee event on her return to work.

8.0 Correspondence

- 8.1 ***TPT SHAPS Update (May 2022) – by email on 5th May 2022***
[COMMERCIALY SENSITIVE INFORMATION REDACTED]

- 8.2 ***Glasgow City Council: Stage 3 Adaptations Allocation for 2022/23 – by email on 10th May 2022***
- The Director confirmed that Glasgow City Council has confirmed a grant allocation of £25,000 for adaptations for 2022/23. It was noted that this amount is in line with the amount included in the Association's SDFP submission made in December 2021. The allocation was accepted on the HARP IT system by the Director on 11th May 2022.

- 8.3 ***EVH Monthly Report – by email on 20th May 2022***
- The Director noted that the Monthly Report for May had been circulated via email to all Management Committee members on 20th May 2022 for information.

- 8.4 ***EVH's June Management Committee Meeting – by email on 25th May 2022***
- The Director advised that EVH's June Management Committee will take place on 6th June 2022 at 7.00pm. If our EVH representative wishes to attend, there is requirement to pre-register.

9.0 Notifiable Events

- 9.1 The Director explained no new Notifiable Events have been submitted to the Scottish Housing Regulator. The Notifiable Event in relation to Factoring will be discussed under Agenda Item 17.0.

10.0 Reports from Sub-Committees

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

11.0 Coronavirus

- 11.1 The Director provided a verbal update on this Agenda Item.
- 11.2 The Director informed the staff have continued to wear masks when moving about the office (beyond the date on which these restrictions were lifted by the Scottish Government). It was unanimously agreed by the Management Committee that staff can now make a personal choice as to whether they wear a mask or not. Staff numbers in the office are being managed by senior staff and 'blended' approach (of home and office working) is generally continuing.

- 11.3 It was noted that ARGoMAS has been updating risk assessments now all restrictions have been lifted.

12.0 Development Report

- 12.1 The paper 'Windlaw Lodge Project: Monthly Report (as at 20/5/2022) – May 2022' was circulated prior to the meeting. The content was noted by the Management Committee.
- 12.2 The Director informed the Committee that all 25 properties have now been handed over and it is expected that Practical Completion Certificate will be issued shortly. The properties are now in the Defects Liability Period and any repairs/defects are being handled by McTaggart's.

13.0 Internal Audit

- 13.1 The Internal Audit Reports on 'Gas Safety'; 'Repairs and Maintenance' and 'Quality of Housing' were circulated to Management Committee Members in advance of the meeting.
- 13.2 The content of the reports was discussed and noted by the Management Committee. It was unanimously agreed that the Director would respond, on behalf of the Association, to the three recommendations made across two of the reports (there were no recommendations contained within the 'Quality of Housing' report).
- 13.3 In terms of the Gas Safety Report, it was agreed that the Association will advise the Internal Auditor that the Policy will be reviewed by 30th June 2022 and will clearly set out the reporting framework. It was also agreed that Director will advise the Internal Auditor that the Repairs Policy will be reviewed by 31st August 2022.

The Director will arrange for the responses to be sent to the Internal Auditor.

Dir

14.0 Health & Safety

- 14.1 There were no matters to discuss under this Agenda Item.

15.0 Performance Management

Entitlement, Payments & Benefits Report

- 15.1 The 'Entitlements, Payments & Benefits Report (2021/2022) – May 2022' was circulated to the Management Committee prior to the meeting. It was noted that the purpose of the report is to provide (in accordance with the Association's Entitlements, Payments and Benefits Policy) a report on the entitlements, payments and benefits that have been recorded in the Association's Register for financial year 2021/2022. The content was noted by the Management Committee.

Training & Development Plan

15.2 The paper '*Training & Development Plan for 2022/23*' was circulated in advance of the meeting. The content was noted and discussed by the Management Committee.

15.3 After discussion, it was proposed by Josephine Deacon that the Plan be adopted by the Association. This motion was seconded by William Hamilton and unanimously agreed by the Management Committee.

The Director will oversee the implementation of the Plan.

Dir

Performance Proforma to 31st March 2022

15.4 The paper '*Performance Management Pro-forma to 31st March 2022 – May 2022*' was circulated to the Management Committee prior to the meeting. The content was noted by the Management Committee.

Performance Proforma to 30th April 2022

15.5 The paper '*Performance Management Pro-forma to 30th April 2022 – May 2022*' was circulated to the Management Committee prior to the meeting. The content was noted by the Management Committee.

15.6 The Director explained that in terms of performance in relation to the KPT for rental income lost through empty properties, there are currently issues in extracting this report from the HomeMaster system and work in relation to this is ongoing. This figure will, therefore, be reported once this issue has been addressed.

16.0 Annual Return on the Charter

16.1 The paper '*2021/2022 Annual Return on the Charter (ARC) (May 2022)*', draft ARC submission and validation visit report from Visual Stat Solutions Ltd were all circulated to the Management Committee in advance of the meeting.

16.2 The Director advised that Lilian Peters of Visual Stat Solutions Ltd had attended the office on 19th May and 20th May 2022 to carry out a partial validation (focusing on the most technically complex indicators) of the draft ARC submission. The report on the visit was discussed in detail by the Management Committee and it was noted that 13 indicators were examined, one of which was amended as a result of examination.

16.3 It was noted that Visual Stat Solutions Ltd is a consultancy service is used by several RSLs to support data collection and further develop reporting frameworks. After discussion about the opportunities to continue to develop the Association's robust data collection and performance reporting, it was proposed by Wilma McCubbin that the Association approaches Visual Stat Solutions Ltd in relation to this. This motion was seconded by Iris Robertson and unanimously agreed by the Management Committee.

The Director will oversee the Management Committee's decision.

Dir

- 16.4 The Director then went on to explain the content of the draft 2021/2022 ARC submission. This was supported by a PowerPoint presentation which also looked at performance compared with 2020/2021.
- 16.5 The Director advised, that in terms of SHQS, 30 properties are in abeyance (rather than failure) and this change was incorporated following the validation visit.
- 16.6 The Director confirmed that Energy Performance Certificate information is not required in this year's submission.
- 16.7 It was noted that further comments will be added to the submission to provide context (including for indicator 16 tenancy sustainment). The Director also highlighted that in the comments box on page 51 will also include an explanation that the Association is continuing to implement its Rent Policy (which involves assimilation of rent levels over a five year period). No changes are expected to be required to the draft ARC, but in the event that any figure needs to be revisited, it was unanimously agreed by the Management Committee that any amendments would be considered by the Office Bearers Group prior to submission.
- 16.8 After due consideration, it was proposed by Audrey Laird that the draft ARC, as discussed, be submitted to the Scottish Housing Regulator by 31st May 2022. This motion was seconded by Josephine Deacon and unanimously agreed by the Management Committee.

The Director will arrange for the ARC to be submitted via the Scottish Housing Regulator's portal by the deadline.

Dir

17.0 Factoring

- 17.1 The paper 'Factoring Service – May 2022' and the appended 'Action Plan – Factoring Service (May 2022)' was circulated prior to the meeting and the content noted by the Management Committee.

Training

- 17.2 The Director highlighted that additional factoring training has been scheduled with SHARE (as noted in the Training and Development Plan) – '*Questions you should be asking – factoring*'. This will take place on 12th August 2022.

Website

- 17.3 The Director highlighted that the technical work on the website has been completed by the Association's technical support and reported that relevant information was added to the new 'owners' section on 20th May 2022. It will continue to be developed as necessary.

Written Statement of Services (WSS)

- 17.4 The Director informed the Committee that she is still awaiting a progress update from the solicitor in relation to the review of the WSS. She will continue to liaise with the solicitor in order to ensure that this work is completed as soon as possible.

The Director will keep the Management Committee up to date in relation to this situation.

Dir

Scottish Housing Regulator (SHR)

- 17.5 The Director highlighted that the monthly update will be submitted to the SHR by 3rd June 2022.

Dir

Invoicing

- 17.6 It was noted that invoices for financial year 2021/2022 were issued to owners for on 29th April 2022.

Governance Review

- 17.7 The Director stated that progress in relation to the governance review has been limited to date and she will commence preparations in the coming weeks. Initial work will include speaking to other RSLs which have commissioned similar work. The Management Committee will be kept updated with progress.

Dir

18.0 Equalities

- 18.1 The Director informed the Management Committee that work in relation to equalities is ongoing with SE Training.

- 18.2 A further meeting of the Equalities Working Group will take place at 1.30pm on Monday 6th June 2022 and rescheduled training for Management Committee will now take place on Friday 10th June 2022 at 2.00pm.

- 18.3 She noted that the Equalities Working Group will to consider data collection approaches and make a recommendation on this to the Management Committee (for its meeting on 22nd June 2022).

EWG

19.0 Any Other Competent Business

Receptionist post

- 19.1 The Director informed the Committee that the new receptionist commenced employment with the Association on 24th May 2022.

Resident Satisfaction Survey Proposals

19.2 The Director noted that the Association is due to carry out its biennial survey this year. She confirmed that she has made initial contact with Research Resource regarding this and outline proposals have been received. The outline programme was discussed and it was noted that fieldwork could be facilitated from 25th July 2022 to 19th August 2022 at an estimated cost of £3,505 plus VAT.

19.3 After due consideration, it was proposed by Josephine Deacon that the Association progresses matters with Research Resource with view to achieving the timetable discussed. This motion was seconded by Christine Devine and unanimously approved by the Management Committee.

The Director will oversee the Management Committee's decision.

Dir

Castlemilk Pantry

19.4 The Director informed the Management Committee that the Association has received its annual invoice of £5,000 from Ardenglen Housing Association for its agreed contribution to the Castlemilk Pantry.

Audit & Risk Sub-Committee

19.5 The Director confirmed that the next meeting of the Audit and Risk Sub-Committee is due to be held on 13th July 2022 and requested that this be changed to 20th July 2022. This change was unanimously agreed by the Management Committee.

19.6 The Director will arrange for an updated meeting schedule (incorporating this change and additional training dates) to be issued to Management Committee members.

Dir

20.0 Date and time of next Meeting

20.1 The next meeting of the Management Committee will take place on Wednesday 22nd June 2022 at 6.15pm via Zoom.

20.2 The meeting ended at 7.40pm.

Signed (Chairperson)

Date