

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 22nd June 2022

1.0 Present

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

In Attendance:-

Alison Main (Director)
Julie Roy (Corporate Services Officer)

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 the Management Committee of Rutherglen and Cambuslang Housing Association; 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 25th May 2022

4.1 Wilma McCubbin proposed the Minutes of the Management Committee Meeting on 25th May 2022 to be a true record of the meeting. This motion was seconded by Iris Robertson and the Minutes were unanimously approved by the Management Committee.

5.0 Matters Arising from Minutes of Management Committee Meeting of 25th May 2022

5.1 Re item 7.1; there has been an update in relation to the test case for which the Association was awaiting an outcome. It has been determined that streamlined evictions can take place (as per Housing (Scotland) Act 2014) but Human Rights aspects are still being considered. The Housing Manager will obtain updated Police Disclosure in relation to the North View case and a report will be provided to Management Committee in due course.

Action

HM

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| 5.2 | Re item 7.2; draft versions of updated job descriptions will be presented to all staff members in due course. | 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; the Maintenance Manager will progress the 'value for money' assessment of the tradesteam. | MM |
| 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 7.8; the 'Disaster Recovery Plan' review is ongoing at present. | MM |
| 5.7 | Re item 7.9; 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 |
| 5.8 | Re item 7.10; work has still to be progressed in relation to proposals for a document management exercise for the Association's files. | MM/Dir |
| 5.9 | Re item 7.11; the Director sent further Media Group meeting dates for interested Management Committee members to consider. A date has, however, still to be confirmed. The Director will send the Management Committee more dates in July to consider. | Dir |
| 5.10 | Re item 7.17; [COMMERCIALY SENSITIVE INFORMATION REDACTED] She explained that the process for doing so had been clarified and would be progressed. | Dir |
| 5.11 | Re item 7.19; a date for the Factoring Internal Audit and Participation Internal Audit has to be arranged. | Dir |
| 5.12 | Re item 7.21; the Director confirmed that the Corporate Services Officer continues to update the website. | |
| 5.13 | Re item 7.22; a photographer will be arranged to update the Association's 'photo bank' for use in newsletters and on the website. | Dir |
| 5.14 | Re item 7.27; the Share certificate was signed and issued on 29 th May 2022. | |
| 5.15 | Re item 7.28; the Share certificate was signed and issued on 29 th May 2022. | |
| 5.16 | Re item 7.30; the Corporate Services Officer updated the Policy Bank with the reviewed Procurement Policy. | |
| 5.17 | Re item 7.35; the Director advised that Zurich had been in contact and confirmed that the insurance policy can be extended to 31 st March 2023. The Director explained that Zurich will not be able to, however, provide a | |

cost for the extension until September 2022 as an indication of the indexation will not be available until late summer.

- 5.18 Re item 7.38; the Director confirmed that the Corporate Services Officer will progress matters in relation to a joint staff and Management Committee event in the Autumn.
- 5.19 Re item 13.3; the Director advised that the responses to the 'Gas Safety' and 'Repairs and Maintenance' internal audit reports had been sent to the internal auditor on 27th May 2022.
- 5.20 Re item 15.3; the Director advised that the 'Training Plan for 2022/23' is being implemented.
- 5.21 Re item 16.3; the Director advised that **[PERSONAL DATA REDACTED]**, the Association's contact at Visual Stat Solutions Ltd, was currently on annual leave and will contact the Association in July 2022 to further develop the Association's data collection and performance reporting.
- 5.22 Re item 16.8; the Director advised that the Annual Return on the Charter (ARC) had been submitted to the Scottish Housing Regulator. She added that a copy of the ARC had been circulated to the Management Committee via email on 6th June 2022.
- 5.23 Re item 17.4; the Director advised that this will be discussed under Agenda Item 14.0.
- 5.24 Re item 17.5; the Director advised that she had emailed the monthly update regarding the Association's factoring operations to the Scottish Housing Regulator on 31st May 2022.
- 5.25 Re item 17.7; the Director advised that the Written Statement of Services will be discussed under Agenda Item 14.0.
- 5.26 Re item 18.3; the Director advised that this will be discussed under Agenda Item 15.0.
- 5.27 Re item 19.3; the Director advised that the Satisfaction Survey will be discussed under Agenda Item 17.0.
- 5.28 Re item 19.6; the Director advised that she had circulated an updated meeting schedule to the Management Committee via email on 27th May 2022.

CSO

Dir

6.0 Correspondence

- 6.1 ***Letter from Cabinet Secretary for Social Justice, Housing and Local Government and Minister for Zero Carbon Buildings, Active Travel and Tenant's Rights regarding the Social Housing Net Zero Heat Fund***

The Director advised that a letter had been received on 31st May 2022 via email.

She explained that the Fund is offering a £200 million to Registered Social Landlords to enable them to install zero emission heating, and improve energy efficiency in order to make Scotland's social housing 'greener and warmer'.

6.2 *Email from Employers in Voluntary Housing (EVH) re EVH's Scottish Housing Association's Pension Scheme (SHAPS) Support Group*

The Director explained that EVH advised that the governing body update session will take place in August or September, following publication of the 2021 Actuarial Valuation results.

The Director explained that the membership fee remained a one-off payment of £350, for membership to the end of May 2025. The Director added that membership includes free attendance at the two formal update sessions per annum (one session in May or June for Chief Executive Officers/Directors or Finance Managers, and one session for Governing Body members and also ad hoc free sessions that EVH host). At the meetings, attendees have the opportunity to raise issues with SHAPS via Gordon Birrell.

6.3 *Letter from Scottish Government re Zero Emissions Social Housing Taskforce (ZEST) Report Response*

The Director advised that a letter had been received on 14th June 2022 via email.

The letter explained that Heat in Buildings Division has taken over the lead in the Scottish Government for national policy development to support the decarbonisation of the social housing sector. In that context, the Scottish Government's formal response to the ZEST report has been published. The ZEST report highlighted the need for clarity with regards to the second Energy Efficiency Standard for Social Housing (ESSH2) given that the current milestones do not fully align with net zero, and it also confirmed that Housing Associations and Local Authorities need long term certainty to plan investment.

The review of ESSH2 will be brought forward to commence this year, for completion in 2023. The review will consider both energy efficiency upgrades and the deployment of zero emissions heating systems together in order to build an understanding of the impact on outcomes for tenants; providing certainty to the sector to guide their retrofit and investment planning.

The Director advised that it is difficult to plan investment until the Association is certain whether the latest technologies are going to be recognised by the Standard Assessment Procedure (SAP) which will be part of ESSH2.

The Director advised that if any members of the Management Committee wished to find out more information, she can forward them the link.

6.4 *The Pension Trust (TPT) Annual Defined Contribution Newsletter*

The Director advised that the Newsletter was received via email on 16th June 2022.

She explained that this provides a summary of TPT's progress over the past year whilst providing details of new initiatives and changes, outlining what next the Association can expect from TPT.

7.0 Notifiable Events

- 7.1 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 14.0.

8.0 Reports from Sub-Committees

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

9.0 Scottish Housing Regulator (SHR) Loan Portfolio Return

- 9.1 The paper 'SHR Loan Portfolio Return' and the appended 'SHR Loan Portfolio Annual Return 2021-2022' was circulated to the Management Committee in advance of the meeting and its content was noted.

It was proposed by Wilma McCubbin that submission of the Annual Return (as presented) is approved. This motion was seconded by Jim Dougherty and unanimously agreed by the Management Committee.

- 9.2 FMD Financial Services will ensure the submission is made to the SHR by the due date.

FMD

10.0 Development Report

- 10.1 The paper 'Windlaw Lodge Project: Monthly Report (as at 20/06/2022) – June 2022' was circulated to the management Committee in advance of the meeting and its content was noted.

10.2 [COMMERCIALY SENSITIVE INFORMATION REDACTED]

The Committee responded favourably to McTaggart's offer and a member of the Committee expressed that they would like the £1,000 to be spent on children in the community by perhaps, for example, arranged a Christmas pantomime.

The Director explained that, on that basis, the Association would need to administer this and she would need to discuss with McTaggart's how this could proceed.

Dir

11.0 Internal Audit

- 11.1 The Director explained that, as noted in item 5.19, that the responses to the 'Gas Safety' and 'Repairs and Maintenance' internal audit reports had been sent to the internal auditor on 27th May 2022.

- 11.2 She informed the Committee that she will progress the procurement of the Internal Auditor.

12.0 Health & Safety

- 12.1 The Director advised that an updated 'COVID-19 Risk Assessment' had been received from ARGoMAS following the Scottish Government's easing of COVID-19 restrictions.
- 12.2 She added that the Health and Safety Administrator would organise a briefing session for staff with ARGoMAS.

HSA

13.0 Performance Management

Performance Pro-Forma to 31st May 2022

- 13.1 The paper '*Performance Pro-Forma to 31st May – June 2022*' was circulated to the Management Committee in advance of the meeting, and its content was noted.
- 13.2 A member of the Committee responded positively to the reduction in rent arrears.
- 13.3 A member of the Committee enquired as to what 'frontline complaints' referred to. The Director explained that the Association's Complaints Handling Procedure, developed from the Scottish Public Services Ombudsman's (SPSO) Model Complaints Handling Procedure in April 2021, has two stages of complaint; 'frontline' (e.g. a contractor not attending to a repair, or conduct from a member of staff) and 'investigatory'.

Gas Management Policy

- 13.4 The draft paper '*Gas Management Policy*' was circulated to the Management Committee in advance of the meeting.

The Director advised that the Policy had been reviewed following the 'Gas Safety' Internal Audit and input from the Gas Certification Company.

The Director proposed an amendment to section 8.0 of the draft Policy regarding reporting, as follows:

"The Maintenance Sub-Committee shall receive quarterly reports on the number of gas services carried out, number of gas services missed and percentage of gas services audited by contractor's own internal audit. Information in relation to the number of properties where the gas supply is capped shall be reported to the Management Committee on a monthly basis through the Performance Management Pro-Forma"

With that amendment, Audrey Laird proposed that the Policy be adopted by the Association. The motion was seconded by Alex Bruce and unanimously approved by the Management Committee.

- 13.5 The Corporate Services Officer will update the Policy Bank.

CSO

14.0 Factoring

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

14.2 The Director referred to page 6 of the Report, noting that the Written Statement of Services has been reviewed following a meeting with TC Young on 7th June 2022, and will be forwarded to the solicitor for their final comment. Once this document has finalised, it will be presented to Management Committee and further training will be arranged.

Dir

Communications Strategy

14.3 The Director explained that, as per page 10 of the Report, a Communications Strategy is to be developed which she will commence this in July on return from annual leave.

Dir

New Regulation Manager & Regulation Analyst

14.4 The Director advised that she met with the Association's new Regulation Manager and Regulation Analyst from the Scottish Housing Regulator on 21st June 2022.

Governance Review

14.5 The Director advised that arrangements for a 'Governance Review' must be commenced. The Director advised that the Scottish Housing Regulator had previously published that guidance to support this type of work would be produced. An update on timescales for the publication of this will be provided by the Association's Regulation Manager. It was noted that it would be beneficial to have access to this guidance to help feed into the Association's process for the Review.

The Management Committee will be kept informed of matters

Dir

15.0 Equalities

15.1 The paper 'Proposed Equality Framework – June 2022' and the following associated documents were circulated to the Management Committee in advance of the meeting:

- 'Equal Opportunities and Human Rights Policy' and its accompanying 'Equality Impact Assessment';
- 'Equality Action Plan' (Appendix 1 to the Policy);
- 'Equality Impact Assessment Form (Appendix 2 to the Policy);
- 'Equalities Monitoring Form' (and accompanying information sheet)

15.2 The content of these documents was noted by the Management Committee.

Data Collection

15.3 The Director advised that, as outlined in the paper 'Proposed Equality Framework – June 2022', the Working Group has, following discussion and consideration, recommended that data is collected anonymously using the proposed Equalities Monitoring Form.

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| 15.4 The proposed Equalities Monitoring Form was discussed and it was proposed by Geraldine Baird that this be adopted by the Association to collect data anonymously. This motion was seconded by Audrey Laird and unanimously agreed by the Management Committee. | |
| 15.5 The Director will implement the Management Committee's decision. | Dir |
| <i>Equalities and Human Rights Policy and appendices</i> | |
| 15.6 It was proposed by Geraldine Baird that the Association approves the Equal Opportunities and Human Rights Policy, the Equality Action Plan and Equality Impact Assessment Form. This motion was seconded by Wilma McCubbin and unanimously approved by the Management Committee. | |
| 15.7 The Director will implement the Management Committee's decision. | Dir |
| 15.8 The Corporate Services Officer will update the Policy Bank. | CSO |
| <i>Equalities Monitoring Form</i> | |
| 15.9 The Director advised that this form would be included in the upcoming Summer Newsletter to tenants, with a freepost envelope included to encourage completed returns. | Dir |
| 15.10 A member of the Committee commented that she was satisfied that the Working Group had had valuable input into the Association's approach to equalities. | |
| 16.0 Housing Management Report | |
| 16.1 The paper ' <i>Housing Management Report – June 2022 Allocation</i> ' was circulated in advance of the meeting. The content was discussed and noted by the Management Committee. | |
| 16.2 The paper outlined a succession of tenancy application that the Association had received from a household member living in a property following the death of the tenant. | |
| 16.3 It was noted that the applicant does not qualify to succeed to the property and the purpose of the report is to outline the circumstances around the case and to consider the use of discretion available under the Allocation Policy to offer an alternative property. | |
| 16.4 It was proposed by <i>[PERSONAL DATA REDACTED]</i> that the Association approves a special let allocation of an alternative property to the applicant. This motion was seconded by <i>[PERSONAL DATA REDACTED]</i> and unanimously agreed by the Management Committee. | |
| 16.5 <i>[SENSITIVE INFORMATION REDACTED]</i> | |
| 16.6 The Housing Manager will progress matters in relation to an offer of accommodation to the applicant. | HM |

17.0 Comprehensive Tenant and Owner Satisfaction Survey

- 17.1 The paper 'Comprehensive Tenant and Owner Satisfaction Survey 2022 – June 2022' was circulated in advance of the meeting, and its content noted.
- 17.2 The Director advised that following discussion with Maintenance staff, it is now proposed that draft question 23 is not included in the Survey. This is on the basis that the monthly in-house surveys (30 in total) are continuing. This framework is robust, allowing the Association to link this to the most recent repair and respond to any dissatisfaction reported at that time.
- 17.3 A member of the Management Committee enquired as to whether the Survey could ask tenants whether they would be interested in becoming a member of the Management Committee.

The Director advised that the question could be included, and explicit consent would need to be obtained from the tenant to pass their details on to the Association so that the Director may contact them to discuss this further.

- 17.4 With the above noted amendments, it was proposed by Jim Dougherty that the survey format discussed be adopted. This motion was seconded by Ken Robertson and unanimously approved by the Management Committee.
- 17.5 The Director will contact **[PERSONAL DATA REDACTED]** at Research Resource to finalise the Survey.

Dir

18.0 Any Other Competent Business

Committee Chats

- 18.1 The Director advised that the 'Committee Chats' were due to be carried out before the 2022 Annual General Meeting (AGM).

She advised that, as discussed last year, it may be beneficial to arrange for an independent consultant to carry them out on the basis that the Association must obtain assurance "*that the Governing Body [i.e. the Management Committee] have the skills and knowledge they need to be effective*" (Standard 6 from the Regulatory Framework).

- 18.2 The Management Committee expressed that they were comfortable that the Director possesses the necessary skills needed to carry out the 'Committee Chats' with the Chairperson in attendance, and did not conclude it necessary at this time to obtain independent assurance.
- 18.3 The Director will organise a timetable for the 'Committee Chats'. **Dir**

Coach Trips

- 18.4 A member of the Committee enquired as to when the bus trips for tenants will recommence, now that COVID-19 restrictions have been lifted.

After discussion, it was unanimously agreed that given the current increase in COVID-19 cases, they be recommenced and budgeted for in 2023.

Dunagoil Place - rubbish

- 18.5 A member of the Committee stated that a letter was sent to properties in the area regarding the dumping of rubbish. It appears, however, that some houses in Castlemilk Terrace did not receive a letter. The Director advised she would look into the matter.

Dir

19.0 Date and time of next Meeting

- 19.1 The next meeting of the Management Committee will take place on Wednesday 27th July 2022 at 6.15pm in the office and via Zoom.

- 19.2 The meeting ended at 7.55pm.

Signed (Chairperson)

Date

