

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 27th July 2022

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| 1.0 | Present
Iris Robertson
Josephine Deacon
Christine Devine
William Hamilton | In Attendance:-
Alison Main (Director)
Julie Roy (Corporate Services Officer) |
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2.0 Apologies

- 2.1 Apologies were received from Geraldine Baird, Jim Dougherty, Audrey Laird, Wilma McCubbin, and Ken Robertson.

3.0 Declaration of Interest

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

4.0 Minutes of Management Committee Meeting of 22nd June 2022

- 4.1 Josephine Deacon proposed the Minutes of the Management Committee Meeting on 22nd June 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 Management Committee Meeting of 22nd June 2022

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| 5.1 | Re item 5.1; the Housing Manager has been working to obtain updated Police Disclosure information in relation to this case and a report will be provided to Management Committee in due course. | HM |
| 5.2 | Re item 5.2; draft versions of updated job descriptions will be presented to all staff members in due course. | Dir |
| 5.3 | 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 |
| 5.4 | Re item 5.4; the Maintenance Manager will progress the 'value for money' assessment of the tradesteam. | MM |

Action

5.5	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
5.6	Re item 5.6; the 'Disaster Recovery Plan' review is ongoing at present.	MM
5.7	Re item 5.7; the Director informed the Management Committee that the Maintenance Manager has now managed to order SIM cards for the Closed-Circuit Television Cameras (CCTV). Once these are received, arrangements will be made for the cameras to be installed as soon as possible thereafter.	MM
5.8	Re item 5.8; work has still to be progressed in relation to proposals for a document management exercise for the Association's files. The Director noted that a data cleansing exercise will need to be carried out first.	Dir/MM
5.9	Re item 5.9; the Director noted that she had emailed the Management Committee on 26 th July 2022 with a list of dates and times in August to consider for the first meeting of the Media Group (to look at the website and the Association's social media presence etc). She added that the Management Committee have still to confirm a date/time, so she will send a reminder to Management Committee for responses by 5 th August 2022.	Dir
5.10	Re item 5.10; [COMMERICALLY SENSITIVE INFORMATION REDACTED]	Dir
5.11	Re item 5.11; a date for the Factoring Internal Audit and Participation Internal Audit has to be arranged. The Director noted that as procurement for Internal Audit is to be progressed, this could be considered as part of the new appointment's Plan.	Dir
5.12	Re item 5.13; the Director stated that she had contacted [PERSONAL DATA REDACTED] , who had taken photographs for the Association previously. She noted that he was currently on annual leave and will discuss the work required with him on his return. The Management Committee will be kept informed of progress.	Dir
5.13	Re item 5.18; the Corporate Services Officer and the Director will progress matters in relation to a joint staff and Management Committee event in the Autumn.	CSO/Dir
5.14	Re item 5.21; the Director noted that work to further develop the Association's data collection and performance reporting on HomeMaster is due to be progressed with [PERSONAL DATA REDACTED] of Visual Stats Solutions Ltd. She will contact [PERSONAL DATA REDACTED] in early August to make arrangements for this if she does not hear from [PERSONAL DATA REDACTED] first.	Dir
5.15	Re item 9.2; FMD Financial Services submitted the Loan Portfolio Return to the Scottish Housing Regulator by the due date.	

<p>5.16 Re item 10.2; the Director explained that PERSONAL DATA REDACTED, of Atkinson Partnerships, would be following up with McTaggarts regarding the arrangements for the £1,000 of financial support to the Association. The Management Committee will be kept informed of progress.</p>	<p>Dir</p>
<p>5.17 Re item 12.2; the Director noted that a staff briefing session on the revised COVID-19 risk assessment would be carried out on Wednesday 10th August 2022 in the afternoon.</p>	<p>HSA</p>
<p>5.18 Re item 13.5; the Corporate Services Officer updated the Policy Bank.</p>	
<p>5.19 Re item 14.2; this will be discussed under Agenda Item 13.0</p>	
<p>5.20 Re item 14.3; this will be discussed under Agenda Item 13.0.</p>	
<p>5.21 Re item 14.5; this will be discussed under Agenda Item 13.0.</p>	
<p>5.22 Re item 15.5; the Director advised that an error had been discovered on the Equalities Monitoring Form. It was noted that there was not an option for persons to select 'no' to the "Do you identify as Transgender?" question. The Director explained she had contacted PERSONAL DATA REDACTED of SE Training, who had developed the form and confirmed that the question should provide an option to answer 'no'. The Director advised that the form had now been amended.</p>	
<p>5.23 Re item 15.7; the Director advised that the Management Committee's decision has been implemented and that the Equality Action Plan would be reviewed twice yearly going forward.</p>	
<p>5.24 Re item 15.8; the Corporate Services Officer updated the Policy Bank.</p>	
<p>5.25 Re item 15.9; the Director advised that the Equalities Monitoring Form had been included in the Summer Newsletter to tenants.</p>	
<p>5.26 Re item 16.6; [SENSITIVE INFORMATION REDACTED]</p>	<p>HM</p>
<p>5.27 Re item 17.5; the Director advised that she had contacted [PERSONAL DATA REDACTED] at Research Resource to finalise the survey. She advised that residents were provided with notice of the survey, in the Summer newsletter, and a flyer had been drafted to send to tenants this week.</p>	
<p>5.28 Re item 18.3; the Director advised that she would provide the Management Committee with a choice of dates for the 'Committee Chats' and requested that they confirm their preference by 5th August 2022. A member of the Management Committee stated that Friday was the best day for them, apart from the last Friday in the month as they have prior commitments.</p>	<p>Dir/MC</p>
<p>5.29 Re item 18.5; the Director advised that this had been resolved, and the area at Castlemilk Terrace could be ear-marked for the Closed-Circuit Television to help deter fly-tipping going forward.</p>	

6.0 Correspondence

6.1 ***Letter from Pat Togher and Jennifer Sheddan of the Glasgow City Health & Social Care Partnership (GCHSCP) – received via email 4th July 2022***

The Director advised that the email was regarding the Local Lettings Plan and would be discussed in detail under Agenda Item 10.0.

6.2 ***Employers in Voluntary Housing's (EVH) Monthly Update – received via email 21st July 2022***

The Director advised that this was circulated to the Management Committee and the next issue would be published in September 2022.

6.3 ***Employers in Voluntary Housing's (EVH) Annual Conference 2022***

The Director advised that EVH's Annual Conference 2022 would take place on 8th and 9th September 2022, at the Double Tree by Hilton in Bellshill.

She advised that the cost was £475 per person. She added that EVH had advised there was limited availability. She advised the Management Committee that if anyone was interested in attending, to inform her as soon as possible.

MC

6.4 ***SHARE's Summer Newsletter & Annual Conference 2022 – received via email 11th July 2022***

The Director advised that the newsletter was emailed to the Management Committee on 27th July 2022.

She advised that, as per detailed in their newsletter, SHARE's Annual Conference 2022 would take place on 24th to 26th March 2023 at the Westerwood Hotel in Cumbernauld. SHARE is seeking volunteers to join a focus group in order to plan the event. The Director advised that anyone interested in volunteering should inform her and she would contact SHARE to advise.

6.5 ***Letter from the Scottish Housing Regulator's (SHR) Director of Regulation re electrical safety inspections – received via email 20th July 2022***

The Director advised that a number of landlords had contacted the SHR regarding delays which they have encountered in carrying out electrical safety inspections in tenants' homes.

The Scottish Government's Scottish Housing Quality Standard (SHQS) technical guidance sets out the requirement for an Electrical Installation Condition Report (EICR) to be carried out in every property at least every five years to demonstrate compliance with element 45 of the SHQS. Organisations' SHQS data in the Annual Return on the Charter (ARC) 2021/2022 should have included details of compliance with element 45. If organisations have not incorporated their performance on electrical safety inspections in the 2021/2022 ARC, they will be required to submit a correction to the SHR.

The Director advised that 30 of the Association's properties which did not have an up to date EICR were reported as an abeyance in the ARC and, therefore, no further action is required at this time.

6.6 *Glasgow and West of Scotland Forum of Housing Associations (GWSF) Update – received via email 21st July 2022*

The Director advised that the latest update, summarising the main policy and membership work they have been involved with recently, was emailed to the Management Committee on 22nd July 2022.

6.7 *The Castlemilk Pantry's performance in Q1 (April to June 2022) – received via email 26th July 2022*

The Director advised that:

- 101 of the Pantry's members are tenants of the Association;
- there were 266 shops made by tenants of the Association; and
- 11 tonnes of food received from Fareshare.

6.8 *Notification of Glasgow and West of Scotland Forum of Housing Association's (GWSF) Annual General Meeting and Open Meeting*

The Director advised that the AGM would take place on 15th August 2022 at 6.30pm followed by an Open Meeting at 7pm.

She advised that GWSF is looking to attract new board members, and if anyone would like to join to inform her and she will contact GWSF. She added that nominations must be in by 8th August 2022.

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 13.0.

8.0 Reports from Sub-Committees

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

9.0 Development Report

9.1 The Director provided a verbal update on this Agenda Item.

9.2 She advised that there are some minor snagging items being dealt with in relation to landscaping and guttering over a close entrance.

9.3 As previously discussed **[COMMERCIALLY SENSITIVE INFORMATION REDACTED]**

9.4 She advised that a written update report will be presented to the Management Committee at its meeting on 24th August 2022.

10.0 Housing Management Report

Special Let

- 10.1 The paper 'Housing Management Report – July 2022' was circulated to the Management Committee in advance of the meeting.
- 10.2 The report detailed a succession of tenancy application that has been received. The applicant does not qualify under changes introduced by the Housing (Scotland) Act 2014. The Management Committee was being asked to consider the option of using discretion available under the Allocation Policy to allocate the property to the succession applicant via a special let.
- 10.3 It was proposed by Iris Robertson that the recommendation to approve this special let be agreed. This motion was seconded by Josephine Deacon and unanimously agreed by the Management Committee.

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

HM

Draft response to Glasgow City Health & Social Care Partnership (GCHSCP) letter

- 10.4 The paper 'Draft Response to Glasgow City Health & Social Care Partnership – July 2022' was circulated to the Management Committee in advance of the meeting, with the appended letter from GCHSCP and the Association's draft response.
- 10.5 The letter from GCHSCP includes a request to the Association to consider making 60% of its total lets in 2022/2023 available to Section 5 Referral cases and seeks a response from the Association on this matter.
- 10.6 The Director advised that the Association set its Annual Lettings Plan for 2022/2023 at the Strategy Afternoon on 8th April 2022. This set out that 35% of total lets would be made available to homeless persons. It was noted that there could be an opportunity to review the matter at the mid-year point. The Director added that to the end of June 2022, the Association had allocated eight properties to Section 5 Referral cases, with a further five properties allocated to 22nd July 2022.
- 10.7 After discussion, it was proposed by William Hamilton that the Association submits the response to GCHSCP as set out. The motion was seconded by Iris Robertson and unanimously approved by the Management Committee.

- 10.8 The Director will implement the Management Committee's decision.

Dir

11.0 Health & Safety

- 11.1 The Director advised that the Health and Safety Administrator met with **[PERSONAL DATA REDACTED]** of ARGoMAS on 25th July 2022 to make a plan to complete outstanding action points from the Health and Safety Audit Report.

- 11.2 The Director advised that one of the action points was for the Management Committee to be provided with health and safety awareness refresher training, which has also been incorporated into the Training and Development Plan circulated to the Management Committee for its meeting on 25th May 2022.
- 11.3 The Director advised that **[PERSONAL DATA REDACTED]** proposed a training session for Friday 30th September 2022 at 1.30pm. After discussion, it was agreed that this date would not be suitable.
- 11.4 The Health and Safety Administrator advised she would contact **[PERSONAL DATA REDACTED]** to obtain alternative dates and times and consult with the Management Committee thereafter.
- 11.5 She reiterated that the Health and Safety Administrator had scheduled a briefing session for staff with **[PERSONAL DATA REDACTED]** for Wednesday 10th August 2022 at 1.30pm as noted in item 5.17.

HSA

12.0 Performance Management

Performance Management Pro-Forma to 30th June 2022 – July 2022

- 12.1 The paper 'Performance Pro-Forma to 30th June 2022 – July 2022' was circulated to the Management Committee in advance of the meeting, and its content was noted.

Rent Arrears Policy

- 12.2 The draft 'Rent Arrears Policy' and the appended 'Equality Impact Assessment' was circulated to the Management Committee in advance of the meeting.

The Director advised that the Policy consolidated the current Rent Arrears Policy, Former Rent Arrears Policy and the Eviction Policy.

- 12.3 The content of the Policy was discussed and it was proposed by William Hamilton that the Policy, as presented, be adopted by the Association. The motion was seconded by Christine Devine and unanimously agreed by the Management Committee.

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

CSO

Senior Staff & Committee Expenses

- 12.5 The paper 'Senior Staff & Committee Expenses – July 2022' for the period April to June 2022 was circulated to the Management Committee in advance of the meeting and its content noted.

The Director will ensure the website is updated with the details of the above noted expenses.

Dir

Committee & Staff Training Costs

- 12.6 The paper 'Training Costs – July 2022' for the period April to June 2022 was circulated to the Management Committee in advance of the meeting and its content noted.

13.0 Factoring

Statistical Report

- 13.1 The paper 'Statistical Factoring Report (as at 30th June 2022) – July 2022' was circulated in advance the meeting and the content was noted.
- 13.2 The Management Committee responded positively to the reduction in factoring arrears.

Factoring Service Report

- 13.3 The paper 'Factoring Service – July 2022' was circulated in advance of the meeting. The content was discussed and noted.

Written Statement of Services (WSS)

- 13.4 The Director highlighted the situation regarding the delay in finalising the Written Statement of Services. She added that training from the Management Committee on this document will be organised once it is finalised.

Communications Strategy

- 13.5 The Director highlighted that the development of the Communications Strategy is underway, and she expects it to be presented to the Management Committee at its meeting on 24th August 2022.

Governance Review

- 13.6 The Director advised that arrangements for a 'Governance Review' will be commenced. She advised that the Scottish Housing Regulator published guidance on governance reviews; 'Conducting Reviews of Compliance with the Regulatory Standards of Governance and Financial Management – Lessons Learned – Advisory Guidance – July 2022'.
- 13.7 The Director advised that she will digest the guidance and it will feed into the Association's preparations for its Governance Review.

Dir

14.0 Staffing

- 14.1 The paper 'Request for Flexible Hybrid Working – July 2022' and the appended letter was circulated to the Management Committee in advance of the meeting:
- 14.2 The paper detailed the Flexible Hybrid Working request that had been received from the **[PERSONAL DATA REDACTED]**
- 14.3 After discussion, Iris Robertson proposed that the Association proceeds with the recommended 'Option 4' whereby the request is approved, subject to incorporating the minimum rest time of 20 minutes and the requirement to attend office on 'working from home' days if instructed to do so in order to meet business needs; on a trial basis and to be reviewed after a period of time. The motion was seconded by William Hamilton and unanimously approved by the Management Committee.

14.4 The Director advised that a trial period to end of December 2022 should provide sufficient time to develop a Flexible Working Policy and for an assessment of the flexible working arrangement to be made. The Director added that Employers in Voluntary Housing (EVH) have a model Flexible Working Policy however, it was last reviewed in 2018 and they have intimated they have no plans to review it. She advised that McGrade & Co, the law firm the Association uses in relation to employment law matters, can advise on the Policy and feed it into its development.

14.5 The Management Committee will be kept informed of matters.

Dir

15.0 Any Other Competent Business

The Castlemilk Pantry

15.1 The Director advised that the Association has been providing tenants with a large number of food parcels recently.

15.2 She advised that it may be beneficial to pilot referrals to the Castlemilk Pantry. She explained that there is a £1 membership fee, and it costs £2.50 per shop. She advised that the Association could be invoiced on a quarterly basis.

15.3 She explained that this could be a sustainable approach and encourage residents to access the range services offered by the Pantry. It could be piloted for a period determine how well it is working.

15.4 After discussion it was proposed by Josephine Deacon that the Association 'pilots' this referral process to the Pantry for a period of two months. The motion was seconded by Iris Robertson and unanimously approved by the Management Committee.

15.5 The Director will oversee the necessary arrangements.

Dir

Bank Account Closure

15.6 The Director advised that the Association currently has two identical bank accounts and FMD Financial Services has confirmed it is not necessary to have both in place.

15.7 She explained that the Finance Officer contacted the Business Manager at Bank of Scotland, who has confirmed that the accounts both have the same terms and interest rate.

15.8 She recommended that the Association retains the account to which grant payments from Glasgow City Council and such are paid and closes the other. She noted no other payments are made into this other account. She explained that closing the account that is not used will reduce bank charges being incurred. She added that two signatories are required to close the account.

15.9 It was proposed by Josephine Deacon that the Association closes the account which is not active in terms of payments. This motion was seconded by Christine Devine and unanimously approved by the Management Committee.

15.10 The Director will oversee the necessary arrangements.

Dir

Stravanan Road Garden

15.11 The Director advised that residents of Stravanan Terrace have indicated that they would like to utilise the garden area at the corner of Stravanan Road. She noted that the area is currently not utilised.

15.12 Two members of the Management Committee present reside in Stravanan Terrace and did not join in the ensuing discussion.

15.13 The suggestion to allow residents to use and maintain the garden area was proposed by William Hamilton. The motion was seconded by Christine Devine.

15.14 The Director will advise the residents of the Management Committee's decision.

Dir

Meeting with Bailie Paul McCabe

15.15 The Director advised that the Housing Manager and the Maintenance Manager met with Bailie Paul McCabe on 4th July 2022. Bailie McCabe is the new councillor for the Linn area.

15.16 She noted that the meeting went well and useful links were established.

16.0 Date and Time of Next Meeting

16.1 The next meeting of the Management Committee will take place on Wednesday 24th August at 6.15pm, in the office and via Zoom.

16.2 The meeting ended at 7.35pm.

Signed (Chairperson)

Date