

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 24th August 2022

- 1.0 Present** In Attendance:-
Iris Robertson Alison Main (Director)
Geraldine Baird Julie Roy (Corporate Services Officer)
Alex Bruce Ady Tester (Maintenance Manager) (up to Agenda Item 12.0)
Josephine Deacon Fettes McDonald (Agenda Item 7.0)
Christine Devine
William Hamilton
Wilma McCubbin

2.0 Apologies

- 2.1 Apologies were received from Jim Dougherty, Audrey Laird, 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 and is a member of Castlemilk Community Council.
- 3.2 Geraldine Baird advised that she is no longer a member of the Management Committee of Rutherglen and Cambuslang Housing Association Ltd.

4.0 Management Accounts (for the period to 30th June 2022)

- 4.1 Fettes McDonald was present at the meeting to discuss Agenda Item 7.0 It was agreed that this item would be discussed at this point in the meeting and Fettes would then leave.
- 4.2 The paper titled '*Management Accounts for the period to 30th June 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.
- 4.3 Fettes highlighted the increased void expenditure, largely due to a high number of voids properties, which are largely a result of the Windlaw Lodge allocations. It was noted that the increase in material costs has also had a significant impact. Fettes also referred to the notes on page 2a, 7 and 7a of the Management Accounts file.

Action

- 4.4 In terms of loan covenants, Fettes explained that these are tested at the year end. Currently the interest cover covenant is showing as not achieved (page 9 of the Management Accounts file). This is due to the higher component spend which is a timing issue only.
- 4.5 The Maintenance Manager advised that in order to manage maintenance expenditure for the remainder of 2022/23, it would be prudent at this time for the Association to consider removing the allocation for uncommitted painter work from the current Cyclical Maintenance Budget and allocate this to support the current kitchen and window replacement programme and voids. This painter work can be included in the Budget for 2023/2024.
- 4.6 After discussion, it was proposed by Wilma McCubbin that the Management Accounts for the period to 30th June 2022 be approved by the Management Committee and moving forward, that the allocation in the Budget for uncommitted painter work be reallocated. The motion was seconded by Christine Devine and unanimously approved by the Management Committee.
- 4.7 FMD Financial Services and the Maintenance Manager will implement the Management Committee's decision.
- 4.8 Fettes McDonald left the meeting.

**FMD/
MM**

5.0 Minutes of Management Committee Meeting of 27th July 2022

- 5.1 It was noted that it was omitted from the minutes that Christine Devine is a member of the Castlemilk Community Council.
- 5.2 With that amendment, Christine Devine proposed the Minutes of the Management Committee Meeting on 27th July 2022 to be a true record of the meeting. This motion was seconded by Wilma McCubbin and the Minutes were unanimously approved by the Management Committee.

6.0 Matters Arising from Minutes of Management Committee Meeting of 27th July 2022

- 6.1 Re item 5.1; the Housing Manager will provide a report in relation to this ongoing case to Management Committee in due course.
- 6.2 Re item 5.2; draft versions of updated job descriptions will be presented to all staff members in due course.
- 6.3 Re item 5.3; the Director will oversee the development of a Scheme of Delegation Policy to comply with the new 'Notifiable Events' requirements.
- 6.4 Re item 5.4; the Maintenance Manager will progress the 'value for money' assessment of the tradesteam after Christmas. This will allow other workload elements to be progressed.
- 6.5 Re item 5.5; the Scottish Federation of Housing Association's 'OnBoard' scheme will be considered by the Management Committee at a later date.

HM

Dir

Dir

MM

Dir

6.6	Re item 5.6; the 'Disaster Recovery Plan' review is ongoing at present.	MM
6.7	Re item 5.7; the Director informed the Management Committee that the Maintenance Manager has instructed the installation of the Closed-Circuit Television Cameras (CCTV) at 210 Castlemilk Drive.	
6.8	Re item 5.8; the Director advised that the [PERSONAL DATA REDACTED] and the [PERSONAL DATA REDACTED] have commenced the data cleansing exercise on Wednesday afternoons when the office is closed to the public. On completion, work will be progressed in relation to proposals for a document management exercise going forward.	Dir/MM
6.9	Re item 5.9; the Director advised that the Management Committee are still to decide a date and time of the first meeting of the Media Group (to look at the website and the Association's social media presence etc) . She advised that she will send further dates and times to the Management Committee for them to choose from, after the AGM has taken place.	Dir/MC
6.10	Re item 5.10; [REDACTED DUE TO COMMERCIAL SENSITIVITY]	Dir
6.11	Re item 5.11; this will be discussed under Agenda item 14.0.	Dir
6.12	Re item 5.12; the Director advised that a date for the photographer to attend the area (to take updated photographs for the Association) has still to be agreed (following the bin strikes and during a period of better weather). The Management Committee will be kept informed of progress.	Dir
6.13	Re item 5.13; 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
6.14	Re item 5.14; the Director advised that [PERSONAL DATA REDACTED] , of Visual Stats Solutions Ltd, attended the office on 22 nd August 2022 and met with the Housing Manager and the Maintenance Manager to begin discussions on the development of the Association's data collection and performance reporting on HomeMaster. The Management Committee will be kept informed of progress.	Dir
6.15	Re item 5.16; this will be discussed under Agenda item 10.0.	Dir
6.16	Re item 12.2; the Director noted that due to an I.T error, the staff briefing session on the revised COVID-19 risk assessment did not take place on Wednesday 10 th August 2022 in the afternoon. It was rescheduled for, and took place on, Thursday 16 th August in the morning.	
6.17	Re item 5.26; [SENSITIVE INFORMATION REDACTED] The Management Committee will be kept informed of matters	HM
6.18	Re item 5.28; the Director advised that three 'Committee Chats' have been completed. She requested that the members of the Management Committee who are still to have theirs to be completed to inform her of their availability.	MC/Dir

- 6.19 Re item 6.3; the Director advised that she had not received any requests from the Management Committee to attend Employers in Voluntary Housing's 2022 Annual Conference.
- 6.20 Re item 10.3; the Management Committee's decision to approve the special let was implemented.
- 6.21 Re item 10.7; the Director submitted the Association's response to Glasgow City Health & Social Care Partnership on 28th July 2022.
- 6.22 Re item 11.4; the Director advised that the Health & Safety Administrator has contacted **[PERSONAL DATA REDACTED]** of AGRoMAS to obtain alternative dates and times for health and safety awareness refresher training, and is awaiting his response. The Management Committee will be kept informed of progress.
- 6.23 Re item 12.3; the Corporate Services Officer updated the Policy Bank.
- 6.24 Re item 12.5; the Director advised that the website is still to be updated with the details of senior staff and committee expenses for the period April to June 2022. She will ensure the **[PERSONAL DATA REDACTED]** updates the website.
- 6.25 Re item 13.7; the Director advised that she continues to digest the Scottish Housing Regulator's guidance, which will feed into the Association's preparations for its governance review.
- 6.26 Re item 14.4; the Director advised that she had drafted the letter to the employee regarding their Flexible Hybrid Working request and will send them it on their return from annual leave.
- 6.27 Re item 15.5; the Director advised that she has put in place the necessary arrangements in relation to the pilot referral scheme to The Castlemilk Pantry.
- 6.28 Re item 15.10; the Director advised that she has overseen the closure of the bank account. Confirmation was received from the Bank of Scotland on 11th August 2022 that the account has been closed.
- 6.29 Re item 15.14; the Director advised that she had informed the residents of the Management Committee's decision in relation to the garden area on Stravanan Road.

HSA

Dir

Dir

Dir

7.0 Correspondence

7.1 **Scottish Housing Regulator – Annual Assurance Statement – letter received via email 29th July 2022**

The Director advised that the letter provided information to support the submission of the Annual Assurance Statement. The Director noted that this is due to be submitted to the Scottish Housing Regulator by 31st October 2022.

- 7.2 ***The Pensions Trust – Scottish Housing Association’s Pension Scheme – received via email 4th August 2022***
The Director advised that the email provided notification that it was time for the Association to submit its 2022 financial assessment.
- She advised that the email was forwarded to FMD Financial Services to action.
- 7.3 ***Glasgow and West of Scotland Forum of Housing Associations 2022 Annual Conference on 28th October 2022 – “Back Together – and still keeping it local” – received via email on 8th August 2022***
The Director provided details of the conference programme. She added that the conference would be held at the Radisson Blu Hotel in Glasgow.
- Iris Robertson and Geraldine Baird noted their interest in obtaining further details of the conference. This will be forwarded by the Director.
- 7.4 ***Glasgow City Health & Social Care Partnership – seeking views on the future of health and social care services in Glasgow – received via email on 16th August 2022***
The Director advised that Glasgow City Integration Joint Board’s current Strategic Plan comes to an end in Spring 2023. A new plan, which outlines how integrated health and social care services will be planned and delivered within the City, is now out for consultation and will be implemented on 1st April 2023. She advised that they are seeking completion of a short survey for feedback, the deadline for responses being 28th September 2022
- The Director confirmed that she will forward the relevant information to any members of the Management Committee who would like to provide feedback.
- 7.5 ***The Pensions Trust (TPT) - Scottish Housing Association’s Pension Scheme (SHAPS) 30th September 2021 valuation results – received via email 19th August 2022***
- [REDACTED DUE TO COMMERCIAL SENSITIVITY]***
- 7.6 ***Scottish Government – A New Deal for Tenants – Consultation Analysis Report – received via email 24th August 2022***
The Director advised that the Scottish Government has published the external analysis of responses to their consultation on plans to deliver *A New Deal for Tenants*. The report and consultation responses can be viewed at <https://bit.ly/NDT-consultation>.
- The Director advised that if any of the Management Committee would like to see a copy of the email or the feedback to inform her and she will forward them it.
- 7.7 ***SHARE’s Annual General Meeting (AGM) – September 2022 – received via email on 24th August 2022***

FMD

Dir

The Director advised that the email provided notification of SHARE's upcoming AGM, and that nomination forms to join the Board should be submitted by 12th September 2022.

8.0 Notifiable Events

- 8.1 The Director explained no new Notifiable Events have been submitted to the Scottish Housing Regulator.

9.0 Reports from Sub-Committee Meetings

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

10.0 Development Report

Monthly Report

- 10.1 The paper 'Windlaw Lodge Project: Monthly Report (as at 18/08/2022) – August 2022' was circulated to the Management Committee in advance of the meeting and its content was noted.

10.2 ***[REDACTED DUE TO COMMERCIAL SENSITIVITY]***

10.3 ***[REDACTED DUE TO COMMERCIAL SENSITIVITY]***

Dir

Windlaw Lodge

- 10.4 A member of the Management Committee enquired as to whether the Association had hosted an 'opening' event for the Windlaw Lodge development. There was discussion regarding this and it was agreed that this would not be progressed given the current economic climate.

- 10.5 The Director advised that the Association had received excellent feedback from tenants who had moved into the development and on that basis, it may be an idea to include an article in the Newsletter.

- 10.6 The Director advised that she would liaise with the Maintenance Manager to prepare an article for inclusion in the Newsletter.

Dir

- 10.7 The Director advised that the Association is aiming to take on the landscaping work at the development by the end of August 2022.

11.0 Health & Safety

COVID-19 Reviewed Risk Assessment – staff briefing session

The Director advised, as noted under Agenda item 6.0, the staff briefing session on the revised COVID-19 risk assessment did not take place on Wednesday 10th August 2022 in the afternoon. It was rescheduled for, and took place on, Thursday 16th August in the morning

Health & Safety Awareness Refresher Training

The Director advised, as noted in Agenda item 6.0, that the Health & Safety Administrator had contacted **PERSONAL DATA REDACTED** of AGRoMAS to obtain alternative dates and times for health and safety awareness refresher training for the Management Committee, and is awaiting his response.

The Management Committee will be kept informed of progress

HSA

11.3 **Legionella Policy**

The draft paper 'Legionella Policy' and the appended Equalities Impact Assessment were circulated to the Management Committee in advance of the meeting.

The Maintenance Manager advised that the Policy has been reviewed with input from ACTS, who are carrying out Legionella Healthy And Safety Risk Assessments in the Association's supported accommodation properties and the Office. He explained that with their input, the Policy is very robust.

After consideration, Geraldine Baird proposed that the Policy be adopted by the Association. The motion was seconded by Christine Devine and unanimously approved by the Management Committee.

The Corporate Services Officer will update the Policy Bank.

CSO

12.0 **Performance Management**

12.1 **Performance Management Pro-Forma to 31st July 2022 – August 2022**

The paper 'Performance Pro-Forma to 31st July 2022 – August 2022' was circulated to the Management Committee in advance of the meeting, and its content was noted.

A member of the Management Committee noted (i) the increase in the rental income lost through void properties, and (ii) the average re-let time for void properties. The member also enquired as to how the Association's performance compares with that of other local housing associations.

The Director advised that the Housing Manager attended a meeting with other Castlemilk based housing associations, noting that these meetings had been curtailed due to COVID-19. She explained that these meetings would provide the opportunity for local benchmarking going forward.

She explained that the Maintenance Manager and the Housing Manager are working in conjunction to improve performance relating voids.

It was also noted that rent arrears have increased and the Director intimated that the Housing Management Team is continuing to work to try to reduce the levels.

12.5 **Draft Policies**

The report 'Draft Policies (Agenda item 12.0) – August 2022' was circulated to the Management Committee in advance of the meeting and its content noted.

The paper summarised a number of draft policies being presented to the Management Committee for their consideration:

12.6 ***The Requirements of Writing Act (Scotland) 1995 Policy***

The draft 'The Requirements of Writing Act (Scotland) 1995 Policy' and the appended Equalities Impact Assessment were circulated to the Management Committee in advance of the meeting.

After consideration, it was proposed by Wilma McCubbin that the Policy be adopted by the Association. This motion was seconded by Christine Devine and unanimously approved by the Management Committee.

The Corporate Services Officer will update the Policy Bank.

CSO

12.7 ***Data Protection Policy***

The draft 'Data Protection Policy' and the appended Equalities Impact Assessment were circulated to the Management Committee in advance of the meeting.

After consideration, Iris Robertson proposed that the Policy be adopted by the Association. The motion was seconded by Josephine Deacon and unanimously approved by the Management Committee.

The Corporate Services Officer will update the Policy Bank.

CSO

12.8 ***Entitlements, Payments and Benefits Policy***

12.8 The draft 'Entitlements, Payments and Benefits Policy' and the appended 'Guidance Notes' [to the SFHA Model Entitlements, Payments and Benefits Policy], and Equalities Impact Assessment were circulated to the Management Committee in advance of the meeting.

The Director noted that the 'Guidance Notes' paper provides a detailed description of the comprehensive review of the model Policy by the Scottish Federation of Housing Associations.

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

The Corporate Services Officer will update the Policy Bank.

CSO

12.9 ***Whistleblowing Policy***

The draft paper 'Whistleblowing Policy' and the appended Equalities Impact Assessment were circulated to the Management Committee in advance of the meeting.

After consideration, Wilma McCubbin proposed that the Policy be adopted by the Association. This motion was seconded by Christine Devine and unanimously approved by the Management Committee.

	The Corporate Services Officer will update the Policy Bank.	CSO
12.10	<p><i>Anti-Bribery Policy</i></p> <p>The draft 'Anti-Bribery Policy' and the appended Equalities Impact Assessment were circulated to the Management Committee in advance of the meeting.</p> <p>After consideration, Iris Robertson proposed that the Policy be adopted by the Association. The motion was seconded by Geraldine Baird and unanimously approved by the Management Committee.</p> <p>The Corporate Services Officer will update the Policy Bank.</p>	CSO
12.11	<p><i>Fraud Prevention Policy</i></p> <p>The draft 'Fraud Prevention Policy' and the appended Equalities Impact Assessment were circulated to the Management Committee in advance of the meeting. It was noted that this is a new Policy for introduction (rather than a review).</p> <p>After consideration, William Hamilton proposed that the Policy be adopted by the Association. This motion was seconded by Josephine Deacon and unanimously approved by the Management Committee.</p> <p>The Corporate Services Officer will update the Policy Bank.</p>	CSO
13.0	<p>Internal Audit</p>	
13.1	The paper 'Procurement – Internal Audit Services (<i>August 2022</i>)' was circulated to the Management Committee in advance of the meeting. Its content was discussed and noted.	
13.2	<p>After consideration, it was proposed by William Hamilton proposed that recommendation set out in section 4.1 of the report be approved This was:</p> <ul style="list-style-type: none"> • that the procurement process is carried out via the PCS Quick Quote facility to the firms noted in section 2.7; • the tender documentation attached (Brief, TQQ and Form of Tender); • that the process is carried out in line with the timetable set out above; • that the General Purposes Sub-Committee is given delegated authority from the Management Committee to carry out the scoring exercise. <p>This motion was seconded by Alex Bruce and unanimously agreed by the Management Committee.</p> <p>The Director will implement the Management Committee's decision.</p>	Dir
14.0	<p>Factoring</p>	

- 14.1 The paper 'Factoring Service – August 2022' and the appended 'Action Plan – Factoring Service (August 2022)' were circulated to the Management Committee in advance of the meeting. The content was discussed and noted.
- 14.2 The Director highlighted that the Association continues to await receipt of the final Written Statement of Services (WSS) from its solicitor. The Finance Officer and Director have emailed for an update and a response is awaited.
- 14.3 The draft 'Communication Strategy' was circulated to the Management Committee in advance of the meeting.

The Director advised that the development of a Strategy was identified in the Action Plan. After consideration, Iris Robertson proposed that the Strategy, as presented, be adopted by the Association. This motion was seconded by Christine Devine and unanimously approved by the Management Committee.

The Corporate Services Officer will update the Policy Bank.

CSO

15.0 Any Other Competent Business

15.1 **Leave of Absence**

The Director stated that the Association has received a request for three month's leave of absence from Committee for Treasurer, Jim Dougherty, due to personal circumstances.

The request was approved by Alex Bruce. The motion was seconded by Christine Devine and unanimously agreed by the Management Committee.

The Director will contact Jim Dougherty to inform him of the Management Committee's decision.

Dir

15.2 **Petty Cash**

The report 'Petty Cash – August 2022' was circulated to the Management Committee in advance of the meeting.

The Management Committee noted its content.

After consideration, Geraldine Baird proposed that the recommendation set out in section 4.2 of the report be approved. This motion was seconded by Josephine Deacon and unanimously approved by the Management Committee.

The Director will arrange for FMD Financial Services to implement the Management Committee's decision

Dir

15.3 **Business Plan Update Proposal**

The Director advised that the Business Plan is due to be updated prior to the end of the calendar year.

The Director informed the Management Committee that she has had initial discussions with JH Consulting regarding this work. The Management Committee noted that JH Consulting has successfully worked with the Association in the development of its 2020/21 – 2022/2023 Business Plan and 2021/2022 Business Plan Update.

The Director advised that a quotation of £5,460.00 had been received. The detail of this was discussed.

The Director noted that this year there is the opportunity to have important wider involvement of the entire staff team and customers in the Business Plan Update now that COVID restrictions have been lifted.

After discussion and careful consideration, it was proposed by Alex Bruce that the quotation received be accepted. The motion was seconded by Josephine Deacon and unanimously agreed by the Management Committee.

The Director will implement the Management Committee's decision.

Dir

15.4 ***Investors In People***

The Director advised that an assessment was carried out on 23rd August 2022. It was noted that assessment against the standards is carried out annually over a three year period.

Assessments had, over recent years, been carried out in November, but it was now being brought into line with original renewal date.

She advised that the Assessor is preparing their report, which would be made available to the Management Committee in due course.

Dir

A member of the Management Committee expressed a desire to look into achieving 'Gold' accreditation.

The Director advised that she would explore this further in due course.

Dir

15.5 ***Industrial Action***

The Director explained that Glasgow City Council refuse staff are on strike from 24th August to 1st September and then again from the 7th to the 10th of September 2022.

She advised that a leaflet had been sent to tenants to advise them of the strike. She added that the Household Waste Recycling Centre is, however, open on 25th August so the Association is able to carry out a bulk uplift as usual that day.

15.6 ***Flowers on the Railings Day***

A member of the Management Committee advised that Castlemilk's 'Flowers on the Railings Day', to commemorate lost lives in the Castlemilk community, will be held on Saturday 10th September 2022.

The member enquired as to whether the Association would be donating flowers, as it had done so in previous years.

It was proposed by Geraldine Baird that the Association donates flowers. The motion was seconded by Wilma McCubbin and unanimously approved by the Management Committee.

The Director will oversee the arrangements for this.

Dir

15.7 *Stravanan Road Garden*

A member of the Management Committee enquired as to whether the Association could purchase soil for the Stravanan Road Gardens.

The member explained that residents were enjoying improving the garden area, and had received many positive comments for the work that was being carried out and how it had improved the area for the community. The member advised that many residents were giving up their time to improve the garden and explained that residents were keen to begin planting vegetables.

A member expressed that the Association should provide some financial assistance to support the work.

It was proposed by Wilma McCubbin that the Association looks at providing a small amount of financial support for the further improvement of this community initiative (such as soil for the raised beds). The motion was seconded by Christine Devine and unanimously agreed by the Management Committee.

The Director will oversee the necessary arrangements.

Dir

16.0 *Date and Time of Next Meeting*

16.1 The next Meeting of the Management Committee will take place on Wednesday 14th September 2022, at 6.15pm, in the office and via Zoom.

16.2 The meeting closed at 7.50pm.