

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 28th September 2022

1.0 Present

Iris Robertson
Geraldine Baird
Alex Bruce
Josephine Deacon
Christine Devine
William Hamilton
Audrey Laird
Wilma McCubbin
Michelle McNulty
Sarah Jane Newman

In Attendance:-

Alison Main (Director)
Julie Roy (Corporate Services Officer)
Lorna Shaw (Research Resource)

2.0 Apologies

2.1 No apologies were received.

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; that Christine Devine is Secretary of the Management Committee of the Birgidale Complex and is a member of Castlemilk Community Council; and that Audrey Laird is a member of the Management Committee of the Birgidale Complex and a member of the Castlemilk Community Council.

4.0 Customer Satisfaction Survey

4.1 The report 'North View Housing Association Customer Satisfaction Research – September 2022' was circulated in advance of the meeting to provide detailed information in relation to the Satisfaction Survey undertaken in July and August 2022. The Director advised that the Association carries out a comprehensive survey every two years, with the last one completed in 2020.

4.2 Lorna Shaw of Research Resource was in attendance to present the findings of the survey and was introduced to the meeting. A Powerpoint presentation of the key results was shared on the screen by Lorna and each slide was discussed in detail.

Action

- 4.3 The Management Committee noted a decrease in overall satisfaction levels amongst tenants and owners. Lorna, however, advised that she had observed a downward trend in overall satisfaction levels across her work with other RSLs, suggesting this was could be due to the impact of the pandemic. It was noted that the Scottish average is, therefore, likely to decrease as a result.
- 4.4 A member of the Management Committee intimated that the large decrease in overall satisfaction amongst owners since the 2020 survey could perhaps be a result of aspects of the factoring service now being fully implemented.
- 4.5 The Director advised that the Association should consider different approaches to help 'drill down' into the causes of dissatisfaction.
- 4.6 Lorna highlighted that the Association's Newsletter remains the preference for keeping tenants informed and 94% of tenants reported that it helps them to understand the work of the Association.
- 4.7 It was noted that 73% of respondents have internet access and of those, 28% had visited the Association's website.
- 4.8 A member of the Management Committee remarked that they thought the website was in need of an update. The Director suggested that this could be taken forward by the proposed 'Media Group'. This would be further discussed under Agenda Item 6.0.
- 4.9 There being no further questions or comments, the Management Committee thanked Lorna for her contribution and she then left the meeting. The Director advised that the full report will be further digested over the coming weeks and the findings fed back to tenants in the Winter Newsletter.

5.0 Minutes of Management Committee Meeting of 24th August 2022

- 5.1 Alex Bruce proposed the Minutes of the Management Committee Meeting on 24th August 2022 to be a true record of the meeting. This motion was seconded by Josephine Deacon and the Minutes were unanimously approved by the Management Committee.

6.0 Matters Arising from Minutes of Management Committee Meeting of 24th August 2022

- 6.1 Re item 4.7; FMD Financial Services and the Maintenance Manager implemented the Management Committee's reallocate the budget for uncommitted painting work.
- 6.2 Re item 6.1; the Housing Manager will provide a report in relation to this ongoing case to the Management Committee in due course.
- 6.3 Re item 6.2; draft versions of updated job descriptions will be presented to all staff members in due course.

HM

Dir

6.4	Re item 6.3; the Director will oversee the development of a Scheme of Delegation Policy to comply with the new 'Notifiable Events' requirements.	Dir
6.5	Re item 6.4; the Maintenance Manager will progress the 'value for money' assessment of the tradesteam after Christmas to allow other key workload elements to be progressed.	MM
6.6	Re item 6.5; the Scottish Federation of Housing Association's 'OnBoard' scheme will be considered by the Management Committee at a later date.	Dir
6.7	Re item 6.6; the 'Disaster Recovery Plan' review is ongoing at present.	MM
6.8	Re item 6.8; the Director advised that the current data cleansing exercise is progressing well and once this is complete, work will commence in relation to proposals for a document management exercise.	Dir/MM
6.9	Re item 6.9; the Director advised that she will send further possible dates and times to the Management Committee to consider for the first meeting of the 'media group'.	Dir
6.10	Re item 6.10; the Director advised that a response is still awaited from the Royal Bank of Scotland (RBS) regarding the release of excess security. The Management Committee will be kept apprised of progress.	Dir
6.11	Re item 6.12; 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
6.12	Re item 6.13; the Director suggested to the Management Committee that a Christmas event be arranged for December, as opposed to an Autumn event. Options will be explored.	CSO/Dir
6.13	Re item 6.14; the Director advised that work is ongoing with [PERSONAL DATA REDACTED] , of Visual Stats Solutions Ltd in relation to the development of the Association's data collection and performance reporting on HomeMaster. The Management Committee will be kept informed of progress.	Dir
6.14	Re item 6.17; the Director advised an offer of accommodation has now been accepted.	
6.15	Re item 6.18; the Director advised that the 'Committee Chats' had been completed. The report was circulated in advance of and presented at the Management Committee meeting of 14 th September 2022.	
6.16	Re item 6.22; the Director advised that she had not received any requests from the Management Committee to attend Employers in Voluntary Housing's 2022 Annual Conference.	
6.17	Re item 6.24; the Director advised that the website has been updated with the details of senior staff and committee expenses for the period April to June 2022.	

- 6.18 Re item 6.25; the Director advised that she will continue to digest the Scottish Housing Regulator's guidance, which will feed into the Association's preparations for its Governance Review.
- 6.19 Re item 6.26; the Director advised that she had sent the employee a letter regarding their Flexible Hybrid Working request.
- 6.20 Re item 7.2; **[COMMERICALLY SENSITIVE INFORMATION REDACTED]**
- 6.21 Re item 7.3; the Director advised that she had forwarded further details of the Glasgow and West of Scotland Forum of Housing Associations Annual Conference to Geraldine Baird and Iris Robertson. Both members confirmed they had decided not to attend.
- 6.22 Re item 10.3; the Management Committee will be kept informed when the financial support is received and discussion will take place as to how it will be utilised.
- 6.23 Re item 10.6; the Director advised that due to time constraints, the Association was unable to include an article on the Windlaw Lodge site in the Autumn newsletter. She advised that it is hoped that an article will instead be included in the Winter newsletter.
- 6.24 Re item 11.3; the Corporate Services Officer updated the Policy Bank.
- 6.25 Re item 12.6; the Corporate Services Officer updated the Policy Bank.
- 6.26 Re item 12.7; the Corporate Services Officer updated the Policy Bank.
- 6.27 Re item 12.8; the Corporate Services Officer updated the Policy Bank.
- 6.28 Re item 12.9; the Corporate Services Officer updated the Policy Bank.
- 6.29 Re item 12.10; the Corporate Services Officer updated the Policy Bank.
- 6.30 Re item 12.11; the Corporate Services Officer updated the Policy Bank.
- 6.31 Re item 13.2; the Director advised that due absence and the availability of Atkinson Partnership's services, information for the procurement of Internal Audit services has still to be posted on the PCS website. This be discussed further under Agenda Item 16.0.
- 6.32 Re item 14.3; the Corporate Services Officer updated the Policy Bank.
- 6.33 Re item 15.1; the Director advised that she had informed Jim Dougherty of the Management Committee's decision.
- 6.34 Re item 15.2; FMD Financial Services implemented the Management Committee's decision.

Dir

Dir

Dir

6.35 Re item 15.3; the Director advised that dates were still to be confirmed with JH Consulting regard to the update of the Business Plan.

Dir

The Director added that she had provided the two new members of the Management Committee with a copy of the current Business Plan Update, for their information.

6.36 Re item 15.4; the Director advised that the Association is still awaiting the Investors in People's report, which will be made available to the Management Committee in due course.

Dir

6.37 Re item 15.6; the Director has overseen the Association's donation of flowers to the 'Flowers on the Railings' Event.

6.38 Re item 15.7; the Director advised that she will oversee the provision of support for the further improvement of the community initiative.

Dir

7.0 Minutes of Management Committee Meeting of 14th September 2022

7.1 Christine Devine proposed the Minutes of the Management Committee Meeting on 14th September 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.

8.0 Matters Arising from Minutes of Management Committee Meeting of 14th September 2022

8.1 Re item 4.9; the Director advised that she had overseen the signing of the Annual Accounts and letters and forwarded them to Chiene + Tait and FMD Financial Services.

8.2 Re item 5.4; the Director advised that she had progressed the Management Committee's decision.

8.3 Re item 5.8; the Maintenance Manager has been liaising with **[PERSONAL DATA REDACTED]** regarding securing cyber insurance cover and Management Committee will be kept informed of developments.

MM

8.4 Re item 5.12; the Corporate Services Officer updated the website and Facebook Page.

8.5 Re item 5.16; the Director advised that the offer of housing has been made and the Corporate Services Officer has logged this in the relevant register.

9.0 Minutes of Management Committee Meeting of 21st September 2022

9.1 Josephine Deacon proposed the Minutes of the Management Committee Meeting on 21st September 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.

10.0 Matters Arising from Minutes of Management Committee Meeting of 21st September 2022

10.1 There were no matters arising to be discussed.

11.0 Correspondence

Scottish Housing Regulator (SHR) – Communications Research – by email on 26th August 2022

11.1 The SHR has commissioned a short independent online survey to gather feedback on regulatory publications, analysis and other communications. The Director advised she completed the survey on behalf of the Association.

Glasgow City Health & Social Care Partnership (GCHSCP) - email on received on 6th September 2022

11.2 GCHSCP are inviting comments on a draft of the Glasgow City Integration Joint Board's Strategic Plan for health and social care services in Glasgow. The closing date for responses is 30th September 2022.

Employers in Voluntary Housing (EVH) Monthly Update - September – email received on 6th September 2022

11.3 The Director advised she had forwarded the email to the Management Committee on 6th September 2022 for their information.

Scottish Housing Regulator (SHR) - Updated Scottish Social Housing Charter Frequently Asked Questions (FAQ's) – email received on 13th September 2022

11.4 The SHR has updated the Scottish Social Housing Charter FAQ's to clarify how landlords should have recorded outstanding Electrical Installation Condition Reports in their 2021/22 ARC (Annual Return on the Charter), and for their recording of compliance in subsequent years. It was noted that landlords should keep up to date with the Scottish Government's guidance, and submit any corrections required in line with the Charter data corrections policy.

Castlemilk & Carmunnock Community Windpark Trust (CCCWT) Final Funding Round 2022 – email received on 27th September 2022

11.5 The application for the final round of funding from Castlemilk and Carmunnock Windpark Trust will be available for download from the Trust's website on Friday 30th September 2022 and the closing date for applications is Friday 18th November 2022.

12.0 Notifiable Events

12.1 There were no new Notifiable Events to discuss.

13.0 Report from Sub-Committees

13.1 The paper 'Reports from Sub-Committees – September 2022' was circulated to the Management Committee in advance of the meeting. The content was noted.

14.0 Health & Safety

14.1 There were no matters to discuss.

15.0 Performance Management

Committee Member Induction Policy

15.1 The draft 'Committee Member Induction Policy' and the appended 'Equality Impact Assessment' were circulated to the Management Committee in advance of the meeting.

15.2 After consideration, it was proposed by Audrey Laird that the Policy be adopted by the Association. This motion was seconded by William Hamilton and unanimously approved by the Management Committee.

15.3 The Corporate Services Officer will arrange to update the Policy Bank.

CSO

Performance Management Pro-Forma to 31st August 2022 – September 2022

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

15.5 The Director noted that work is continuing to improve performance in relation to relet timescales and rent arrears.

16.0 Internal Audit

16.1 The Director reiterated that due to a range of circumstances, the Internal Audit procurement information have still to be upload on to Public Contracts Scotland's (PCS) 'Quick Quote' portal.

16.2 She confirmed she would finalise a date with Atkinson Partnership and progress matters. It was proposed by Iris Robertson that a new timetable for the exercise should be developed and implemented by the Director. This motion was seconded by Christine Devine and unanimously agreed by the Management Committee. The Management Committee will be kept informed of progress.

Dir

17.0 Factoring

17.1 The paper 'Factoring Service – September 2022' and the appended 'Action Plan – Factoring Service (September 2022)' were circulated to the Management Committee in advance of the meeting. The content was discussed and noted.

17.2 The Director highlighted that the Corporate Services Officer has contacted SHARE to reschedule the training session; 'Questions you should be asking: Factoring' for the Management Committee. A new date will be advised in due course.

CSO

- 17.3 She also highlighted that the revised Written Statement of Services (WSS) draft was received from the solicitor on 15th September 2022. Further changes were then made and the amended document was sent back to TC Young for final checking.
- 17.4 She advised that the solicitor has now responded and time was required to review their comments before circulating a final draft for the Management Committee's consideration.
- 17.5 It is expected that the final draft of the WSS will be presented at the Management Committee meeting on 26th October 2022.

Dir

18.0 Staffing

- 18.1 The paper 'Request for Hybrid Working – September 2022' was circulated to the Management Committee in advance of the meeting. It was noted that it detailed the request that had been received from the **[PERSONAL DATA REDACTED]**
- 18.2 There was discussion and debate regarding the options available. It was agreed that the Management Committee would vote with regards to 'Option 5' set out in the report (an alternative arrangement, subject to incorporating the requirement to attend office on 'working from home' days if instructed to do so to meet business needs, is agreed on a trial basis and reviewed after a period of time). A total of nine members of the Management Committee agreed to the implementation of this option, with one Management Committee member seeking to refuse the request. It was, therefore, resolved that matters would be progressed on the basis of 'Option 5'.
- 18.3 The employee would work from home on Tuesdays only to ensure departmental cover.
- 18.4 The Director advised she would inform the employee of the Management Committee's decision.

Dir

19.0 Any Other Competent Business

Social Housing Fuel Support Fund

- 19.1 The Director advised that the Association had received notification on 22nd September 2022 that the application submitted on 2nd September 2022 for a £11,300 grant to provide fuel assistance to tenants was unsuccessful.

The Director stated that this was possibly due to large number of applications that had been submitted for the fund.

Castlemilk Locality Plan

- 19.2 The Director advised that she and the Chairperson met with representatives to discuss the development of the Castlemilk Locality Plan.

- 19.3 The Association has been provided with questionnaires to distribute locally to help seek the views and priorities of local people.
- 19.4 This information will be fed back to Glasgow City Council. It is noted that a local group will be established to further involve local people in the development of the Plan.

Scottish Government – Rent Freeze and no evictions until 31st March 2022 Bill – announced 5th September 2022

- 19.5 The Director advised that the Bill in relation to the Cost of Living (Scotland) Act is due to be debated in early October.
- 19.6 The Director advised that it makes changes to the law by temporarily restricting landlords from increasing the amount of rent they can charge and temporarily placing restrictions on evictions until 31st March 2023.
- 19.7 The Director advised that she had attended two meeting convened by the Scottish Federation of Housing Associations (SFHA) to discuss and provide information to help inform discussions with the Scottish Government. The proposed legislation is also expected to include provision on rent controls beyond 31st March 2023.
- 19.8 She advised that the SFHA provided its members with a template to complete to provide information in relation to different rent cap scenarios.
- 19.9 The Director advised that FMD Financial Services had completed Financial Modelling exercises and this had determined that a 3% rent cap would result in a 95% drop in cash over 30 years, 5% would result in a 65% drop; and 7% would result in a 40% drop. All Models assumed a return to the Consumer Price Index in subsequent years.
- 19.10 The Director advised that she will liaise with FMD Financial Services to compile information on the different scenarios to forward to the SFHA.

20.0 Date and Time of Next Meeting

- 20.1 The next Meeting of the Management Committee will take place on Wednesday 19th October 2022, at 6.15pm, in the office and via Zoom.
- 20.2 The meeting closed at 7.55pm.

_____ Signed (Chairperson)

_____ Date