

# 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 26<sup>th</sup> October 2022**

**1.0 Present**

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

In Attendance:-

Alison Main (Director)  
Yvonne Rooney (Housing Manager)  
Julie Roy (Corporate Services Officer)

**2.0 Apologies**

- 2.1 Apologies were received from Iris Robertson and Alex Bruce.
- 2.2 In the absence of Iris Robertson (Chairperson), it was unanimously agreed that Josephine Deacon (Vice Chairperson) would act as Chairperson for the meeting.

**3.0 Declaration of Interest**

- 3.1 It was noted 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 Minutes of Management Committee Meeting of 28th September 2022**

- 4.1 Wilma McCubbin proposed the Minutes of the Management Committee Meeting on 28<sup>th</sup> 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.

**5.0 Matters Arising from Minutes of Management Committee Meeting of 28<sup>th</sup> September 2022**

- 5.1 Re item 6.2; the Housing Manager will provide a report in relation to this sisted case to the Management Committee in due course.
- 5.2 Re item 6.3; draft versions of updated job descriptions will be presented to all staff members in due course.

<b>Action</b>
<b>HM</b>
<b>Dir</b>

5.3	Re item 6.4; 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 6.5; 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
5.5	Re item 6.6; the Director advised that the Scottish Federation of Housing Association's 'OnBoard' scheme will be considered at a later date.	Dir
5.6	Re item 6.7; the 'Disaster Recovery Plan' review is ongoing at present.	MM
5.7	Re item 6.8; the Director advised that the current data cleansing exercise is well underway and once this is complete, work will commence in relation to proposals for a document management exercise.	Dir/MM
5.8	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
5.9	Re item 6.10; <b>[COMMERCIALY SENSITIVE INFORMATION REDACTED]</b>	Dir
5.10	Re item 6.11; the Director advised that the weather has been poor recently which has impeded progress in arranging the photographer to attend the area (to take updated photographs for the Association website etc), therefore a date has still to be agreed. The Management Committee will be kept informed of progress.	Dir
5.11	Re item 6.12; the Director advised that a Committee and staff event will take place on 21 <sup>st</sup> December 2022.	
5.12	Re item 6.14; the Director advised that work is ongoing with <b>[PERSONAL DATA REDACTED]</b> , of Visual Stats Solutions Ltd in relation to the development of the Association's data collection and performance reporting on HomeMaster. The Housing Manager advised that <b>[PERSONAL DATA REDACTED]</b> was on-site again this week, and had commented positively on what <b>[PERSONAL DATA REDACTED]</b> had seen to date. The Management Committee will be kept informed of progress.	Dir
5.13	Re item 6.18; the Director advised that she will continue to work on the Association's preparations for a Governance Review.	Dir
5.14	Re item 6.22; the Director advised that the financial support has been received and a discussion will take place at the next meeting of the Management Committee to determine how it should be utilised.	Dir
5.15	Re item 6.23; the Director advised that it is hoped that an article on the Windlaw Lodge site can be included in a future edition of the Newsletter.	

<p>5.16 Re item 6.35; the Director advised that dates had been confirmed with JH Consulting for the Business Plan update. She advised that a Management Committee session has been scheduled with JH Consulting for Wednesday 16<sup>th</sup> November at 6.15pm, as per the revised schedule of meetings that was circulated to the Management Committee on 20<sup>th</sup> October 2022. She advised that there will also be a session held with staff on 9<sup>th</sup> November 2022 in the afternoon when the office is closed.</p>	<p><b>MC</b></p>
<p>5.17 Re item 6.36; the Director advised that she has approached Investors in People for an update on when the report will be available, following the assessment on 23<sup>rd</sup> August 2022. The assessor confirmed the report will be finalised within the next week and it was noted that it would be circulated to Management Committee members thereafter.</p>	<p><b>Dir</b></p>
<p>5.18 Re item 6.38; a member of the Management Committee stated that it would be sensible for the Association to wait until next Spring to arrange for the provision of items for the community initiative at the Stravanan Road garden.</p>	
<p>5.19 Re item 8.3; the Maintenance Manager continues to liaise with Maureen Batten regarding securing cyber insurance cover and the Management Committee will be kept informed of developments.</p>	<p><b>MM</b></p>
<p>5.20 Re item 15.3; the Corporate Services Officer has updated the Policy Bank with the new Committee Member Induction Policy.</p>	
<p>5.21 Re item 16.2; this will be discussed under Agenda Item 13.0.</p>	
<p>5.22 Re item 17.2; the Director advised that the training session 'Questions you should be asking: Factoring' for the Management Committee, has been rescheduled to take place on 18<sup>th</sup> January 2023 at 6.15pm.</p>	
<p>5.23 Re item 17.5; the Director advised that the final draft Written Statement on Services (WSS) which had been circulated in advance of the meeting, will be discussed under agenda item 14.0.</p>	
<p>5.24 Re item 18.4; the Director advised that she had informed the employee of the Management Committee's decision and provided a letter to confirm the situation.</p>	
<p><b>6.0 Minutes of Management Committee Meeting of 19<sup>th</sup> October 2022</b></p>	
<p>6.1 Audrey Laird proposed the Minutes of the Management Committee Meeting on 21<sup>st</sup> September 2022 to be a true record of the meeting. This motion was seconded by Christine Devine and the Minutes were unanimously approved by the Management Committee.</p>	
<p><b>7.0 Matters Arising from the Minutes of the Management Committee Meeting of 19<sup>th</sup> October 2022</b></p>	
<p>7.1 Re item 6.5; this will be discussed under Agenda Item 12.0.</p>	

## 8.0 Correspondence

### ***Employers in Voluntary Housing (EVH) – Management Committee meeting – 7<sup>th</sup> November 2022***

- 8.1 The Director advised that notification of the meeting of the Management Committee on Monday 7<sup>th</sup> November 2022 at 7pm, at the EVH offices in Glasgow City Centre was received via email on 26<sup>th</sup> October 2022 and forwarded to Management Committee.

The Director advised members of the Management Committee to contact her if they would like to attend.

MC

### ***Scottish Federation of Housing Associations (SFHA) – Rent Update – Scottish Government negotiation and data request***

- 8.2 The Director advised that an email had been received from SFHA on 24<sup>th</sup> October 2022, asking members to:
- i) complete a short survey by 7<sup>th</sup> November 2022, to provide SFHA with ‘vital evidence in shaping the next steps with government’;
  - ii) review the draft principles, which could potentially underpin the next steps and;
  - iii) attend a meeting on 1<sup>st</sup> November 2022 at 12noon to discuss the next steps

- 8.3 The Director advised she will attend the meeting, and complete the survey.

Dir

### ***Employers in Voluntary Housing (EVH) – Pay Negotiations***

- 8.4 ***[COMMERCIALY SENSITIVE INFORMATION REDACTED]***

## 9.0 Notifiable Events

- 9.1 There were no Notifiable Events to discuss.

## 10.0 Reports from Sub-Committees

- 10.1 The paper ‘Reports from Sub-Committee – October 2022’ was circulated to the Management Committee in advance of the meeting and its content noted.
- 10.2 A member of the Management Committee enquired as to whether the paper is presented to the Management Committee in lieu of the minutes of the Sub-Committee meetings.
- 10.3 The Director explained that the purpose of the paper is to provide a summary of the issues discussed, and decisions taken at Sub-Committee meetings held since the last Management Committee meeting. It was noted that the minutes of Sub-Committee meetings are circulated to all Management Committee members in advance of each Sub-Committee meetings.

- 10.4 The member referred to a discussion at the Health and Safety Sub-Committee on 5<sup>th</sup> October 2022 regarding the appointment of contractors. The Director advised that she would refer to the Maintenance Manager on the matter and report back to the Management Committee.

## 11.0 Health & Safety

- 11.1 There were no matters to discuss.

## 12.0 Performance Management

### ***Performance Management Pro-Forma to 30<sup>th</sup> September 2022 – October 2022***

- 12.1 The paper 'Performance Pro-Forma to 30<sup>th</sup> September 2022 – October 2022' was circulated to the Management Committee in advance of the meeting and its content was noted.
- 12.2 The Housing Manager highlighted that the average re-let time for empty properties, and the resulting rental income lost, remained significantly above the target.

She advised that re-let times have been impacted by staff shortages and the turnover within the stock as a result of the Windlaw Lodge allocations. She also noted that one of the supported accommodation properties is taking a substantial length of time to re-let due to various issues.

She reassured the Management Committee that she and the Maintenance Manager are working with their departments to try and reduce re-let times.

### ***Annual Assurance Statement***

- 12.3 The paper 'Assurance Statement', was circulated to the Management Committee in advance of the meeting.
- 12.4 The Director advised the Management Committee that in response to the Scottish Housing Regulator's (SHR) 'Annual Assurance Statements (AAS): Frequently Asked Questions' published guidance, updated on 26<sup>th</sup> August 2022, an amendment to the Association's AAS was necessary.
- 12.5 She advised that the guidance stated that if a landlord has not carried out all due Electrical Inspection Condition Reports (EICRs) at the point of submitting its AAS then it should identify this in its AAS. If the landlord has been unable to complete all due EICRs because of external factors such as the pandemic, or supply chain problems; then the landlord can highlight this in their AAS, setting out the timeframe for completing all due EICRs.

She informed the Management Committee that the Association had not identified this in the draft AAS approved at the Management Committee meeting of 19<sup>th</sup> October 2022. Information in relation to this had been reported as part of the Association's Annual Return on the Charter submitted in May this year.

- 12.6 She advised, to that end, it is recommended that the following statement will be added to the Association's AAS:

*'We currently have eleven properties which do not have a valid EICR. This is a direct result of consent and social reasons (access). All outstanding inspections are expected to be completed by 31<sup>st</sup> March 2023, subject to access being granted. As reported in our ARC, these properties are currently categorised as 'in abeyance' for the purposes of the SHQS'.*

- 12.7 After due consideration, Josephine Deacon proposed that the draft, as presented, be approved for submission to the SHR. The motion was seconded by Michelle McNulty and unanimously agreed by the Management Committee.

- 12.8 The Director advised that she will arrange for the Chairperson to attend the office to sign the AAS, which the Director will submit to the SHR by 31<sup>st</sup> October 2022.

Dir

- 12.9 An unsigned copy of the AAS will be published on the Association's website on 31<sup>st</sup> October 2022 and included in the Annual Report which will be posted to tenants.

Dir/CSO

***Training costs 1<sup>st</sup> April – 30<sup>th</sup> September 2022 - October***

- 12.10 The paper 'Training Costs – October 2022' was circulated to the Management Committee in advance of the meeting, outlining Management Committee and staff training costs between 1<sup>st</sup> April and 30<sup>th</sup> September 2022.

- 12.11 A member of the Management Committee enquired as to the type of courses the staff had attended during the period.

The Director advised that the Customer Services Assistant had completed the CIH Level 2 Certificate in Housing Practice in 2021. The Maintenance Assistant had completed the CIH Level 3 Certificate in Housing Maintenance and Asset Management in 2021 and was also currently studying for the CIH Level 4 in Managing Housing Maintenance.

***Cost of Living (Tenant Protection) (Scotland) Act 2022 – October 2022***

- 12.12 The paper 'Cost of Living (Tenant Protection) (Scotland) Act 2022 – October 2022' was circulated to the Management Committee in advance of the meeting. Its content was noted.

The Director explained that the purpose of the paper was to provide the Management Committee with further details of the legislation and the implications for the Association.

**13.0 Internal Audit**

- 13.1 The Director reiterated that the Internal Audit procurement information has still to be uploaded on to Public Contracts Scotland's (PCS) 'Quick Quote' portal.

13.2 She confirmed she would finalise a date with Atkinson Partnership and progress matters as soon as possible.

Dir

#### 14.0 Factoring

14.1 The paper 'Factoring Service – October 2022' ( and the appended 'Action Plan – Factoring Service – October 2022', 'Draft Written Statement of Services – Flats'; and 'Draft Written Statement of Services – Houses') was circulated to the Management Committee in advance of the meeting.

14.2 The Director highlighted that the training session; 'Questions you should be asking: Factoring' for the Management Committee has been rescheduled for Wednesday 18<sup>th</sup> January 2022, at 6.15pm.

14.3 The Director highlighted that the draft Written Statement of Services (WSS) had now been finalised and were presented to the Management Committee in Appendix Two of the 'Factoring Service – October 2022' report. It was noted that there are two WSS; one for flatted properties and one for houses. This is because there are 'common' services provided to flats which are not relevant to houses (this difference is taken into account in the body of the main WSS and associated schedules)

##### ***Written Statement of Services (WSS) (flatted properties)***

14.4 The Director highlighted that the WSS informs owners that if the Association is not provided with proof of the owner's buildings insurance policy, the Association will invoice them for their share of the Association's common block buildings insurance policy.

After due consideration, it was proposed by Josephine Deacon that the draft WSS be approved for issue to owners of flatted properties. This motion was seconded by Audrey Laird and unanimously approved by the Management Committee.

14.5 The Director will oversee the issue of the document to owners of flatted properties.

Dir

##### ***Written Statement of Services (WSS) (houses)***

14.6 After due consideration, it was proposed by Christine Devine that the draft WSS be approved for issue to owners of houses. The motion was seconded by William Hamilton and unanimously approved by the Management Committee.

14.7 The Director will oversee the issue of the document to owners of houses.

Dir

**Statistical Factoring Report**

- 14.8 The paper 'Statistical Factoring Report (as at 30<sup>th</sup> September 2022) – October 2022' was circulated to the Management Committee in advance of the meeting and its content was noted.

**15.0 Any Other Competent Business**

**Decree for Eviction**

- 15.1 The paper 'Decree for Eviction Report – October 2022' was circulated to the Management Committee in advance of the meeting. Its content was noted.
- 15.2 After due consideration, it was proposed by Geraldine Baird that the recommendation set out in section 6.1 of the report be approved. This motion was seconded by Christie Devine and unanimously approved by the Management Committee.

- 15.3 The Housing Manager will implement the Management Committee's decision and instruct the Association's solicitor to serve a Charge.

HM

**Financial Conduct Authority (FCA) Annual Return**

- 15.4 The Director advised that the Association's FCA Annual Return was submitted on 25<sup>th</sup> October 2022.

**Meeting Equipment**

- 15.5 It was noted that there are intermittent issues with the current microphone used at hybrid meetings. In response to this, the Director advised that she looked at other options and is recommending the purchase of a 'Meeting OWL'. This equipment has a 360 degree turn camera, microphone, and speaker.
- 15.6 The Director advised the Association's I.T support provider has confirmed the OWL was a good product. It is understood that it is being used and recommended by other housing organisations. The Director noted that the cost would likely be approximately £1,000 but with hybrid meetings continuing, it would be a worthwhile investment.
- 15.7 It was unanimously agreed by the Management Committee that this equipment should be purchased.

Dir

**I.T Equipment for Management Committee**

- 15.8 A member of the Management Committee enquired about IT equipment to use for Association business (virtual meetings, training, email etc). It was noted that some members are experiencing issues with current equipment (which is a number of years old now) and newer members have not been provided with any hardware as yet.

The Director advised she would liaise with the Maintenance Manager and FMD Financial Services to explore the options to ensure that all Management Committee members have access to appropriate equipment.

Dir



15.9 Audrey Laird left the meeting to attend to another commitment.

***Meeting attendance***

15.10 A member of the Management Committee advised that due to new work commitments, they may be unable to attend some meetings going forward. The member advised their work shifts will vary and are yet to be confirmed, but will keep the Management Committee informed.

***Castlemilk & Carmunnock Community Windpark Trust***

15.11 The Housing Manager advised that Castlemilk & Carmunnock Community Windpark Trust is providing grants up to £4,000 to projects in the Castlemilk and Carmunnock community, and the application window closes on 18<sup>th</sup> November 2022.

She proposed that the Association applies for a grant of £3,995 to assist tenant with fuel costs.

15.12 Josephine Deacon proposed that the Association submit the grant application for £3,995. The motion was seconded by Michelle McNulty and unanimously agreed by the Management Committee.

The Housing Manager will oversee the Management Committee's decision, and the Management Committee will be kept informed of its outcome.

**HM**

***Christmas & New Year Office Closure***

15.13 The Director advised the Management Committee that following Employers in Voluntary Housing's publication of 'Public Holidays – April 2022 to March 2023', she recommended that the Office closes for Christmas and New Year on Friday 23<sup>rd</sup> December 2022 at 4pm, and re-opens on Thursday 5<sup>th</sup> January 2023 at 8.30am.

15.14 She noted that staff will be required to use two days of their annual leave entitlement to cover the non-working days that are not public holidays (29<sup>th</sup> and 30<sup>th</sup> of December 2022).

15.15 It was proposed by Wilma McCubbin that the Office closes on Friday 23<sup>rd</sup> December 2022 at 4pm, and re-opens on Thursday 5<sup>th</sup> January 2023 at 8.30am. This motion was seconded by Josephine Deacon and unanimously agreed by the Management Committee. The Director will advise staff of the Management Committee's decision.

**Dir**

**16.0 Date and Time of Next Meeting**

16.1 The next Meeting of the Management Committee will take place on Wednesday 23<sup>rd</sup> November 2022 at 6.15pm in the office and via Zoom.

16.2 The meeting ended at 7.50pm.

\_\_\_\_\_ Signed (Chairperson)

\_\_\_\_\_ Date