

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 23rd November 2022

1.0 Present

Josephine Deacon
Geraldine Baird
Alex Bruce
Christine Devine
Jim Dougherty
Audrey Laird
Wilma McCubbin
Michelle McNulty

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, William Hamilton, and Sarah Jayne Newman.
- 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 26th October 2022

- 4.1 Wilma McCubbin proposed the Minutes of the Management Committee Meeting on 26th October 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.

5.0 Matters Arising from Minutes of Management Committee Meeting of 26th October 2022

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

Action

HM

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. The Director noted that the Scottish Federation of Housing Association is producing guidance in relation to this.	Dir
5.4	Re item 5.4; the Maintenance Manager will progress the 'value for money' assessment of the tradesteam after Christmas to allow other key pieces of work be progressed.	MM
5.5	Re item 5.5; 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 5.6; the Director advised the 'Disaster Recovery Plan' review will be completed by the Housing Manager and the Maintenance Manager by March 2023.	HM/MM
5.7	Re item 5.7; the Director advised that good progress is being made in relation the current data cleansing exercise.	
5.8	Re item 5.8; 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' in January 2023.	Dir
5.9	Re item 5.9; [COMMERCIALLY SENSITIVE INFORMATION REDACTED]	Dir
5.10	Re item 5.10; the Director advised that the recent poor weather has affected arrangements for the photographer to attend the area (to take updated photographs for the Association website etc). This will, therefore be postponed until Spring 2023. The Management Committee will be kept informed of progress.	Dir
5.11	Re item 5.12; the Director advised that a report is awaited from [PERSONAL DATA REDACTED] , of Visual Stat Solutions Ltd. The Management Committee will be kept informed of progress.	Dir
5.12	Re item 5.13; the Director advised that this will be discussed under Agenda Item 16.0	Dir
5.13	Re item 5.14; the Director advised that the financial support has been received and a discussion is due take place to determine how it should be utilised.	Dir
5.14	Re item 6.35; the Director reported that the staff session on the Business Plan Update was held on 9 th November 2022, and the Management Committee session was held on 16 th November 2022.	

- 5.15 Re item 5.17; the Director advised that she has approached Investors in People for an update on when the report will be available, following the assessment on 23rd August 2022. The assessor informed the Director that the company administrating their work had entered receivership, which is why the report had not been finalised and issued yet. The Director advised that the Association's Silver accreditation applies until the next assessment, in September 2024. Further information will be provided when it is available.
- 5.16 Re item 5.19; the Director advised that the cyber security insurance cover is now in place and final arrangements had commenced to meet the terms of the insurance.
- 5.17 Re item 8.1; the Director confirmed no Management Committee members had approached her requesting to attend Employers in Voluntary Housing's Management Committee meeting.
- 5.18 Re item 8.3; the Director advised she attended the meeting with the Scottish Federation of Housing Associations on 1st November 2022, and submitted the completed survey on 4th November 2022.
- 5.19 Re item 10.4; the Director advised the Maintenance Manager had contacted the Management Committee member to clarify the arrangements on the appointment on contractors. The Management Committee member confirmed they had noted the clarification, and were happy with the information provided.
- 5.20 Re item 12.8; the Director advised that the Annual Assurance Statement had been signed by the Chairperson, and submitted to the Scottish Housing Regulator on 31st October 2022.
- 5.21 Re item 12.9; the Director advised that the unsigned Annual Assurance Statement had been published on the website on 31st October 2022, and a copy included in the Annual Report, which was posted to tenants on 28th October 2022. The Annual Report has also been published on the website.
- 5.22 Re item 13.2; the Director advised this will be discussed under Agenda Item 15.0.
- 5.23 Re item 14.5; the Director advised this will be discussed under Agenda Item 16.0.
- 5.24 Re item 14.6; the Director advised this will be discussed under Agenda Item 16.0.
- 5.25 Re item 15.3; the Director advised this will be discussed under Agenda Item 12.0.
- 5.26 Re item 15.7; the Director advised the 'Meeting OWL' had been purchased and was now being utilised. The Management Committee remarked that this has enhanced hybrid meeting arrangements.

- 5.27 Re item 15.8; the Director advised this will be discussed under Agenda Item 17.0.
- 5.28 Re item 15.12; the Director advised this will be discussed under Agenda Item 17.0.
- 5.29 Re item 15.15; the Director advised that staff had been informed of the Management Committee's decision.

6.0 Management Accounts (for the period to 30th September 2022)

- 6.1 Fettes McDonald was present at the meeting to discuss Agenda Items 6.0, 7.0, and 8.0. It was agreed that this Item and Items 7.0 and 8.0 would be discussed at this point in the meeting.
- 6.2 The paper titled 'Management Accounts for the period to 30th September 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.
- 6.3 Fettes highlighted that spend for the rest of the year will be closely monitored to ensure covenant compliance at the year end. It was noted that increased expenditure in relation to voids (due to the higher number of voids and condition of voids) has had an impact. He stated there are no major concerns at this time and it is hoped that there can be a reduction in rent arrears before the end of March 2023, and that maintenance and component costs can stay in line with overall annual budget assumptions.
- 6.4 After due consideration, it was proposed by Audrey Laird that the Management Accounts for the period to 30th September 2022 be approved. This motion was seconded by Alex Bruce and unanimously agreed by the Management Committee.

7.0 2023 Rent Increase Considerations

- 7.1 The paper titled '2023/24 Rent Increase – November 2022', and the appended 'GWSF rent increase survey for April 2023 as at 16/11/2022', were circulated in advance of the meeting.
- 7.2 The content of the report was discussed in detail. A PowerPoint presentation and rent increase scenarios information prepared by FMD Financial Services were also shared with the Management Committee.
- 7.3 A member of the Management Committee enquired as to whether changing the rent debit date would cause any problems in the HomeMaster system.

The Director confirmed no problems are anticipated in relation to this. Many other HomeMaster customers have changed their rent debit date.

- 7.4 The Director explained that she had received an email from the Glasgow West of Scotland Forum of Housing Associations (GWSF) earlier in the day. In their email, GWSF explained that Scottish Government ministers are intending to 'mention an average increase' when they confirm whether a further rent freeze or cap will be put in place beyond 31st March 2023.
- 7.5 She advised that the Scottish Federation of Housing Associations is preparing a Statement of Intent in consultation with members; the draft of which had been published that day. She advised that the draft will be discussed with member organisations on the 19th November and 1st December 2022.
- 7.6 Wilma McCubbin proposed that the Association considers the suspension of the rent assimilation exercise until 2023/24 and changing the rent debit date from 28th of the month to 1st. This motion was seconded by Alex Bruce and the decision was unanimously approved by the Management Committee.

This decision will be overseen by the Director and further information in relation to this will be presented at the December Management Committee Meeting.

Dir/MC

8.0 Staffing

EVH Pay Negotiations

[COMMERCIALY SENSITIVE INFORMATION REDACTED]

Flexible Working Policy

- 8.5 The draft policy 'Flexible Working Policy' was circulated to the Management Committee in advance of the meeting.
- 8.6 The Director explained that the aim behind establishing the new Policy is to ensure a consistent approach to dealing with flexible working requests.
- 8.7 It was proposed by Josephine Deacon that the draft Policy be adopted by the Association. This motion was seconded by Jim Dougherty and unanimously approved by the Management Committee.
- 8.8 The Corporate Services Officer will update the Policy Bank.

CSO

9.0 Correspondence

Energy Efficiency Standard for Social Housing (ESSH) Interim Guidance - from Scottish Government – received via email on 31st October 2022

- 9.1 The Director advised that this information is being reviewed by the Maintenance Manager.

The Director noted the key points from the correspondence:

- 1) 2025 and 2032 ESSH Milestones have been temporarily placed on hold;

- 2) whilst the review of the Milestones are underway, social landlords should continue to invest in energy efficiency measures to help reduce running costs, and in zero direct emissions heating systems where appropriate. This will prevent lock-in of poor performance and reduce the risk of additional issues arising in future; and
- 3) Registered Social Landlords (RSL's) and local authorities should continue to draw on support available for example, through the Social Housing Net Zero Heat Fund which will provide £200 million of grant support over the length of the current Parliament.

The Director advised that the review is expected to take nine months to complete. She informed the Management Committee a copy of the Interim Guidance can be provided to members on request.

Letter from the Scottish Housing Regulator (SHR) re National Panel of Tenants and Service Users – received via email 8th November 2022

- 9.2 The email advised that the SHR is asking for assistance in promoting their National Panel of Tenants and Service Users. They will shortly be launching a programme to refresh Panel membership. They are seeking to promote the opportunity as widely as possible and social landlords are very well-placed to highlight this directly to tenants and service users.
- 9.3 A consultant working on the SHR's behalf, Engage Scotland, will shortly begin work to promote the Panel and recruit members and will contact social landlords for assistance in promoting the Panel.

Employers in Voluntary Housing (EVH) – Monthly Report – received via email 14th November 2022

- 9.4 The Director advised the correspondence was forwarded to the Management Committee on 16th November 2022.

Launch of Cost of Living Community Anchor Fund – received via email from the Scottish Federation of Housing Associations (SFHA) and Glasgow West of Scotland Forum of Housing Associations (GWSF) on 15th November 2022

- 9.5 The Director advised that the Association will contact GWSF for more information regarding the Fund.
- 9.6 It is understood that funding of up to £25,000 is available to Community Anchor Organisations who are able to work in partnership locally and be able to distribute funds that can help people and households facing severe challenge or hardship as a result of Cost of Living issues over the coming months.

Glasgow West of Scotland Forum of Housing Associations (GWSF) Update (November 2022) – received via email 21st November 2022

- 9.7 The Director advised the correspondence was forwarded to the Management Committee on 21st November 2022.

10.0 Notifiable Events

- 10.1 There were no new Notifiable Events to discuss.

- 10.2 The progress of the ongoing Notifiable Event will be discussed under Agenda Item 16.0.

11.0 Reports from Sub-Committees

- 11.1 The paper 'Reports from Sub-Committee – November 2022' was circulated in advance of the meeting and its content noted by the Management Committee.

12.0 Housing Management Report

- 12.1 The paper 'Decree for Eviction Report – November 2022' was circulated to the Management Committee in advance of the meeting. Its content in relation to case reference 11566 was discussed in detail.

[SENSITIVE INFORMATION REDACTED]

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

HM

13.0 Former Tenant Arrears Write- Offs

- 13.1 The paper 'Former Tenant Write-Offs – November 2022' and the appended breakdown was circulated to the Management Committee in advance of the meeting and its content was discussed.

- 13.2 The Housing Manager advised this exercise is usually carried out at the end of the financial year but can be carried out at any point in the year. The Director added that these figures, although written-off for accounting purposes, will still feature in our Annual Return on the Charter. The Housing Manager advised that all reasonable steps had been taken by Housing Management staff to recover the debt, including referral to the Debt Recovery Agency, but that it was now considered uneconomical to pursue further.

- 13.3 Jim Dougherty proposed that the Association approves the writing off of £23,273.28 in former tenant rent arrears. This motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.

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

HM

14.0 Performance Management

Performance Management Proforma

- 14.1 The paper 'Performance Management Proforma to 31st October – November 2022' was circulated to the Management Committee in advance of the meeting. Its content was noted.

- 14.2 The Director advised that performance around rent arrears and void loss is poor and work is ongoing to improve this.

14.3 She advised that there is a staff meeting scheduled for the following morning, where performance will be touched upon. Going forward, performance will also be closely monitored at departmental team meetings.

Senior Staff & Committee Expenses

14.4 The paper 'Senior Staff & Committee Expenses (to 30th September 2022) – November 2022' was circulated to the Management Committee in advance of the meeting. Its content was noted.

The Director noted that expenses information is published on the Association's website. The Corporate Services Officer will ensure the website is updated with this information.

CSO

Access to Information Policy

14.5 The draft reviewed 'Access to Information Policy' (and associated Equalities Impact Assessment) was circulated to the Management Committee in advance of the meeting. Its content was noted. The Corporate Services Officer advised that no amendments had been necessary.

It was proposed by Josephine Deacon that the reviewed Policy be adopted by the Association. This motion was seconded by Audrey Laird and it was unanimously agreed by the Management Committee.

14.6 The Corporate Services Officer will update the Policy Bank and the Association's website.

CSO

Guide to Information Policy

14.7 The draft reviewed 'Guide to Information Policy' (and associated Equalities Impact Assessment) was circulated to the Management Committee in advance of the meeting. Its content was noted.

14.8 The Corporate Services Officer advised that items for deletion were marked in red, and additions in green.

14.9 It was proposed by Alex Bruce that the reviewed Policy be adopted by the Association. This motion was seconded by Christine Devine and unanimously agreed by the Management Committee.

14.10 The Corporate Services Officer will update the Policy Bank and the association's website.

CSO

Records Management Policy

14.11 The draft reviewed 'Records Management Policy' (and associated Equalities Impact Assessment) was circulated to the Management Committee in advance of the meeting. Its content was noted. The Corporate Services Officer advised that no amendments to the Policy had been necessary.

14.12 It was proposed by Wilma McCubbin that the reviewed Policy be adopted by the Association. This motion was seconded by Michelle McNulty and unanimously agreed by the Management Committee.

14.13 The Corporate Services Officer will update the Policy Bank and the association's website.

CSO

14.14 The Director advised that legislative changes in relation to Freedom of Information are expected in the next twelve to eighteen months and, therefore, a further review will need to be programmed thereafter.

Reviewed Scottish Social Housing Charter

14.15 The paper 'The Scottish Social Housing Charter – November 2022', letter from the Scottish Housing Regulator (SHR), and the new 'Scottish Social Housing Charter' document highlighting the key changes were all circulated to the Management Committee in advance of the meeting.

14.16 The Management Committee noted the content. The Director will oversee the update of the Association's 'evidence back' to reflect the new Charter.

Dir

15.0 Internal Audit

15.1 The Director advised that the Internal Audit Services procurement information had been uploaded on to Public Contracts Scotland's (PCS) 'Quick Quote' portal on 1st November 2022.

15.2 She advised that Tender Quality Questionnaires are due to be returned by 12noon on 29th November 2022; and Price Returns by 12noon on 5th December 2022.

15.3 The Director informed the Management Committee that a meeting of the General Purposes Sub-Committee (GPSC) would be convened on 29th November 2022 to assess the TQQs (following the Quality tender opening).

15.4 Another meeting of the GPSC would be convened on 5th December 2022, after the Price tender opening, to finalise the overall scoring.

15.5 Details will be issued to the Management Committee in advance of these meetings. The Director will oversee arrangements, and the Management Committee will be kept informed of progress with the procurement exercise.

Dir

16.0 Factoring

16.1 The paper 'Factoring Service – November 2022' (and the appended 'Action Plan – Factoring Service – November 2022'), was circulated to the Management Committee in advance of the meeting and its content noted.

16.2 The Director advised that the Written Statement of Services for flatted properties and houses had been issued to owners on 18th November 2022, along with Fair Processing Notices and 'contact forms' for owners to confirm their communication preferences. The Director noted that a number of completed forms have already been returned.

16.3 The Director highlighted that a specific training session on the Association's WSS will be arranged in due course.

Dir

17.0 Any Other Competent Business

SHARE – E-learning

17.1 The Director advised she met with SHARE to discuss the range of services provided as part of the Association's membership.

17.2 It was noted that the Association has access to 10 free e-learning accounts as part of its membership. A charge of £10 is applied for each account over and above this initial 10. Administration training (for a staff member to monitor score card information etc) will cost £50.

17.3 The Director advised that there are a range of useful courses on this e-learning programme that Management Committee members could complete in their own time and at their own pace.

17.4 The Management Committee expressed interest and confirmed that they would be happy for their email addresses to be provided to SHARE to enable accounts to be set up. The Director will oversee this process.

Dir

17.5 The Director noted that staff members could also benefit from the e-learning framework.

SHARE Committee Appraisals

17.6 The Director advised that, as discussed at previous meetings, it would be prudent for an independent Committee appraisals to be carried out going forward.

17.7 She advised that SHARE has extensive experience of this work and adopts a robust process involving:

- 1) drafting an appraisal survey (with input from Committee);
- 2) observation of a Committee meeting;
- 3) briefing the Committee on the process;
- 4) issuing the survey;
- 5) undertaking one-to-one conversations with Committee members;
- 6) analysing the findings from the survey, one-to-one conversations and observation; and
- 7) reporting back to the Committee through a written report, individual learning statements and a suggested learning and development plan.

17.8 The Director also confirmed that SHARE would incorporate additional questions for those members who have been so for more than nine years.

17.9 The Director recommended that SHARE be appointed to carry out this work (in 2023) at a cost of £3,000 plus VAT.

17.10 After discussion, this recommendation was proposed by Christine Devine. This motion was seconded by Josephine Deacon and it was unanimously approved by the Management Committee

17.11 The Director will oversee the necessary arrangements.	Dir
<i>IT Equipment</i>	
17.12 The Director advised that the three newest members of the Management Committee do not have IT equipment provided by the Association. Other members have reported technological issues with current equipment, which is a number of years old. New equipment is, therefore, required.	
17.13 She advised that the Maintenance Manager has explored the possibility of purchasing iPads, which could be set up with North View email addresses for each member to be used for all Association business . This would ensure Data Protection compliance.	
17.14 The cost would be in the region of £369 per iPad; at an estimated total cost of £4,059. The Director emphasised that hybrid meeting arrangements and e-learning frameworks are 'here to stay'. It would also mean that papers could be emailed going forward, reducing postage and printing costs.	
17.15 The Management Committee expressed their approval and the Maintenance Manager will oversee the necessary arrangements.	MM
<i>Employers in Voluntary Housing (EVH) – secondary contact</i>	
17.16 The Director advised that EVH requires details of two members of the Management Committee to whom agendas of their Management Committee meetings can be sent. Currently, only Iris Robertson is noted.	
17.17 The Director asked the Management Committee for a secondary contact and Wilma McCubbin confirmed that her details could be provided. The Director will notify EVH.	Dir
<i>Castlemilk and Carmunnock Community Windpark Trust</i>	
17.18 The Director advised that the £3,995 funding application to Castlemilk and Carmunnock Community Windpark Trust has been successful. This will allow the Association to provide much needed fuel vouchers to its tenants.	
17.19 The Housing Manager will arrange acceptance of this offer of grant.	HM
<i>Scottish Federation of Housing Associations (SFHA) Fuel Support Fund</i>	
17.20 The Director noted that, as reported previously, the Association submitted an application for £11,300 on 2 nd September 2022 and notification arrived on 22 nd September 2022 that the application had been unsuccessful.	
17.21 The Director, however, advised that a further email was received on 21 st November 2022 from SFHA, informing that additional funding had been secured and they were now in a position to progress the Association's application. They will be in contact in approximately two weeks to confirm eligible activity and award the grant. The Management Committee will be kept apprised of matters.	Dir

18.0 Date and Time of Next Meeting

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

18.2 The meeting ended at 8.15pm.

_____ Signed (Chairperson)

_____ Date