

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 14th December 2022

1.0 Present

Iris Robertson
Josephine Deacon
Jim Dougherty
Audrey Laird
Wilma McCubbin
Michelle McNulty

In Attendance:-

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

2.0 Apologies

- 2.1 Apologies were received from Geraldine Baird, Alex Bruce, Christine Devine, William Hamilton, and Sarah Jayne Newman.
- 2.2 At the request of Iris Robertson (Chairperson and who was attending remotely), 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 Iris Robertson and Audrey Laird are members of the Management Committee of the Birgisdale Complex and the Castlemilk Community Council.

4.0 2023/2024 Rent Increase

- 4.1 Fettes McDonald was present at the meeting to discuss Agenda Items 7.0 and 8.0. It was agreed that these items would be discussed at this point in the meeting and Fettes would then leave.
- 4.2 The paper entitled 'Rent Increase Proposal 2023/2024 (December 2022)' and the associated paper 'GWSF rent increase survey for April 2023 – eighth results edition 8/12/22' were circulated to the Management Committee in advance of the meeting.
- 4.3 The content was discussed in detail (including the current economic context of high inflation and the Cost of Living (Tenant Protection) (Scotland) Act 2022) and noted by the Management Committee.

Action

- 4.4 The Director highlighted that the draft budget to be discussed under Agenda Item 8.0 has been based on a 5% rent increase. In terms of affordability, a sample of current rents plus 5% has been assessed against the Scottish Federation of Housing Association's Affordability Tool, using the 'minimum (living) wage income test'. The sample has used the lowest, highest and median rent for each property size (by apartment size).
- 4.5 Following careful consideration, it was proposed by Wilma McCubbin that the Association approves consultation with tenants on a 5% rent increase for 2023/2024 and the proposed change of the debit date to 1st of the month and the 'pausing' of the rent assimilation exercise given the complexities and uncertainty around the Scottish Government's position on a rent freeze/rent cap from 1st April 2023. This motion was seconded by Audrey Laird and unanimously approved by the Management Committee.
- 4.6 The Association will commence consultation with tenants in relation to this proposal in early January 2023 via the Rent Consultation Newsletter and an open day event in the Birgidale Complex. This will be overseen by the Housing Manager.

HM

5.0 Draft Budget 2023/2024

- 5.1 The '*Draft Annual Budget 2023/2024*' Report and the associated budget document were circulated to the Management Committee in advance of the meeting. The main assumptions applied in preparing this draft budget were explained and it was noted that it may be subject to some adjustments before being finalised in February/March 2023.
- 5.2 Fettes highlighted that interest payable has increased significantly from 2022, due to rising interest rates. Fettes also referred to the notes on pages 2 and 4 of the budget document.
- 5.3 He noted that there are no issues with loan covenant compliance, and there is approximately £360,000 of 'headroom' on the interest cover covenant.
- 5.4 After due consideration, it was proposed by Jim Dougherty that the draft budget for 2023/2024 be approved by the Association. This motion was seconded by Josephine Deacon and was unanimously approved by the Management Committee.
- 5.5 Fettes McDonald left the meeting.

6.0 Minutes of Management Committee Meeting of 23rd November 2022

- 6.1 Wilma McCubbin proposed the Minutes of the Management Committee Meeting on 23rd November 2022 to be a true record of the meeting. This motion was seconded by Jim Dougherty and the Minutes were unanimously approved by the Management Committee.

7.0	Matters Arising from Minutes of Management Committee Meeting of 23rd November 2022	
7.1	Re item 5.1; the Housing Manager will provide a report in relation to this sisted case to the Management Committee in the New Year.	HM
7.2	Re item 5.2; draft versions of updated job descriptions will be presented to all staff members in due course.	Dir
7.3	Re item 5.3; the Director will oversee the development of a Scheme of Delegation Policy. The Director noted that the Scottish Federation of Housing Associations published guidance on 8 th December 2022, which will be reviewed and will feed into the development of the Policy.	Dir
7.4	Re item 5.4; it was reiterated that 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
7.5	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
7.6	Re item 5.6; the Director advised the 'Disaster Recovery Plan' review will be completed by the end of March 2023.	MM/HM/ Dir
7.7	Re item 5.8; the Director advised that she will send further possible dates and times to the Management Committee before the end of December 2022, to consider for the first meeting of the 'media group' in 2023.	Dir
7.8	Re item 5.9; [COMMERICLALY SENSITIVE INFORMATION REDACTED]	Dir
7.9	Re item 5.8; the Director will make the necessary arrangements with the photographer in due course.	
7.10	Re item 5.11; the Director advised that the report from [PERSONAL DATA REDACTED] (Visual Stats Solutions) has been received. It is very detailed and highly technical. This will be reviewed by the Housing Manager and Maintenance Manager. The Maintenance Manager also advised that [PERSONAL DATA REDACTED] , the Housing Manager and the Maintenance Manager will be meeting with HomeMaster on 12 th January 2023 to discuss performance reporting further. The Management Committee will be kept informed of progress.	HM/MM
7.11	Re item 5.13; 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

- 7.12 Re item 5.15; the Director advised that a summary report is still awaited regarding the Investors In People assessment. She noted that this is due to Remarkable having gone into liquidation and matters now being dealt with by Investors in People in London. She will continue to liaise with the assessor regarding this.
- 7.13 Re item 7.6; this matter was discussed under Agenda Item 5.0.
- 7.14 Re item 8.8; the Corporate Services Officer has updated the Policy Bank.
- 7.15 Re item 12.2; this will be discussed under Agenda Item 13.0.
- 7.16 Re item 12.5; the Director advised that the Housing Manager had implemented the Management Committee's decision. An update will be provided under Agenda Item 13.0.
- 7.17 Re item 13.3; the Director advised the Housing Manager had implemented the Management Committee's decision regarding the write off of former tenant arrears.
- A member of the Management Committee sought clarification on the former tenant arrears write-off figure, remarking that it was a fairly large sum to be writing-off.
- The Housing Manager reiterated that the Association had taken every reasonable step to try to recover the debt, and it was uneconomical to keep pursuing it.
- 7.18 Re item 14.4; the Corporate Services Officer has updated the website with the expenses information.
- 7.19 Re item 14.6; the Corporate Services Officer has updated the Policy Bank and the website.
- 7.20 Re item 14.10; the Corporate Services Officer has updated the Policy Bank and the website.
- 7.21 Re item 14.13; the Corporate Services Officer has updated the Policy Bank and the website.
- 7.22 Re item 14.16; the Director advised the Corporate Services Officer is updating the necessary parts of the evidence bank.
- 7.23 Re item 15.5; this will be discussed under Agenda Item 15.0.
- 7.24 Re item 16.3; the training course will be arranged in due course.
- 7.25 Re item 17.4; the Director will contact SHARE before the festive holiday period to commence arrangements with the e-Learning programme.
- 7.26 Re item 17.11; the Director will contact SHARE before the festive holiday period to commence arrangements with the appraisals.

Dir

CSO

Dir

Dir

Dir

- 7.27 Re item 17.15; the Maintenance Manager advised that he met with Apple on 5th December 2022 to progress the purchase of iPad tablets to provide updated technology for use for on Committee business. There is an option to lease via AppleCare but it would be more cost efficient to purchase the iPads.

The Maintenance Manager advised that there were two generations of iPad available; 9th or 10th. He advised that the 9th generation costs £369.00 and the 10th costs approximately £100.00 more. It was noted that the 10th generation is operating the latest software and updates will be available for many years going forward and therefore, more 'future proof'.

After consideration, it was proposed by Iris Robertson that the Association purchases the 10th generation iPads for the Management Committee. The motion was seconded by Jim Dougherty, and it was unanimously approved by the Management Committee.

The Maintenance Manager will oversee the purchase and setting up of the iPads for the Management Committee.

MM

- 7.28 Re item 17.17; the Director advised she had notified Employers in Voluntary Housing.

- 7.29 Re item 17.9; the Director advised that the Housing Manager had overseen the acceptance of the grant.

- 7.30 Re item 17.21; the Director advised that she received an email from the Scottish Federation of Housing Associations on 8th December 2022 to confirm the award of the Fuel Fund grant. It was proposed by Wilma McCubbin that the Director oversees the acceptance of the grant offer. This motion was seconded by Michelle McNulty and unanimously agreed by the Management Committee.

The Director will oversee the Management Committee's decision.

Dir

8.0 Correspondence

Letter from SHR re damp and mould – received via email 1st December 2022

- 8.1 The letter was circulated to the Management Committee in advance of the meeting. Its content will be discussed under Agenda Item 14.0.

Glasgow West of Scotland Forum of Housing Associations (GWSF) – Update: rent increase position after 31/3/23 – received via email 2nd December 2022

- 8.2 The Director detailed the content of the email, which notes that the Scottish Government may set a maximum rent increase that tenants could expect and concern was expressed regarding this. As a result, this is no longer planned. It is, however, understood that Ministers are still keen to refer to an average and GWSF has argued against this. GWSF expect to be able to further update members in the next 7 to 10 days, and it is quite likely that there will be a decision on this before Christmas.

Scottish Federation of Housing Association's (SFHA) Final Version of its Statement of Intent – received via email 6th December 2022

- 8.3 The Director detailed the content of the email, which notes that the SFHA has continued its work to influence the Scottish Government's approach on rent policy, along with a final version of the Statement of Intent. The Statement of Intent has been discussed with the sector and changes have been made. It includes details of an average rent increase of 6.1% (based on current rent consultations) and highlights that the reporting of this average needs to be done appropriately, making it clear that it is not a cap and that there will be a range of rent increases across the sector. The SFHA has also amended the total lost income figure (in year one as a result of below-inflation rent increases) to reflect the new information that has been provided by members. They have highlighted the long term impact of this and that a large number of RSLs have made real rent cuts in recent years to protect tenants through the pandemic.

Employers in Voluntary Housing (EVH) – Monthly Update – received via email on 7th December 2022

- 8.4 The Director advised that she circulated the correspondence to the Management Committee on 7th December 2022.

Letter from Patrick Harvie MSP – received from Ardenglen via email on 7th December 2022

- 8.5 The Director advised that, following a recent meeting with Stuart McDonald MP, it was agreed that he would try to arrange a meeting with Patrick Harvie to discuss further the Cost of Living legislation and impact on rents after 31st March 2023. Patrick Harvie responded, noting that he would be unable to attend a meeting due to diary commitments and Parliamentary business.

9.0 Notifiable Events

- 9.1 The Director advised there are no new Notifiable Events to report.
- 9.2 The Director advised that the Scottish Housing Regulator (SHR) sent an email on 13th December 2022 regarding an update on the Landlord Portal. Upon checking the Portal, the Director noticed the ongoing Factoring Notifiable Event had been closed, but no further information was available.
- 9.3 She will contact the SHR to enquire as to the status of this Notifiable Event.

Dir

10.0 Staffing

Employers in Voluntary Housing (EVH) Pay Negotiations

10.1 The paper 'Pay Negotiations Update – December 2022' was circulated to the Management Committee in advance of the meeting.

10.2 The Management Committee noted its content.

Flexible Working

10.3 The Director advised there are two trial flexible working arrangements due for review in December. Under the new Flexible Working Policy, requests will be dealt with by the Director and the General Purposes Sub-Committee will deal with any appeals.

10.4 The Director has had a meeting with the **[PERSONAL DATA REDACTED]** to discuss increasing days in the office from two to three to promote teamwork, good organisational performance and more day-to-day financial oversight. She advised that the **[PERSONAL DATA REDACTED]** has been requested to propose an additional day for working in the office and this will be considered by the Director.

Dir

10.5 The Director advised she is still to meet with the **[PERSONAL DATA REDACTED]** who is working from home one day per week on a trial basis, in line with **[PERSONAL DATA REDACTED]** request.

Dir

11.0 Reports from Sub-Committees

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

12.0 Housing Management Report

12.1 The Housing Manager provided a verbal update on this Agenda Item.

[SENSITIVE INFORMATION REDACTED]

13.0 Maintenance Report

13.1 The letter from the Scottish Housing Regulator (SHR) to all Registered Social Landlords and Local Authorities, dated 1st December 2022, was circulated to the Management Committee in advance of the meeting.

13.2 The Maintenance Manager advised that the purpose of the letter was to provide advice on the importance of timely and effective action on damp and mould for tenant safety.

13.3 The Maintenance Manager advised that:

- i. all reported instances of damp and mould are inspected by either himself or one of the Maintenance Officers;
- ii. training on damp and mould awareness will be organised for all Maintenance staff members;
- iii. he is preparing a procedure for dealing with reports of damp and mould; and
- iv. a 'Do's and Don'ts' article was included in the recent newsletter, and will be included periodically in future newsletters.

The Management Committee will be kept apprised of progress with these action points.

MM

- 13.4 He advised that a company called **[COMMERCIALLY SENSITIVE INFORMATION REDACTED]** has a device, that following permission from the tenant, can be placed in properties with reported damp or mould. The device will monitor the damp levels and it was noted that this could be an option for the Association.

14.0 Performance Management

Performance Management Proforma

- 14.1 The paper 'Performance Management Proforma to 30th November 2022 – December 2022' was circulated to the Management Committee in advance of the meeting and its content was noted.
- 14.2 The Director advised that rent arrears have increased further and re-let times have decreased slightly since the last report.

Business Plan Update

- 14.3 The paper 'Progress Report: Business Plan Update (December 2022)' was circulated to the Management Committee in advance of the meeting. Its content was noted and the Director explained the full draft document will be presented at the Management Committee Meeting scheduled for 25th January 2023.

Draft Rent Arrears Policy

- 14.4 The draft Policy was circulated to the Management Committee in advance of the meeting.
- 14.5 The Housing Manager highlighted the addition of section 12.0 'Bad Debt Provision' to the Policy. It was noted that this has been added following recommendations from the External Auditor.
- 14.6 It was proposed by Jim Dougherty that the draft Policy, as presented, be adopted by the Association. This motion was seconded by Josephine Deacon and the proposal was unanimously approved by the Management Committee. The Corporate Services Officer will update the Policy Bank.

CSO

Residents Satisfaction Survey

- 14.7 The paper 'Report on Residents Satisfaction Survey – December 2022' was circulated to the Management Committee in advance of the meeting.

14.8 The Director highlighted that, based on comments received, the downward trend in satisfaction levels with the overall service provided appears to be affected by dissatisfaction with aspects of the maintenance service.

14.9 Following consideration of the information contained in the report, it was proposed by Wilma McCubbin that the Association implements the recommendation to:

- carry out work with tenants to determine the reasons for the lower satisfaction levels with the overall service provided by the Association;
- raise the profile of the Association's website amongst our residents;
- publicise again that appointments are available out with office hours;
- publicise the Association's complaints procedure;
- explore other funding opportunities to help support our tenants during this current Cost of Living crisis.

This motion was seconded by Michelle McNulty and was unanimously approved by the Management Committee.

The Director will oversee the Management Committee's decision.

Dir

Governance review update

14.10 The Director advised that she will commence work on the draft of the Brief for the governance review and aims to present it to the Audit and Risk Sub-Committee's at its meeting on 11th January 2022.

Dir

15.0 Internal Audit

15.1 The paper 'Procurement of Internal Audit Services Tender Evaluation Report – *December 2022*' was circulated to the Management Committee in advance of the meeting.

15.2 Following consideration of the information contained in the report, it was proposed by Audrey Laird that, subject to the issue of tender results and a minimum 10 day standstill period, the Association accepts the tender in the sum of £3,400 (excluding VAT) from Quinn Internal Audit Services Ltd. This motion was seconded by Josephine Deacon and unanimously agreed by the Management Committee.

The Director will oversee the Management Committee's decision.

Dir

16.0 Factoring

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

16.2 The Director advised the factoring training session; 'Questions you should asking: factoring', for the Management Committee is scheduled for Wednesday 18th January 2022 at 6.15pm.

17.0 Equalities

- 17.1 The paper 'Equalities – Data Collection Update *December 2022*' was circulated to the Management Committee in advance of the meeting and its content noted.

18.0 Any Other Competent Business

Decoration Allowance

- 18.1 The Maintenance Manager advised that expenditure on void properties remains very high, with internal paintwork costs adding to this.
- 18.2 He explained that the decoration allowance which can currently be awarded to tenants is £35 per room, given in vouchers for South West Paint Supplies. He recommended increasing this to £55 per room to reflect increased paint and material costs and as an approach to help manage void expenditure.
- 18.3 It was proposed by Iris Robertson that the decoration allowance be increased from £35 to £55 (per room). This motion was seconded by Michelle McNulty and unanimously approved by the Management Committee.
- 18.4 The Maintenance Manager will implement the Management Committee's decision.

MM

19.0 Date and Time of Next Meeting

- 19.1 The next Meeting of the Management Committee will take place on Wednesday 25th January 2023 at 6.15pm in the office and via Zoom.
- 19.2 The meeting ended at 8.15pm.

_____ Signed (Chairperson)

_____ Date