

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 MS Teams at 6.15pm on Wednesday 25th January 2023

- 1.0 Present**
- Iris Robertson
Geraldine Baird
Alex Bruce
Josephine Deacon
Christine Devine
Jim Dougherty
William Hamilton
Audrey Laird
Wilma McCubbin
Michelle McNulty
Sarah Jayne Newman
- In Attendance:-**
Alison Main (Director)
Yvonne Rooney (Housing Manager)
Julie Roy (Corporate Services Officer)
Alex Cameron (Quinn Internal Audit Services Ltd) (for Agenda Item 7.0)
Jim Harvey (JH Consulting) (for Agenda Item 8.0)

2.0 Apologies

- 2.1 No apologies were received.
- 2.2 At the request of Iris Robertson (Chairperson and who would be arriving slightly later to the meeting), it was unanimously agreed that Josephine Deacon (Vice Chairperson) would act as Chairperson for the meeting until Iris Robertson arrived.

Action

3.0 Declaration of Interest

- 3.1 It was noted that Christine Devine is Secretary of the Management Committee of the Birgidale Complex, and Iris Robertson and Audrey Laird are members of the Management Committee of the Birgidale Complex and the Castlemilk Community Council.

4.0 Minutes of Management Committee Meeting of 14th December 2022

- 4.1 Josephine Deacon proposed the Minutes of the Management Committee Meeting on 14th December 2022 to be a true record of the meeting. This motion was seconded by Michelle McNulty and the Minutes were unanimously approved by the Management Committee.

5.0 Matters Arising from Minutes of Management Committee Meeting of 14th December 2022

- 5.1 Re item 7.1; the Housing Manager will discuss this under Agenda Item 12.0.
- 5.2 Re item 7.2; draft versions of updated job descriptions will be presented to all staff members in due course.

Dir

5.3 Re item 7.3; the Director will oversee the development of a Scheme of Delegation Policy. The Director will review the Scottish Federation of Housing Associations guidance and this will feed into the development of the Policy.	Dir
5.4 Re item 7.4; the Maintenance Manager has a meeting scheduled for 27 th January 2023 to discuss the 'value for money' assessment of the tradesteam, after which it will be progressed.	MM
5.5 Re item 7.5; 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 7.6; the Director advised the 'Disaster Recovery Plan' review will be completed by the end of March 2023.	MM/HM/ Dir
5.7 Re item 7.7; the Director advised that she is still to send further possible dates and times to the Management Committee, to consider for the first meeting of the 'media group' in 2023.	Dir
5.8 Re item 7.8; [COMMERICALLY SENSITIVE INFORMATION REDACTED]	Dir
5.9 Re item 7.10; the Director advised that the report from [PERSONAL DATA REDACTED] of Visual Stats Solutions has been received. It is very detailed and highly technical. This report will be reviewed by the Housing Manager and Maintenance Manager, and further information provided to the Management Committee in due course.	
The Maintenance Manager is meeting with [PERSONAL DATA REDACTED] on 30 th January 2023, and meeting with HomeMaster on 8 th February 2023, to further discuss performance reporting.	
The Management Committee will be kept informed of ongoing progress.	MM/HM
5.10 Re item 7.11; 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
5.11 Re item 7.12; the Director advised that a summary report from the Investors In People (IIP) assessment is expected during week commencing 30 th January 2023, following its delay due to Remarkable (the company licensed to deliver IIP in Scotland) having gone into liquidation.	Dir
5.12 Re item 7.22; the Corporate Services Officer advised she has updated the necessary parts of the self-assurance 'evidence bank'.	
5.13 Re item 7.24; this will be discussed under Agenda Item 14.0.	
5.14 Re item 7.25; the Director will contact SHARE regarding the e-learning programme once the new IT equipment and email addresses are set up for committee members.	Dir

- 5.15 Re item 7.26; the Director has contacted SHARE, with a view to commencing the committee appraisals in Summer 2023.
- 5.16 Re item 7.27; the Maintenance Manager advised that he has a meeting at Apple during week commencing 30th January 2023 to finalise arrangements for the purchase iPads for committee members.
- 5.17 Re item 7.30; the Director advised that she sent the Association's acceptance of the funding offer to the Scottish Federation of Housing Associations on 5th January 2023.
- 5.18 Re item 9.3; this will be discussed under Agenda Item 14.0.
- 5.19 Re item 10.4; the Director advised that the **[PERSONAL DATA REDACTED]** is now working in the office on Wednesdays, in addition to Tuesdays and Fridays.
- 5.20 Re item 10.5; the Director confirmed the **[PERSONAL DATA REDACTED]** continues to work from home every Tuesday.
- 5.21 Re item 12.4; this will be discussed under Agenda Item 12.0.
- 5.22 Re item 12.5; this will be discussed under Agenda Item 12.0.
- 5.23 Re item 13.3; the Director advised that the Maintenance Manager is ensuring all reports of damp or mould are being inspected by himself or one of the Maintenance Officers and recorded. She noted that there have been two reports since the last meeting of the Management Committee on 14th December 2022, both of which have been inspected. Training for Maintenance staff members has still to be scheduled. It was also noted that the Maintenance Manager is to develop a Damp and Mould Procedure.
- 5.24 Re item 14.6; the Corporate Services Officer has updated the Policy Bank.
- 5.25 Re item 14.9; the Director will implement the recommendations, stemming from the Residents Satisfaction Survey.
- 5.26 Re item 14.10; this will be presented under Agenda Item 14.0.
- 5.27 Re item 15.2; the Director advised that Quinn Internal Audit Services Ltd have been notified of their appointment and will present the Internal Audit Plan under Agenda Item 7.0.
- 5.28 Re item 18.4; the Director advised that the change to the decoration allowance has been implemented.

MM

6.0 Correspondence

Emails from both Scottish Federation of Housing Associations and Glasgow and West of Scotland Forum of Housing Associations – received 21st December 2022

- 6.1 The emails confirmed that following the Scottish Government's announcement on 21st December 2022, there will be no form of rent control applied to the social housing sector after the end of March 2023.

Letter from the Scottish Housing Regulator (SHR) – received via email 18th January 2023

- 6.2 The letter sets out the requirement to notify the SHR of the level of rent increase the Association proposes to implement in April 2023, as soon as practical following tenant consultation and the Management Committee's decision, and by 28th February 2023.

Email from the Scottish Housing Regulator (SHR) – received 19th January 2023

- 6.3 The email advised that the SHR has published advisory guidance for social landlords on surveying their tenants and service users.

Email from West of Scotland's Forum of Housing Associations (GWSF) – received 23rd January 2023

- 6.4 The email advised that their affiliation fee will increase in 2023/24, by 3.5%.

It was also highlighted that the GWSF Board currently has a vacancy for a housing association committee/board member. The Director noted that if any Management Committee member is interested in this position, then further details can be provided.

7.0 Internal Audit

- 7.1 The Director introduced Alex Cameron of Quinn Internal Audit Services Ltd who was in attendance to discuss Agenda Item 7.0. It was agreed that this Agenda Item would be discussed at this point in the meeting and Alex would then leave.

- 7.2 The paper entitled 'North View Housing Association: Internal Audit Plan 2023/24' was circulated in advance of the meeting. The paper sets out a draft Internal Audit Plan for 2023/24, with details of indicative areas up to 2027/28. It was noted that this had been presented to the Audit and Risk Sub-Committee at its meeting on 11th January 2023 for initial review. The content of the paper was discussed in detail.

- 7.3 Alex highlighted that for 2023/24, the draft Plan sets out the following areas for Internal Audit:
- i. compliance with Factoring legislation, and the Association's systems and processes on 17th to 18th April 2023;
 - ii. compliance with Equalities and Diversity legislation on 26th to 27th of June 2023; and
 - iii. systems and processes in encouraging tenant participation on 15th to 16th August 2023.

7.4 It was discussed that as the Association is continuing to work to improve void performance and procedures, it may be prudent to consider pulling this forward this audit within the longer term plan. It was also noted the proposed audit in relation to Information and Communications Technology may be able to moved back to accommodate this given that an audit on Cyber Security was carried out in 2021.

7.5 The Management Committee responded positively to the proposed Internal Audit Plan 2023/24 and following careful consideration, it was proposed by Josephine Deacon that this be adopted and progressed by the Association. This motion was seconded by Alex Bruce and unanimously approved by the Management Committee.

The Director will liaise with Quinn Internal Audit Ltd to make the necessary arrangements for the audits and the associated Internal Audit Reports will be circulated to Management Committee (and the Audit and Risk Sub-Committee) in due course.

Dir

7.6 Alex thanked the Management Committee for their time, and left the meeting.

8.0 Business Plan Update

8.1 The 'Business Plan Update 2022' (and associated appendices) had been circulated in advance of the meeting.

8.2 Jim Harvey, of JH Consulting, joined the meeting at this point and provided a PowerPoint presentation in relation to the Business Plan Update document and the wider environment within which Association is currently operating.

8.3 After consideration of the document, it was proposed by Jim Dougherty that the Association adopts the Business Plan Update, as circulated and discussed. This motion was seconded by William Hamilton and unanimously approved by the Management Committee.

8.4 The Director will oversee the update of the Policy Bank, and the Association's website with this Update.

Dir

8.5 Jim thanked the Management Committee for their time and then left the meeting.

9.0 Notifiable Events

9.1 The paper 'Notifiable Events – *January 2023*' was circulated in advance of the meeting and its content noted.

9.2 The Director advised that, as per the Scottish Housing Regulator's (SHR) guidance dated February 2019, a change of Internal Auditor is a Notifiable Event and the Association must, therefore, make the necessary submission.

9.3 The Director advised that she had submitted the Notifiable Event to the SHR on 12th January 2023 and received confirmation on 18th January 2022 that no further information is required by the Association.

10.0 Reports from Sub-Committees

- 10.1 The paper 'Reports from Sub-Committee – *January 2023*' was circulated in advance of the meeting. Its content was noted by the Management Committee.

11.0 Rent Increase Consultation

- 11.1 The paper 'Results of the Tenant Consultation on the Proposed 2023/24 Rent Increase of 5%' and the appended copy of Rent Consultation Newsletter was circulated in advance of the meeting.

- 11.2 The Housing Manager advised that 11% of tenants returned the feedback form included in the Newsletter, which she noted was a satisfactory response rate.

- 11.3 She highlighted that:
- i. 93% of respondents said that the Newsletter provided them with enough information to make a decision on the proposed rent increase;
 - ii. 70% of respondents agreed with the proposal to increase rent by 5% in 2023/24.

- 11.4 It was also noted that there was support of the proposed change to the debit date (from 28th March 2023 to 1st April 2023).

- 11.5 The recommendation, set out in section 7.0 of the report, to approve a 5% rent increase for 2023/24 and change the rent debit date was proposed by Alex Bruce. The motion was seconded by William Hamilton and was unanimously approved by the Management Committee.

- 11.6 The Director will notify the Scottish Housing Regulator of the agreed rent increase.

Dir

- 11.7 The Housing Manager will oversee notifying Glasgow City Council's Housing Benefit section of the new rent figures.

HM

- 11.8 The Housing Manager will also oversee the generation and issuing of the rent increase notification letters to all tenants in late February to provide the required notice period.

HM

12.0 Housing Management Report

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

- 12.2 **[SENSITIVE INFORMATION REDACTED]**

- 12.3 **[SENSITIVE INFORMATION REDACTED]**

HM

- 12.4 **[SENSITIVE INFORMATION REDACTED]**

HM

- 12.5 The Management Committee will be kept updated of matters with the case.

HM

12.6 [SENSITIVE INFORMATION REDACTED]

12.7 [SENSITIVE INFORMATION REDACTED]

12.8 [SENSITIVE INFORMATION REDACTED]

12.9 [SENSITIVE INFORMATION REDACTED]

12.10 A full report on the case and options available to the Association will be presented for discussion and consideration at the February Management Committee meeting. She confirmed that the [SENSITIVE INFORMATION REDACTED]

HM

13.0 Performance Management

Performance Management Proforma

13.1 The paper ‘Performance Management Proforma to 31st December 2022 – January 2023’ was circulated to the Management Committee in advance of the meeting and its content was noted.

Review of Governance Brief

13.2 The draft Brief was circulated to the Management Committee in advance of the meeting and its content discussed in detail.

13.3 The Director explained that if the Management Committee is satisfied with the content of the Brief, she would arrange to send it to the Scottish Housing Regulator for comment (given that the requirement is part of the Engagement Plan). It was also recommended that the preparations for the review be delegated to the General Purposes Sub-Committee (GPSC). All updates would be reported at meetings of the Management Committee but it would mean that matters could be progressed in the time between Management Committee meetings. She reminded the Management Committee that any member can join the GPSC if they so wish.

Dir

13.4 It was proposed by Michelle McNulty that the draft Brief be approved and that the authority is delegated to the GPSC to oversee preparations for the review. This motion was seconded by Audrey Laird and unanimously approved by the Management Committee.

The Director will implement the Management Committee’s decision.

Dir

13.5 The Director explained that she had an initial discussion with Mulholland Housing Consultancy regarding this type of work. This consultant is well experienced and equipped to carry out a governance review for the Association. It was proposed by Jim Dougherty hat the Director further explores this option and that the GPSC consider this further. The motion was seconded by Iris Robertson and the motion was unanimously approved by the Management Committee.

The Director will implement the Management Committee’s decision.

Dir

14.0 Factoring

14.1 The paper 'Factoring Service – *January 2023*' (and the appended 'Action Plan – Factoring Service – *January 2023*'), was circulated to the Management Committee in advance of the meeting. Its content was noted.

14.2 The Director advised the factoring training session, 'Questions you should asking: factoring', for the Management Committee as held on Wednesday 18th January 2022, and slides from the presentation were circulated to all Management Committee members for information.

She noted that the training was very comprehensive, covering all aspects of factoring.

14.3 The Director advised that, in relation to training for the Management Committee on the Written Statement of Services, she has contacted TC Young solicitors. She advised that due to current work programme, and how extensive the training session on 18th January was (in covering this matter), this training will be scheduled for 2023/24.

14.4 The Director highlighted that she had contacted the Scottish Housing Regulator for clarification in relation to the Factoring Notifiable Event that had been closed on the portal and information requirements going forward. The SHR confirmed that the Notifiable Event had been closed prematurely and would be closed when they are notified that the Committee training on 18th January 2023 has been completed. The Director advised that she had emailed the SHR on 19th January 2023 to confirm the training had been completed. The Director awaits confirmation regarding the status of the Notifiable Event. The Management Committee will be kept apprised of the situation.

14.5 The Director informed the Management Committee that when the Notifiable Event is closed, factoring will remain a standing Agenda Item and reporting amended to reflect completion of the Action Plan.

15.0 Any other Competent Business

Scottish Federation of Housing Association's (SFHA) Winter Hardship Fund

15.1 The Director advised that SFHA has secured £1 million from the Scottish Government to help ensure social landlords can help their tenants who are facing food insecurity.

15.2 The Director advised that the Fund is open to applications from 23rd January and closes on 27th January 2023, and all funding awarding must be spent by 31st March 2023.

15.3 The Director advised that the Association would like to submit an application for a small amount of funding, to purchase food vouchers for tenants in financial need.

Dir

15.4 It was proposed by Josephine Deacon proposed that the Association submits an application for funding to purchase food vouchers to distribute to tenants in financial need. The motion was seconded by Alex Bruce and the proposal was unanimously approved by the Management Committee. The Director will oversee this decision and the Management Committee will be kept apprised of matters relating to this application.

Dir

Strategy Day – 31st March 2023

15.5 The Director advised that the Management Committee’s Strategy Day is currently scheduled for 31st March 2023, when Key Performance Targets and Strategic Objectives will be determined for 2023/24. This date is set out in the draft schedule of meetings circulated to Management Committee on 24th January 2023.

Energy Advice

15.6 A member of the Management Committee enquired as to whether the Association could employ the services of an Energy Advisor, to provide tenants with advice on managing fuel costs.

15.7 The Director advised that the Association currently does not have a budget to employ an Energy Advisor. She noted that the Castlemilk Pantry has an Energy Advisor that can help members of the Pantry and the Welfare Rights Officer is able to signpost to specialist organisations, like GHeat and Home Energy Scotland.

The Management Committee member highlighted that the Pantry is open two days a week, which makes this service less accessible.

15.8 The Housing Manager will arrange for the Welfare Rights Officer (WRO) to contact the Management Committee member to discuss the range of support services to which tenants can be referred.

HM

16.0 Date and time of next Meeting

16.1 The next Meeting of the Management Committee will take place on Wednesday 22nd February 2023 at 6.15pm in the office and via MS Teams/ Zoom.

16.2 The meeting ended at 8.15pm.

_____ Signed (Chairperson) _____ Date