

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 22nd February 2023

- 1.0 Present**
- | | |
|--------------------|---|
| Iris Robertson | In Attendance:- |
| Geraldine Baird | Alison Main (Director) |
| Josephine Deacon | Ady Tester (Maintenance Manager) |
| Christine Devine | Julie Roy (Corporate Services Officer) |
| Jim Dougherty | Fettes McDonald (FMD Financial Services) (for Agenda Items 6.0 and 7.0) |
| William Hamilton | Tom Atkinson (Atkinson Partnerships) (for Agenda Item 12.0) |
| Wilma McCubbin | |
| Michelle McNulty | |
| Sarah Jayne Newman | |

2.0 Apologies

- 2.1 Apologies were received from Alex Bruce and Audrey Laird.

3.0 Declaration of Interest

- 3.1 It was noted that Christine Devine is Secretary of the Management Committee of the Birgidale Complex and Secretary of Castlemilk Community Council; Iris Robertson is a member of the Management Committee of the Birgidale Complex and the Castlemilk Community Council.

4.0 Management Accounts (for the period to 31st December 2022)

- 4.1 Fettes McDonald was present at the meeting to discuss Agenda Items 6.0 and 7.0. It was agreed that these Agenda Items would be discussed at this point in the meeting.
- 4.2 The paper titled 'Management Accounts for the period to 31st December 2022' and the associated Management Accounts file were circulated to Management Committee in advance of the meeting. The content of these documents was presented by Fettes and discussed in detail at the meeting.
- 4.3 Fettes highlighted that gross rent arrears remain high and reactive maintenance costs are over budget. It was noted that on the Statement of Comprehensive Income there is an overall positive variance of just over £37,000.
- 4.4 Fettes advised that loan covenants are being achieved but are approximately £75,000 away from reaching the lower limit. He noted the 2022/23 budget indicated 'headroom' of £200,000. He emphasised that spend for the remainder of 2022/23 will need to be closely monitored to ensure there are no loan covenant breaches.

Action

- 4.5 A member of the Management Committee expressed concern, querying controls to prevent large overspends.

The Maintenance Manager noted that costs have increased during the year (for example, the cost of windows has risen by 40%). He noted, however, that as a result of the increased expenditure, new controls and processes have been introduced to ensure effective budget and expenditure monitoring going forward.

- 4.6 A member of the Management Committee queried the nil spend on tenant participation. The Director advised that there were no monies budgeted for under this particular tenant participation heading. Monies were, however, allocated for the Resident Satisfaction Survey and Wider Role activities.
- 4.7 After due consideration, it was proposed by Josephine Deacon that the Management Accounts for the period to 31st December 2022 be approved. This motion was seconded by Jim Dougherty and unanimously agreed by the Management Committee.

5.0 Annual Budget 2023/24

- 5.1 Fettes McDonald presented the 'Final Annual Budget 23/24' Report and associated Final Annual Budget file, both of which had been circulated in advance of the meeting.
- 5.2 Fettes highlighted that the draft budget includes minor additions to rental income, provision of £25,000 for responding to damp and mould issues, lower loan interest costs, and an increase of around £8,000 in management costs. With these additions, there is a reduction in the surplus initially projected of £21,000.
- 5.3 After careful consideration, it was proposed by Christine Devine that the final Annual Budget for financial year 2023/2024 be approved. This motion was seconded by Geraldine Baird and unanimously approved by the Management Committee.
- 5.4 Fettes McDonald left the meeting.

6.0 Maintenance Report

- 6.1 It was agreed that Agenda Item 12.0 would be discussed at this point of the meeting. Tom Atkinson joined the meeting to present information in relation to procurement.
- 6.2 Tom shared onscreen two papers; 'Landscape Maintenance Contract 2023', and 'Painterwork and Fence Refurbishment Contract 2023' which he had drafted with the Maintenance Manager. Each was discussed in detail. It was noted that, in accordance with the Association's Procurement Policy, it is proposed that each contract is published on Public Contracts Scotland (PCS) website.

6.3 It was explained that each contractor participating in the process is required to achieve minimum requirements in order to be considered further. It was proposed that both contracts be assessed on quality:price ration of 70:30.

6.4 A member of the Management Committee enquired as to the length of the contract term.

Tom advised that the contract runs from 1st April 2023 to 31st March 2024, with scope to extend.

6.5 Tom highlighted that the proposed deadline for receipt for tenders is 27th March 2023 at 12 noon, with the tenders being opened thereafter at 1pm.

6.6 Following consideration, Jim Dougherty proposed that the contract documents (as discussed) be uploaded to the PCS portal. The motion was seconded by Josephine Deacon and the proposal was unanimously agreed by the Management Committee.

6.7 The Maintenance Manager and Tom Atkinson will implement the Management Committee's decision and the Management Committee will be kept informed of progress.

MM

7.0 Minutes of Management Committee Meeting of 25th January 2023

7.1 Michelle McNulty proposed the Minutes of the Management Committee Meeting on 25th January 2023 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.

8.0 Matters Arising from Minutes of Management Committee Meeting of 25th January 2023

8.1 Re item 5.2; draft versions of updated job descriptions will be presented to all staff members in due course.

Dir

8.2 Re item 5.3; the Director will oversee the development of a Scheme of Delegation Policy.

Dir

8.3 Re item 5.4; the 'value for money' assessment of the tradesteam is ongoing. The Maintenance Manager will have completed this by the end of March 2023.

MM

8.4 Re item 5.3; the Director advised that the Scottish Federation of Housing Association's 'OnBoard' scheme will be considered at a later date.

Dir

8.5 Re item 5.6; the Director advised the 'Disaster Recovery Plan' review will be completed by the end of March 2023.

**MM/HM/
Dir**

8.6 Re item 5.7; the Director advised that she has scheduled the first meeting of the Media Group for Monday 27th February 2023 at 1pm and this is open to all members of the Management Committee.

Dir/MC

8.7 Re item 5.8; **[COMMERICALLY SENSITIVE INFORMATION REDACTED]**

Dir

<p>8.8 Re item 5.9; the Director advised that the Maintenance Manager met with PERSONAL DATA REDACTED of Visual Stats Solutions on 30th January 2023. A meeting involving HomeMaster to further discuss performance reporting, scheduled for 8th February 2023, had to be rescheduled due to sickness. It is now scheduled for 3rd March 2023. The Management Committee will be kept informed of ongoing progress</p>	<p>MM/HM</p>
<p>8.9 Re item 5.10; the Director advised that the financial support has been received and a discussion is due take place to determine how it should be utilised.</p>	<p>Dir</p>
<p>8.10 Re item 5.11; the Director advised that a summary report from the Investors in People (IIP) assessment was expected during week commencing 30th January 2023. This has not been received as yet and the Director has approached the assessor for an update.</p>	<p>Dir</p>
<p>8.11 Re item 5.14; the Director advised that North View email accounts are being created for Management Committee members. This will ensure compliance with UK General Data Protection Regulation and also the terms and conditions of the Association's Cyber Insurance Policy. The Association's I.T consultant, Konex, is overseeing the final set up.</p>	<p>MM</p>
<p>8.12 Re item 5.23; The Maintenance Manager advised that he has arranged for a Royal Institution of Chartered Surveyors accredited dampness and mould expert to provide training for Maintenance staff members. He advised that he has drafted a Dampness and Mould Policy and Procedure and these will be presented at the next meeting of the Management Committee on 22nd March 2023.</p>	<p>MM</p>
<p>8.13 Re item 7.5; the Director advised that she will make made the necessary arrangements for the Internal Audit in early April 2023.</p>	
<p>8.14 Re item 8.4; the Corporate Services Officer has updated the Policy Bank and website.</p>	
<p>8.15 Re item 11.6; the Director informed the Scottish Housing Regulator of the Association's confirmed 2023/24 rent increase.</p>	
<p>8.16 Re item 11.7; the Housing Manager has notified Glasgow City Council's Housing Benefit section of the new rent figures for 2023/24.</p>	
<p>8.17 Re item 11.8; the Housing Manager will oversee the generation and issuing of the rent increase notification letters to all tenants during week commencing 27th February 2023.</p>	<p>HM</p>
<p>8.18 Re item 12.3; the Director advised that no payments have been received as yet in relation to this arrears case [SENSITIVE INFORMATION REDACTED]</p>	

8.19 Re item 12.4; the Director advised that the case called at court on 27th January 2023 and eviction was granted. The eviction took place on 16th February 2023. It was noted that the period from the death of the tenant to the eviction will need to be reflected in the Association's void loss for the year, despite the fact that the property was not available for let due to the succession application refusal and associated legal action. This approach has been confirmed by the Scottish Housing Regulator.

8.20 Re item 12.6; the Director advised that this case is calling at court on 21st April 2023.

8.21 Re item 12.10; this case will be discussed under Agenda Item 11.0.

8.22 Re item 13.3; the Director advised that she had emailed the Brief to the Scottish Housing Regulator (SHR) for their comment, and she awaits a response before convening the first meeting of the General Purposes Sub-Committee.

Dir

8.23 Re item 13.5; the Director advised that the appointment of a consultant to carry out this work will be progressed by the General Purposes Sub-Committee.

8.24 Re item 14.4; the Director advised she awaits a response from the Scottish Housing Regulator regarding the closure of the Factoring Notifiable Event and will contact them for an update.

Dir

8.25 Re item 15.4; the Director advised that the Association's funding application to the Winter Hardship Fund for £5,360 had been approved.

She advised that as part of the proposal for food vouchers, referrals to the Castlemilk Pantry were also included to fulfil partnership working requirements and as a more sustainable, long term approach to affordable food for residents. It was proposed by Josephine Deacon that authority to the delegated to the Director to accept the grant offer on behalf of the Association. The motion was seconded by William Hamilton and the proposal was unanimously agreed by the Management Committee.

The Director will implement the Management Committee's decision.

Dir

8.26 Re item 15.8; the Director advised that the Welfare Rights Officer had contacted the tenant to discuss the range of fuel support services.

9.0 Correspondence

Email from Katy Clark MSP regarding Freedom of Information (FOI) reform - received 26th January 2023

- 9.1 The email advised that a consultation has been launched on a proposed Freedom of Information Reform (Scotland) Bill to improve existing Fol legislation, including to: extend coverage to all bodies delivering public services, services of a public nature and publicly funded services; create a role of Freedom of Information Officer; increase the proactive publication of information; improve enforcement where necessary; and improve compliance with human rights law. The deadline for responses is 14th March 2023.

Letter from the Scottish Housing Regulator (SHR) regarding tenant and resident safety survey – received via email on 30th January 2023

- 9.2 The Director noted that the letter advises that the SHR has decided not to carry out the survey this year but tenant and resident safety remain a priority and they intend to take forward other areas of work to ensure they are able to get the appropriate assurances from landlords on the matter, including:
- contacting individual landlords as part of the annual risk assessment where they have identified gaps in the assurance needed and will seek additional information from landlords as appropriate;
 - recommence a programme of Annual Assurance visits during 2023/24. A key focus of the visits will be considering how governing bodies have assured themselves about tenant and resident safety;
 - asking all landlords to make an explicit statement in their Annual Assurance Statement (AAS) on their compliance with their obligations in relation to tenant and resident safety;
 - requiring all landlords to provide detailed comment on performance and compliance with matters such as gas safety in the ARC return.
- 9.3 The letter also notes that the SHR will continue to expect landlords to inform them when they have reviewed their systems to ensure that tenant's homes are not affected by mould and dampness and that they have systems to identify and deal with cases of dampness and mould. The Glasgow and West of Scotland Forum of Housing Associations (GWSF) contacted the SHR to seek clarification as this differed to the content of the letter dated 1st December 2022 (which was discussed at the meeting of the Management Committee on 15th December 2022). It has now been confirmed that that landlords should only contact them where concerns with current systems have been identified.

Email from the GWSF regarding confirmed rent increases for April 2023 – received on 1st February 2023

- 9.4 The email advised that, out of 23 respondents, 8 (including North View) have opted to increase their rents for 2023/24 by 5%; 4 by 4% or less; and 11 by more than 5%.

Email from GWSF regarding Open Meetings – received on 6th February 2023

- 9.5 The email advised that GWSF's open meetings are resuming and the first one will be on Wednesday 22nd March 2023 at 7pm, at the Roystonhill Community Hub. The first meeting will look at what has happened with the community-based housing association sector in the time since the last meeting and after which, people will have a chance to look at the big issues the sector is facing and suggest which topics should be focused on in future meetings.

9.6 The Director noted that the meeting clashes with the programmed March Management Committee meeting but any members of the Management Committee who would like to attend the meeting should contact her.	MC	
9.7 It was also highlighted that the GWSF Board currently has a vacancy for a housing association committee/board member. The Director noted that further details can be provided to any Management Committee member is interested in this position.	MC	
<i>Employers in Voluntary Housing Monthly Update Report – received via email on 8th February 2023</i>		
9.8 The Director advised she had forwarded this email to all Management Committee members on 22 nd February 2023.		
<i>Email from Scottish Housing Association’s Pension Scheme (SHAPS) – received on 10th February 2023</i>		
9.9 The email advises that SHAPS is seeking new members to join the Employer Committee. The Director requested any interested members of the Management Committee to contact her for further information.	MC	
<i>Employers in Voluntary Housing (EVH) Member Consultation paper – received via email on 10th February 2023</i>		
9.10 The paper advises that EVH has identified two areas of the terms and conditions where the Joint Negotiating Committee are recommending that enhancements are considered. The consultation seeks employers’ views on the changes outlined and asks specific questions. Information on how to respond to the consultation is detailed within the paper. The closing date for submissions is 10 th March 2023.		
<p>The Director advised she would circulate the paper to the Management Committee and recommended convening the General Purposes Sub-Committee (GPSC) to oversee the Association’s response. Sarah Jayne Newman proposed that the GPSC oversees the Association’s response. This motion was seconded by Michelle McNulty and the proposal was unanimously approved by the Management Committee. The Director will oversee the circulation of the paper and convening of the GPSC.</p>		Dir/MC
<i>Application For Membership</i>		
9.11 An application for membership has been received from [PERSONAL DATA REDACTED]		
<p>It was proposed by Iris Robertson that the application be approved. The motion was seconded by Jim Dougherty and was unanimously approved by the Management Committee.</p>		
<p>The Corporate Services Officer will oversee the signing and issue of the certificate, a copy of the Rules and a Fair Processing Notice.</p>		CSO

10.0 Reports from Sub-Committees

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

11.0 Housing Management Report

Anti social behaviour case

- 11.1 The paper 'Housing Management Report (February 2023) – Anti Social Behaviour Case' was circulated in advance of the meeting. Its content was discussed in detail and noted by the Management Committee.

- 11.2 After consideration of the information contained in the report and the recommendation set out in section 6.1, it was proposed by Iris Robertson that the Association instructs its solicitor to recall the case and dismiss the case at court. This motion was seconded by Jim Dougherty and it was unanimously approved by the Management Committee.

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

HM

Void supported accommodation property

- 11.3 ***[SENSITIVE INFORMATION REDACTED]***

- 11.4 ***[SENSITIVE INFORMATION REDACTED]***

- 11.3 ***[SENSITIVE INFORMATION REDACTED]***

- 11.5 ***[SENSITIVE INFORMATION REDACTED]***

- 11.6 The Management Committee will be kept informed of matters in relation to this property.

Dir/HM

12.0 Performance Management

Performance Management Proforma

- 12.1 The paper 'Performance Management Proforma to 31st January 2023 – *February 2023*' was circulated to the Management Committee in advance of the meeting and its content was noted.

The Director highlighted that there was a small reduction in rent arrears and void re-let times, however, they still remain high.

Draft Attendance Management Policy

- 12.2 The draft paper 'Attendance Management Policy' and the appended Equality Impact Assessment was circulated to the Management Committee in advance of the meeting.

12.3 The Director advised that minimal amendments are proposed and these are highlighted in red text.

12.4 The draft Policy was proposed for adoption for William Hamilton. The motion was seconded by Sarah Jayne Newman and the its adoption was unanimously approved by the Management Committee.

12.5 The Corporate Services Officer will update the Policy Bank.

CSO

Procurement Register

12.6 The paper ‘Procurement Register – *February 2023*’ was circulated to the Management Committee in advance of the meeting, for information.

12.7 The Director advised that the Register is updated on an ongoing basis, and is presented to the Management Committee at least annually. Its content was noted.

Procurement – Financial Services

12.8 The paper ‘Procurement - Financial Services (*February 2023*)’ was circulated to the Management Committee in advance of the meeting.

12.9 **[COMMERCIALLY SENSITIVE INFORMATION REDACTED]**

The motion was seconded by Christine Devine and it was unanimously agreed by the Management Committee.

The Director will implement the Management Committee’s decision.

Dir

13.0 Factoring

13.1 The paper ‘Report on Owners Satisfaction Survey – *February 2023*’ was circulated to the Management Committee in advance of the meeting. The paper’s content was noted.

13.2 It was proposed by Josephine Deacon that the Association implements the recommendation set out in section 7.1 (to carry out another survey of owners in late summer 2023 to help us further understand and improve levels of satisfaction). This motion was seconded by Michelle McNulty and unanimously agreed by the Management Committee.

The Director will implement the Management Committee’s decision.

Dir

14.0 Equalities

14.1 The paper ‘Equality Action Plan Update – *February 2023*’ was circulated to the Management Committee in advance of the meeting.

14.2 The content of the paper, together with progress in achieving the objectives and actions, was noted.

15.0 Wider Role

The Castlemilk Pantry

- 15.1 The paper 'Castlemilk Pantry – Performance: Reporting Period for Q3 (October – December 2022)' was circulated to the Management Committee in advance of the meeting. Its content was noted.

Jeely Piece Club Play Club

- 15.2 The Director provided a verbal update on the work of Play Club which is funded by the Association.

She reported that 40 children attend the Play Club regularly and it is suggested that a representative from the Jeely Piece Club attends a future Management Committee meeting to provide further insight in to the work and benefits of the Club.

- 15.3 A member of the Management Committee advised that complaints have been made by the Jeely Piece Club regarding dog fouling in the grassed area at the rear of the Birgidale Complex. She advised that it is reported that dog walkers are bending and damaging the railings to gain access.

- 15.4 The Maintenance Manager advised he will obtain a cost for repairing and securing the railings for the Birgidale Complex.

MM

16.0 Any other Competent Business

Insurance

- 16.1 The Maintenance Manager provided a verbal update on insurance cover.

- 16.2 **[COMMERCIALLY SENSITIVE INFORMATION REDACTED]**

- 16.3 The Maintenance Manager also confirmed that a reinstatement valuation of the Association's stock must also be carried out for insurance purposes and there is provision in the 2023/24 budget for this to be completed.

- 16.4 **[COMMERCIALLY SENSITIVE INFORMATION REDACTED]**

- 16.5 The Maintenance Manager will implement the Management Committee's decision.

MM

Bulk refuse disposal

- 16.6 The Director advised that Glasgow City Council has confirmed that charges to dispose of bulk items at its depots will not be introduced in 2023/24.

Housing Management Sub-Committee Meeting

- 16.7 The Director advised that the next meeting of the Housing Management Sub-Committee is scheduled for 8th March 2023. Approval was, however, sought to re-schedule this to the following Wednesday (15th March 2023). The Management Committee unanimously agreed to this change.

HM

17.0 Date and time of next Meeting

- 17.1 The next Meeting of the Management Committee will take place on Wednesday 22nd March 2023 at 6.15pm in the office and via MS Teams.

17.2 The meeting ended at 8.15pm.



_____ Signed (Chairperson)

_____ Date