

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 March 2023

- 1.0 Present**
- | | |
|--------------------|--|
| Iris Robertson | In Attendance:- |
| Alex Bruce | Alison Main (Director) |
| Josephine Deacon | Yvonne Rooney (Housing Manager) |
| Christine Devine | Ady Tester (Maintenance Manager) |
| Jim Dougherty | Julie Roy (Corporate Services Officer) |
| William Hamilton | Fettes McDonald (FMD Financial Services) (for Agenda Item 6.0) |
| Audrey Laird | |
| Michelle McNulty | |
| Sarah Jayne Newman | |

2.0 Apologies

- 2.1 Apologies were received from Geraldine Baird and Wilma McCubbin.

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 Iris Robertson and Audrey Laird are members of the Management Committee of the Birgidale Complex and the Castlemilk Community Council.

4.0 Five Year Financial Projections

- 4.1 Fettes McDonald was present at the meeting to discuss Agenda Item 6.0 and it was agreed that this item would be discussed at this point in the meeting and Fettes would then leave.
- 4.2 The paper titled ‘Scottish Housing Regulator (SHR) – Five Year Budgets – Submission’ and the appended draft ‘Five Year Financial Projections (FYFP) 2022-2023’ return were circulated in advance of the meeting. The content was noted and discussed, with Fettes explaining the main assumptions that had been applied.
- 4.3 Following consideration, it was proposed by Audrey Laird that the draft return, as presented, be submitted to the SHR. This motion was seconded by Alex Bruce and unanimously agreed by the Management Committee.
- 4.4 Fettes will oversee the submission of the return to the SHR.
- 4.5 Fettes left the meeting.

Action
FMD

5.0	Minutes of Management Committee Meeting of 22nd February 2023	
5.1	Jim Dougherty proposed the Minutes of the Management Committee Meeting on 22 nd February 2023 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.	
6.0	Matters Arising from Minutes of Management Committee Meeting of 22nd February 2023	
6.1	Re item 6.7; the Director advised that the contract documents have been uploaded to the Public Contracts Scotland portal, and that the tender openings will take place at 1pm on Monday 27 th March 2023 at the Association's offices.	MM/MC
6.2	Re item 8.1; draft versions of updated job descriptions will be presented to all staff members in due course.	Dir
6.3	Re item 8.2; the Director will oversee the development of a Scheme of Delegation Policy.	Dir
6.4	Re item 8.3; the value for money assessment will be discussed under Agenda item 11.0.	MM
6.5	Re item 8.4; the Director advised that the Scottish Federation of Housing Association's 'OnBoard' scheme will be considered at a later date.	Dir
6.6	Re item 8.5; the Director advised the 'Disaster Recovery Plan' review has been delayed due to workload and will be carried over into next year.	MM/HM/ Dir
6.7	Re item 8.6; the Director advised that the first meeting of the Media Group took place on 27 th February 2023. The draft Spring Newsletter is awaited from the printing company and when this is available, a further meeting of the Media Group will be convened to review it. It will also be circulated to all Management Committee members for comment.	Dir/MC
6.8	Re item 8.7; [REDACTED DUE TO COMMERCIAL SENSITIVITY]	Dir
6.9	Re item 8.8; the Maintenance Manager informed the Management Committee that, working with both [PERSONAL DATA REDACTED] of Visual Stats Solutions and HomeMaster, improvements have been made to reporting frameworks. He advised that this has resulted in a useful data cleansing exercise within HomeMaster. The Association now has a robust suite of verified performance reports within the system to help with the Annual Return on the Charter.	
6.10	Re item 8.9; the Director advised that the discussion of how the financial support will be used is still to take place.	Dir/MC
6.11	Re item 8.10; the Director advised that a summary report from the Investors In People (IIP) assessment is still awaited. She noted that due to the assessor's personal circumstances, there has been a delay and it is hoped the report will be received soon.	Dir

6.12 Re item 8.11; the Maintenance Manager advised that the set-up of the Management Committee's email accounts and iPads has taken longer than anticipated, but will be finalised shortly.	MM
6.13 Re item 8.12; the draft Dampness, Mould and Condensation Policy and Procedure will be discussed under Agenda item 12.0.	
6.14 Re item 8.17; the rent increase letters were sent to all tenants on 27 th February 2023.	
6.15 Re item 8.22; the Director advised that she had received the Scottish Housing Regulator's comments on the Governance Brief, and will schedule a meeting of the General Purposes Sub-Committee in due course to progress arrangements.	Dir
6.16 Re item 8.24; the Director advised the Scottish Housing Regulator has confirmed the Factoring Notifiable Event is now closed.	
6.17 Re item 8.25; the Director advised that she submitted the Association's grant acceptance on 23 rd February 2023, and arrangements were now in place for provision of the Winter Hardship Fund to tenants.	
6.18 Re item 9.6; the Director advised that she had contacted the Glasgow West of Scotland Forum of Housing Associations and they confirmed that the open meetings will take generally place on the third Wednesday of every month going forward.	
6.19 Re item 9.7; the Director noted that no members of the Management Committee had expressed an interest in joining the Glasgow West of Scotland Forum of Housing Association's Board.	
6.20 Re item 9.9; the Director noted that no members of the Management Committee had intimated an interest in joining the Scottish Housing Association's Pension Scheme's Employer Committee.	
6.21 Re item 9.10; [REDACTED DUE TO COMMERCIAL SENSITIVITY]	
6.22 Re item 9.11; the Corporate Services Officer has overseen the signing and issue of the share certificate to the new member, enclosing a copy of the Rules and a Fair Processing Notice.	
6.23 Re item 11.2; [REDACTED DUE TO LITIGATION PRIVILEGE]	HM
6.24 Re item 11.6; the Director advised that the Housing Manager was keeping in contact with the Glasgow City Health and Social Care Partnership and Community Integrated Care in order to progress matters in relation to the void within one of the supported accommodation properties. The Management Committee will be kept apprised of the situation.	HM
6.25 Re item 12.5; the Corporate Services Officer updated the Policy Bank.	

- 6.26 Re item 12.9; the Director advised that a meeting of the General Purposes Sub-Committee, to progress the procurement of financial services, will be convened. Dir
- 6.27 Re item 13.2; the Director advised she will put arrangements in place to carry out another survey of owners later in the year to monitor satisfaction levels. Dir
- 6.28 Re item 15.4; the Maintenance Manager advised that as requested by the Birgidale Complex, he had obtained a cost of £1,600 to repair and secure the metal fencing around the open area to the rear of the Complex building. He added that he had been advised that to ensure security and prevent access, two sets of bars should be fitted which would, therefore, cost £3,200. It was noted that the Complex would contact him if they decide to proceed with the works.
- 6.29 Re item 16.5; the Maintenance Manager advised that he had extended the Association's current insurance cover with Zurich (i.e. the existing policy has been extended until 31st March 2023 and a new policy to be put in place from 1st April 2023 until 31st March 2024). He advised the tender exercise for a new policy is currently expected to commence **[COMMERCIALLY SENSITIVE INFORMATION REDACTED]**
- 6.30 Re item 16.7; the Director advised that the meeting of the Housing Management Sub-Committee was held on 15th March 2023.

7.0 Correspondence

Email from Glasgow City Council regarding Strategy & Development Funding Plan (SDFP) Submissions 2023-24 to 2027-28 – received on 23rd February 2023

- 7.1 The email confirmed that the SDFP submissions have to be made by 21st April 2023. The Director advised, however, that this only applies to housing associations with development programmes beyond adaptations and therefore, no submission is required to be made by North View.

Email from Glasgow City Council (GCC) regarding Local Housing Strategy (LHS) – received on 23rd February 2023

- 7.2 The email informed that the LHS has been published on GCC's consultation hub and they are holding a Registered Social Landlord (RSL) engagement session on Thursday 23rd March 2023. A copy of the LHS was circulated to the Management Committee for information on 21st March 2023.

Email from the Scottish Federation of Housing Associations (SFHA) providing the 'Chief Executive Officer (CEO) Bulletin – Special Edition: Our Impact' – received on 24th February 2023

- 7.3 The bulletin detailed what SFHA had achieved for its members in 2023/2024. The Director advised that copy had been forwarded to the Management Committee via email on 20th March 2023.

Email from the Glasgow and West of Scotland's Forum of Housing Associations (GWSF) regarding rent increases – received on 6th March 2023

7.4 The email confirmed the final rent increase decisions made by 50 housing Association. The average rent increase from April 2023 (not weighted by stock numbers) is 5.4%; 48% of respondents are increasing their rents by greater than 5%, 34% by 5% and 18% by less than 4%.

Email from Employers in Voluntary Housing (EVH) regarding Annual Conference 2023 – received on 7th March 2023

7.5 EVH's annual conference will be held between Friday 19th and Sunday 21st May 2023 at The Dunblane Hydro and the theme is 'Choose Change'. The Director advised the Management Committee members to contact her or the Corporate Services Officer if they would like to attend.

MC

Email from Glasgow West of Scotland's Forum of Housing Associations (GWSF) regarding research conducted on pressures on tenancy sustainment services – received on 13th March 2023

7.6 The report on research has been circulated to GWSF's members. The Director advised any members of the Management Committee interested in reading the report to contact her.

MC

Email From Employers in Voluntary Housing's (EVH) Monthly Update Report – received on 13th March 2023

The Director advised that a copy had been circulated to the Management Committee on 21st March 2023.

Email from Employers in Voluntary Housing (EVH) regarding the Executive Committee – received on 17th March 2023

7.8 The Director advised that EVH is seeking nominations for its Executive Committee. The 26th Annual General Meeting (AGM) will be held on 19th May 2023 and there are six vacancies open for election. The Director advised that if any members of the Management Committee are interested in standing for election, they should contact her to obtain more information. She added that the closing date for nominations is 14th April 2023.

MC

8.0 Notifiable Events

8.1 The Director advised there are no new matters to report.

9.0 Reports from Sub-Committee Meetings

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

10.0 Former Tenant Arrears and Former Tenant Credits Write off

- 10.1 The paper 'Former Tenant Arrears & Former Tenant Credits Write Offs – *March 2023*' was circulated in advance of the meeting.
- 10.2 The Housing Manager advised that all reasonable steps had been taken by Housing Management staff to recover the debts including referrals to the Debt Recovery Agency, but that it is now considered uneconomical to pursue.
- 10.3 It was noted that the Management Committee approved the write-off of £23,273.28 of former tenant arrears at the Management Committee meeting on 23rd November 2023. The Housing Manager advised that the total value of monies recommended to be written off at this time is £26,007.61. The total write-off of former tenant arrears for the financial year 2022/2023 is, therefore, £49,280.89, which is £3,156.11 under the budget set for bad debt provision in 2022/2023.
- 10.4 The total value of former tenant credits recommended for write-off amounts to -£39,304.53. It was noted that this relates to balances on rent accounts following the end of a tenancy. The Housing Manager advised that if a tenant starts a new tenancy with the Association, the credit balance is transferred to the new rent account. The credit balance recommended for write off, as detailed in Appendix 1 of the report, is due to the Association not being provided with executor details following the death of a tenant or a tenant ending their tenancy and moving away without providing a forwarding address.
- 10.5 Following careful consideration, it was proposed by Audrey Laird that the Association approves the writing off of £23,273.28 in former tenant rent arrears, and -£39,304.53 in former tenant credits. This motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.

The Housing Manager will implement the Management Committee's decision

HM

11.0 Maintenance Report

In-house Tradesteam Value for Money (VFM) Analysis

- 11.1 The paper 'North View Housing Association Reactive & Planned Maintenance Works 2023: Value for Money (VFM) Analysis 2023' and the appended cost comparisons and salaries budget workings papers were circulated in advance of the meeting.

- 11.2 The Maintenance Manager advised that the analysis had been completed by Atkinson Partnerships, and that all of the financial calculations had been verified by Fettes McDonald of FMD Financial Services.
- 11.3 The Maintenance Manager discussed the content of the analysis in detail. He explained that it was concluded that reactive, planned, and cyclical works cost the Association less using its in-house tradesteam than using external contractors. This assessment has included the in-house tradesteam's salaries, any applicable allowances, van running costs and the Association's contribution to those in the Scottish Housing Associations' Pension Scheme.
- 11.4 He added that the Association does not pay VAT on its in-house labour rates unlike it does for external labour. He also advised that from 1st April 2023, one of the Association's contractors is increasing its labour rates.
- 11.5 He advised that when works are carried out by the in-house tradesteam, in addition to cost savings, there is also added value in terms of quality, responsiveness and performance.
- 11.6 The Management Committee noted the content of the papers and the Maintenance Manager's comments.

12.0 Performance Management

Performance Management Proforma

- 12.1 The paper 'Performance Management Proforma to 28th February 2023 – March 2023' was circulated to the Management Committee in advance of the meeting and its content was noted.
- 12.2 The Director highlighted that 86.49% of all factoring charges due (including arrears) has been recovered, which is 1.49% above the target of 85%.
- 12.3 The Director advised that the Association will not meet its objective of installing new windows in the homes of 40 tenants by the end of 31st March 2023 due to constraints in the planned maintenance budget.
- 12.4 The Director advised that work in relation to the Tenant Health and Safety Manual has been delayed due to other workload implications. It is now expected to be completed during 2023/24.
- 12.5 The Maintenance Manager highlighted that the Association already has extensive processes in place in relation to tenant health and safety. Over and above the Association's routine gas safety checks, smoke detectors checks, Electrical Installation Condition Reports, void safety checks and legionella/water temperature checks, during stock condition surveys the Association also checks door closer operation on fire doors, window catches and that all smoke detectors are in place and working. If any defects are noted during inspections, works orders are raised and remedial work is carried out as soon as reasonably practicable.
- ### ***Draft Dampness, Mould and Condensation Policy***
- 12.6 The draft 'Dampness, Mould and Condensation Policy' and the appended Equality Impact Assessment were circulated in the advance of the meeting.

12.7 The Maintenance Manager began by outlining that the Association has drafted a policy and procedure to set out how it will address and manage cases of dampness, mould, and condensation in its stock. He advised that the policy is to be read in conjunction with the accompanying procedure.

12.8 Following consideration, the draft policy was approved for adoption by Alex Bruce. The motion was seconded by Jim Dougherty and unanimously agreed by the Management Committee.

12.9 The Corporate Services Officer will arrange to update the Policy Bank and the website.

CSO

Draft Dampness, Mould and Condensation Policy

12.10 The Maintenance Manager advised that the procedure details exactly how the Association will address cases of dampness, mould, and condensation through to resolution and rectification of the cause within its properties.

12.11 The Maintenance Manager emphasised that the Association will never use the word lifestyle in its work to address cases. It will instead, if relevant, discuss the internal environmental factors within the property with tenants and provide advice and assistance to help to resolve issues.

12.12 The Maintenance Manager advised that the office-based Maintenance staff will receive comprehensive training from a Royal Institute of Chartered Surveyors (RICS) accredited expert on 10th May 2023, along with staff from another housing association.

12.13 Having read and discussed the draft procedure, it was proposed by Iris Robertson that it is adopted by the Association. This motion was seconded by Christine Devine and unanimously approved by the Management Committee.

12.14 The Corporate Services Officer will arrange to update the Policy Bank.

CSO

13.0 Factoring

13.1 The Director advised that the invoices covering the period 1st April 2022 to 31st March 2023 will be issued to owners in April 2023.

14.0 Equalities

14.1 The paper 'Receptionist Post – Equalities Data – *March 2023*' was circulated in advance of the meeting.

14.2 The Director noted that no Black, Asian and minority ethnic (BAME) groups had applied for the position, and for any future recruitment exercises, the Management Committee may wish to consider what the Association can do to attract applications from different groups.

15.0 Any Other Competent Business

Windlaw Lodge

- 15.1 The Director advised that water ingress had been discovered in some properties within a particular close. Extensive and disruptive surveys have been carried out, which involved the erection of scaffolding. Following this work, it has been determined that windows on the front elevation of this close need to be replaced. The work is expected to commence on 6th April 2023 and the Management Committee will be kept informed of matters.
- 15.2 The Maintenance Manager advised that he has carried out stock condition surveys in other properties at the Windlaw Lodge site and no problems were discovered.

Strategy Afternoon – 31st March 2023

- 15.3 The Director enquired as to what time the Management Committee would prefer the Strategy Afternoon began. It was agreed that it would start at 11.00am and finish at approximately 2.30pm.
- 15.4 She explained that the Agenda and papers will be circulated in advance of 31st March 2023 and it will cover the Objectives and Targets for 2023/24, the Annual Lettings Plan and a draft Wider Role Strategy.
- 15.5 She advised that she had invited a representative from the Jeely Piece Club to attend to provide the Management Committee with an update on the Birgidale Playclub which is funded by the Association.
- 15.6 She advised she will also contact SHARE to see if a representative could attend to provide further information to Management Committee about the upcoming Committee member appraisal process.

16.0 Date and time of next Meeting

- 16.1 The next Meeting of the Management Committee will take place on Wednesday 26th April 2023 at 6.15pm.
- 16.2 The meeting ended at 7.35pm.

Dir

_____ Signed (Chairperson)

_____ Date