

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 26th April 2023

- 1.0 Present** In Attendance:-
Josephine Deacon Alison Main (Director)
Geraldine Baird Julie Roy (Corporate Services Officer)
Jim Dougherty
Wilma McCubbin
Michelle McNulty
Sarah Jayne Newman
- 2.0 Apologies**
- 2.1 Apologies were received from Alex Bruce, Audrey Laird and Iris Robertson. Iris Robertson had advised she may arrive later to the meeting.
- 2.2 It was unanimously agreed that Josephine Deacon (Vice Chairperson) would act as Chairperson for the meeting.
- 3.0 Declaration of Interest**
- 3.1 There were no interests to declare.
- 4.0 Minutes of Management Committee Meeting of 22nd March 2023**
- 4.1 Jim Dougherty proposed the Minutes of the Management Committee Meeting on 22nd March 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.
- 5.0 Matters Arising from Minutes of Management Committee Meeting of 22nd March 2023**
- 5.1 Re item 4.4; the Director advised that Fettes McDonald submitted the Five-Year Financial Projections to SHR after the meeting on 22nd March 2023.
- 5.2 Re item 6.1; the contracts will be discussed under Agenda item 14.0.
- 5.3 Re item 6.2; draft versions of the updated job descriptions will be presented to all staff members in due course.
- 5.4 Re item 6.3; the Director will oversee the development of a Scheme of Delegation Policy.
- 5.5 Re item 6.4; the completed value for money assessment was discussed at the meeting of the Management Committee on 22nd March 2023.

Action

Dir

5.6 Re item 6.5; the Director advised that the Scottish Federation of Housing Association's 'OnBoard' scheme will be considered at a later date.	Dir
5.7 Re item 6.6; the Director advised that the 'Disaster Recovery Plan' review has been delayed due to workload demands and will be completed later this year.	MM/HM/ Dir
5.8 Re item 6.7; the Director advised that there was a second meeting of the Media Group on 27 th March 2023 to review the content of the draft Spring newsletter. A copy of the document had been circulated to all Management Committee members for comment.	
A member of the Management Committee enquired as to whether there were minutes of the Media Group meetings and how decision making would be dealt with.	
The Director advised that she thought that she had circulated a note of the Media Group's meeting of 27 th February 2023 but would check this. No decisions or recommendations had come out of the meeting but some areas of interested had been identified for further investigation.	
She advised that going forward, any recommendations from the Media Group will be reported to the Management Committee for further discussion and approval. A report on discussions to date will be presented at the next meeting of the Management Committee on 24 th May 2023.	Dir
5.9 Re item 6.8; [REDACTED DUE TO COMMERCIAL SENSITIVITY]	Dir
5.10 Re item 6.10; the Director advised that the discussion of how the financial support will be used is still to take place.	Dir/MC
5.11 Re item 6.11; the Director advised that a summary report from the Investors in People (IiP) assessment is still awaited. She will contact the assessor for an update.	Dir
5.12 Re item 6.12; the Director confirmed that the Maintenance Manager has advised that the final set up of the iPads has been delayed as his primary contact at Apple has changed. The Maintenance Manager is currently on annual leave and will progress matters on his return.	MM
5.13 Re item 6.15; the Director advised that a meeting of the General Purposes Sub-Committee to progress arrangements for the Governance review will be convened.	Dir
5.14 Re item 6.23; [REDACTED DUE TO LITIGATION PRIVILEGE]	HM

5.15 Re item 6.24; the Director advised that she and the Housing Manager had met again with the Glasgow City Health and Social Care Partnership and Community Integrated Care on 18th April 2023 in order to progress matters in relation to the long term void within one of the supported accommodation properties. She advised that two options are currently being explored – conversion to a Scottish Secure Tenancy (SST) and the review of a possibly suitable referral. Further information will be provided to the Management Committee in due course.

HM

5.16 Re item 6.26; the Director advised that a meeting of the General Purposes Sub-Committee, to progress the procurement of financial services, will be convened soon.

Dir

5.17 Re item 6.27; the Director advised she will put arrangements in place to carry out a survey of owners later in the year to monitor satisfaction levels, and this will be included in the Work Programme for 2023/24.

5.18 Re item 7.5; the Director advised no members of the Management Committee had noted an interest in attending Employers in Voluntary Housing's (EVH) Annual Conference.

5.19 Re item 7.6; the Director advised no members of the Management Committee had requested a copy of Glasgow and West of Scotland Forum of Housing Association's report.

5.20 Re item 7.8; the Director advised no members of the Management Committee wished to stand for election to Employers in Voluntary Housing's Executive Committee.

5.21 Re item 10.5; the Housing Manager has implemented the Management Committee's decision to write-off former tenant arrears and credits.

5.22 Re item 12.9; the Corporate Services Officer noted that she had updated the Policy Bank.

5.23 Re item 15.1; the Director advised that the work to the windows is now complete. It was also noted that the Defects Liability Period is coming to an end and the Maintenance Manager is liaising with the Clerk of Works regarding final inspections. The Management Committee will be provided with a further update at its meeting on 24th May 2023.

MM

6.0 Minutes of Strategy Day of 31st March 2023

6.1 Michelle McNulty proposed the Minutes of the Management Committee Meeting on 31st March 2023 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 Strategy Day of 31st March 2023

7.1 Re item 5.6; the Director advised that the Annual Lettings Plan for 2023/2024 will be discussed under Agenda item 11.0.

- 7.2 Re item 5.7; the Annual Lettings Plan for 2023/2024 will be discussed under Agenda item 11.0.
- 7.3 Re item 6.4; the Director advised that photographs had been included in the Spring newsletter, illustrating the poor condition of some void properties. A more detailed article will be included in the summer newsletter. Dir
- 7.4 Re item 6.8; the Director advised that the approved Objectives and Key Performance Targets for 2023/2024 will be reflected in next month's Performance Proforma. Dir
- 7.5 Re item 6.9; the Director advised that a local housing association is also planning to carry out a stock valuation for insurance purposes. The Maintenance Manager is liaising with them in order to explore a joint procurement exercise between it and North View. MM
- 7.6 Re item 7.1; the Director advised that she is developing the Work Programme for 2023/2024 and it will be presented at the meeting of the Management Committee on 24th May 2023. Dir
- 7.7 Re item 10.3; the Director advised she will continue to explore ways in which the Association can forge links with local schools (for example, to work jointly on community litter picks). Dir
- 7.8 Re item 10.4; the Corporate Services Officer noted that she had updated the Policy Bank.

8.0 Correspondence

Email from the Scottish Federation of Housing Associations (SFHA) regarding Annual Conference 2023 – received by email on 28th March 2023

- 8.1 The Director advised that SFHA's Annual Conference is being held on 6th and 7th June 2023 at the Radisson Blu Hotel in Glasgow City Centre. The conference is aimed at Chief Executive Officers, Committee members, and other key staff.

The Director noted that if any members of the Management Committee would like to attend, they should contact either herself or the Corporate Services Officer. She added that further information on the conference is available on request. MC

Email from Glasgow and West of Scotland Forum of Housing Associations (GWSF) re the current Scottish Government review of Energy Efficiency Standard for Social Housing 2 (ESSH2) – received by email on 28th March 2023

- 8.2 The Director advised that GWSF has issued a briefing note which summarises the current progress of the ESSH2 review and what might be expected to be the main outcomes of it when the process concludes in Summer 2023.

It was noted that EESSH2 is expected to be a dual standard – one for the fabric of the property and one for its heating system. GWSF’s briefing note discusses the critical importance of funding being available to Registered Social Landlords to help maximise the energy efficiency of its stock. The Director advised that a copy of the briefing note is available on request.

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

- 8.3 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.

Employers in Voluntary Housing’s (EVH) Monthly Update – April 2023 – received by email on 12th April 2023

- 8.4 The Director advised that the update highlights EVH’s Annual General Meeting (AGM) on 19th May 2023 and their Annual Conference taking place between 19th May and 21st May 2023. She noted that a copy had been circulated to the Management Committee on 12th April 2023.

Papers for Employers in Voluntary Housing’s Annual General Meeting (AGM) on 19th May 2023 - received by email on 20th April 2023 and by post on 24th April 2023

- 8.5 The Director advised that the papers for the AGM (including the agenda, annual accounts, and Annual Report) has been received. She noted that she had tabled copies of the Annual Report for any members of the Management Committee who wished to take a copy. She added that the AGM is being held at the Dunblane Hydro and those wishing to attend are required to pre-register by 12th May 2023. The information will also have been received by the Association’s representatives.

9.0 Notifiable Events

- 9.1 The Director advised that there are no new matters to report.

10.0 Reports from Sub-Committee Meetings

- 10.1 The paper ‘Reports from Sub-Committee – April 2023’ was circulated in advance of the meeting. Its content was noted by the Management Committee.

11.0 Housing Management Report

Annual Lettings Plan 2023/2024 Update

- 11.1 The paper ‘Annual Lettings Plan (2023/2024) UPDATE – April 2023’ was circulated in advance of the meeting.
- 11.2 The Director advised the purpose of the update was to inform the Management Committee that there was an error in the number of re-lets cited in the paper presented to the Management Committee on the Strategy Day on 31st March 2023.

- 11.3 The total number of estimated re-lets for the 2023/2024 Annual Lettings Plan was cited as 65, which was a miscalculation and it should have been 60.
- 11.4 The Director advised that the percentage quotas noted in the original report were correct and remain as discussed at the Strategy Day.
- 11.5 The Management Committee noted this update. The Housing Manager will implement the Lettings Plan for 2023/2024 as amended.

HM

Draft response to Glasgow City Health & Social Care Partnership (GCHSCP)

- 11.6 The paper 'Draft response to Glasgow City Health & Social Care Partnership – April 2023', together with the appended letter from GCHSCP regarding homelessness and the Association's draft response were circulated in advance of the meeting.
- 11.7 The Director noted that the appended letter from GCHSCP was received by email on 3rd April 2023, via the Homelessness Casework Team. A further email was received from GCHSCP on 12th April 2023 noting that they were recirculating the letter as they were aware some had not received it when originally circulated on 27th March 2023. The Director advised that the Association did not receive it on 27th March 2023.
- 11.8 The letter from GCHSCP sets out that it is seeking 60% of lets in 2023/2024 to be made available to Section 5 Referral (Homeless) cases. The Association's draft response advises that the quotas for the Lettings Plan 2023/2024 were set by the Management Committee at the Strategy Day on 31st March 2023 and it had been agreed that 40% of re-lets be made available to Section 5 Referral cases. The letter continues to outline that the Annual Lettings Plan is reviewed by the Housing Management Sub-Committee every quarter and the quotas are guidelines and are not fixed. It will next be discussed by the Housing Management Sub-Committee on 17th May 2023.
- 11.9 The content of the paper and the appendices was noted by the Management Committee. After discussion and consideration, Geraldine Baird proposed that the Association issues the draft response letter to GCHSCP. The motion was seconded by Josephine Deacon and the response was unanimously approved by the Management Committee.

The Housing Manager will oversee the issue of the Association's response.

HM

12.0 Performance Management

Performance Proforma

- 12.1 The Director advised that the year-end data is still being collated, alongside the data for the Annual Return on the Charter. As a result, information to the end of March 2023 will be reported at the next meeting of the Management Committee on 24th May 2023.

Engagement Plan 2023/2024

- 12.2 The paper 'Scottish Housing Regulator Engagement Plan (31st March 2023 to 31st March 2024) – *April 2023*' and the appended Engagement Plan was circulated in advance of the meeting.
- 12.3 The Director noted that the Association is 'compliant', meaning that it 'meets the regulatory requirements, including the Standards of Governance and Financial Management'.
- 12.4 The Management Committee noted the content of the paper and the Association's regulatory status.
- 12.5 The Corporate Services Officer will publish the Engagement Plan on the website.

CSO

Senior Staff and Committee Expenses

- 12.6 The paper 'Senior Staff and Committee Expenses – *April 2023*' outlining expenses from 1st April 2022 to 31st March 2023 was circulated in advance of the meeting. The content was noted by the Management Committee.
- 12.7 The Corporate Services Officer will publish the expenses on the website.

CSO

Staff and Committee training costs

- 12.8 The paper 'Training Costs – *April 2023*' was circulated in advance of the meeting. The content was noted by the Management Committee.

Entitlements, Payments & Benefits Report (2022/2023)

- 12.9 The paper 'Entitlement, Payments & Benefits Report (2022/2023) – *May 2023*' (which should have referred to 'April 2023') was circulated in advance of the meeting. The content was noted by the Management Committee.

Work Programme 2023/2024

- 12.10 The Director advised that, as noted under item 5.20, the programme will be presented at the next meeting of the Management Committee on 24th May 2023.

13.0 Factoring

- 13.1 The Director advised that the Internal Audit of the Association's factoring operations was due to be carried out on 17th and 18th April 2023. She explained it has been rescheduled for 22nd and 23rd May 2023, due to a delay in receiving the audit information request from the Internal Auditor, coupled with the Association's end of year workload. She noted the Internal Auditor had suggested that it could be rescheduled, and this was reported to the Audit and Risk Sub-Committee at its meeting on 19th April 2023.
- 13.2 The Director advised the Association responded to the information request on 26th April 2023, which included providing relevant evidential documents including policies, the Written Statement of Services, and reports to the Management Committee. The Management Committee will be kept informed of the progress with this Internal Audit.

Dir

13.3 The Director advised that factoring invoices for financial year 2022/2023 are due to be raised by end April 2023. There has, however, been issues with the factoring module within the HomeMaster system, which has caused a delay. The Finance Officer is closely liaising with HomeMaster in relation to the issues and the Management Committee will be kept apprised of matters.

Dir

14.0 Any Other Competent Business

Landscape Maintenance Procurement

14.1 The paper 'North View Housing Association – Term Landscaping Maintenance Contract 2023-2028 – Quality/Price Tender Evaluation Report' and the appended Form of Tender document and Tender Pricing Schedule were circulated in advance of the meeting.

14.2 The Director advised the papers relate to the landscape maintenance contract. The contract was openly advertised on Public Contracts Scotland, with all submissions due by 27th March 2023 at 12noon. Those wishing to tender had to complete and pass a Capability questionnaire and complete a Tender Quality and Pricing document. She advised that only one submission was received, and it was from Caledonian Maintenance Services Limited. They scored 85% in terms of Quality Questionnaire assessment with a tender price of £123,397.59, adjusted after year one if extension of the contract is confirmed, to take account of inflation.

14.3 The Director advised that the tender price included provisional prices for environmental maintenance work which were anticipated as needing carried out. The tender price should, therefore, be restricted to £120,832.59 (£144,999.10 including VAT) to reflect the known works needing carried out in 2023/2024. The Director noted that as there was only one submission, there has been no standstill period required.

14.4 Wilma McCubbin proposed that the contract for 2023/2024 be placed with Caledonian Maintenance Services Ltd at a cost of £120,832.59 plus VAT. The motion was seconded by Jim Dougherty and unanimously approved by the Management Committee.

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

MM

Locality Plan

14.6 The Director advised that she attended the Locality Plan Steering Group session in the Birgidale Complex on 18th April 2023, which had been convened to provide a progress update, analysis of the community survey and to consider the next steps towards producing a Locality Plan for Castlemilk.

14.7 It was noted that the Locality Plan will be a 10-year plan setting out what can be done to make Castlemilk a better place to live and work. It will include targets and changes for the short term (one year), medium term (three years), and long term (ten years).

The Director advised that people have been encouraged to complete a survey to help inform the Plan. Other opportunities to encourage people to be involved in the process are being explored. The Association included a leaflet about the survey in its rent Consultation Newsletter in January 2023.

14.8 A further meeting is expected to be convened on 23rd May 2023. The Management Committee will be kept informed of matters.

Dir

15.0 Date and time of next Meeting

15.1 The next Meeting of the Management Committee will take place on Wednesday 24th May 2023 at 6.15pm.

15.2 The meeting ended at 7.15pm.

_____ Signed (Chairperson)

_____ Date