

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 24th May 2023

1.0 Present

Iris Robertson
Geraldine Baird
Josephine Deacon
Christine Devine
William Hamilton
Audrey Laird
Wilma McCubbin
Michelle McNulty
Sarah Jayne Newman

In Attendance:-

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

2.0 Apologies

2.1 Apologies were received from Jim Dougherty.

3.0 Declaration of Interest

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

4.0 Management Accounts (for the period to 31st March 2023)

4.1 The paper 'Management Accounts for the period to 31st March 2023' and the associated file were circulated in advance of the meeting. The content of these documents were discussed in detail and noted by the Management Committee.

4.2 A member of the Management Committee sought clarification in relation to variances. Fettes explained that variance figures in brackets indicate the amount that actual spend had exceeded the budget amount.

4.3 It was noted that on the Statement of Comprehensive Income (SOI), the amount of interest payable was more than had been estimated. This has been due to the rise in Interest Rates during the course of the year. Similarly, the amount of interest receivable is more than was estimated for the same reason.

Action

- 4.4 Fettes discussed the variance analysis within the report, noting that the amount spent in 2022/23 on Agency Costs for Financial Services is less than the budget due to more tasks being carried out by the Finance Officer. In terms of maintenance, it was noted that both reactive and void maintenance are over budget but cyclical maintenance and major repairs under budget.
- 4.5 Additional legal fees were incurred during the year and this was due to the work carried out in relation to factoring. Fettes advised that there were various positive and negative variance against overheads budget headings, including an increase in heating, lighting and cleaning costs due to the steep rise in energy prices during the year and van repair costs.
- 4.6 Fettes highlighted that the overall results for the year are in line with the budget. It was noted that the External Audit in relation to the Annual Accounts for the year ended 31st March 2023 will take place in July 2023.
- 4.7 It was proposed by Audrey Laird that the Management Accounts (for the period to 31st March 2023), as presented, be approved by the Management Committee. This motion was seconded by William Hamilton and unanimously agreed by the Management Committee.
- 4.8 The Management Committee thanked Fettes for his contribution and he left the meeting.

5.0 Minutes of Management Committee Meeting of 26th April 2023

- 5.1 Geraldine Baird proposed the Minutes of the Management Committee Meeting of 26th April 2023 to be a true record of the meeting. This motion was seconded by Wilma McCubbin and the Minutes were unanimously approved by the Management Committee.

6.0 Matters Arising from Minutes of Management Committee Meeting of 26th April 2023

- 6.1 Re item 5.3; draft versions of the updated job descriptions will be presented to all staff members in due course. **Dir**
- 6.2 Re item 5.4; the Director will oversee the development of a Scheme of Delegation Policy. **Dir**
- 6.3 Re item 5.6; the Director advised that the Scottish Federation of Housing Association's 'OnBoard' scheme will be considered at a later date. **Dir**
- 6.4 Re item 5.7; the Director advised that the 'Disaster Recovery Plan' review has been included in the Work Programme for 2023/2024, which will be discussed under Agenda Item 13.0.
- 6.5 Re item 5.8; the Director advised that an update on the progress of the Media Group will be discussed under Agenda Item 13.0.
- 6.6 Re item 5.9; **[REDACTED DUE TO COMMERCIAL SENSITIVITY]** **Dir**

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| 6.7 | Re item 5.10; the Director advised that the discussion of how the financial support will be used is still to take place. | Dir/MC |
| 6.8 | Re item 5.11; the Director advised that a summary report from the Investors in People (IiP) was received on 23 rd May 2023 and a copy will be circulated to the Management Committee. | Dir |
| 6.9 | Re item 5.12; The Maintenance Manager advised that he has recently returned from annual leave and will progress the final set-up of the iPads for the Management Committee as soon as possible. | MM |
| 6.10 | Re item 5.13; the Director advised that a meeting of the General Purposes Sub-Committee to progress arrangements for the Governance review will be convened. | Dir |
| 6.11 | Re item 5.14; [REDACTED DUE TO LITIGATION PRIVILEGE] | |
| 6.12 | Re item 5.15; the Director advised that there is no further update at present in relation to the long-term supported accommodation void. The Management Committee will be kept informed of matters. | HM |
| 6.13 | Re item 5.16; the Director advised that a meeting of the General Purposes Sub-Committee, to progress the tender of the Association's financial services provision, is still to be convened. | Dir |
| 6.14 | Re item 5.23; the Director advised that an update on the Windlaw Lodge project will be provided under Agenda Item 12.0. | |
| 6.15 | Re item 7.3; the Director advised that the Summer Newsletter will be drafted soon and will include a more detailed article on void property condition. | Dir |
| 6.16 | Re item 7.4; the Director advised that the approved Objectives and Key Performance Targets for 2023/2024 have been incorporated into the monthly Performance Proforma which will be discussed under Agenda Item 13.0. | |
| 6.17 | Re item 7.5; the Director advised that the Maintenance Manager continues to liaise with another local housing association with relation to the joint procurement process for a stock valuation for insurance purposes. | MM |
| 6.18 | Re item 7.6; the Director advised the Work Programme for 2023/2024 will be discussed under Agenda Item 13.0. | |
| 6.19 | Re item 7.7; the Director advised that she will continue to explore ways in which the Association can forge links with local schools to work jointly (including community litter picks). | Dir |
| 6.20 | Re item 8.1; the Director confirmed that no member of the Management Committee had noted an interest in attending the Scottish Federation of Housing Association's Annual Conference. | |

- 6.21 Re item 11.5; the Director advised that the Lettings Plan for 2023/2024 is being implemented and will be reviewed by the Housing Management Sub-Committee on a quarterly basis.
- 6.22 Re item 11.9; the Director advised that the Housing Manager has issued the Association's response to the Glasgow City Health and Social Care Partnership.
- 6.23 Re item 12.5; the Corporate Services Officer has published the Engagement Plan on the Association's website.
- 6.24 Re item 12.7; the Corporate Services Officer has published details of expenses on the Association's website.
- 6.25 Re item 13.2; the Director advised that the Internal Auditor was on-site on 22nd May 2023. The Audit Report will be presented to the Management Committee in due course.
- 6.26 Re item 13.3; the Director advised that the factoring invoices for financial year 2022/2023 were issued on 28th April 2023.
- 6.27 Re item 14.5; the landscape maintenance contract has been placed with Caledonian Maintenance Services Ltd, as approved by the Management Committee.
- 6.28 Re item 14.7; the Director advised that the next meeting of the Locality Plan Steering Group will take place on 12th June 2023 between 9.30am and 2pm, at the Birgidale Complex. This will be discussed further under Agenda Item 17.0.

Dir

Dir

7.0 Correspondence

Email from Glasgow West of Scotland's Forum of Housing Associations (GWSF) re Summer Regeneration Conference on Friday 23rd June 2023 – received 23rd May 2023

- 7.1 The Director advised that the title of the conference is 'CBHA's (Community Based Housing Associations): Building Resilience in Challenging Times' and it is being held in Roystonhill Community Hub at a cost of £95 per attendee.
- 7.2 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 a copy of the programme can be made available on request.

MC

Email from Glasgow and West of Scotland Forum of Housing Associations (GWSF) re its mentoring service – received 16th May 2023

- 7.3 The Director advised that GWSF is seeking Committee/Board members or staff from its member housing associations to apply to be part of its mentoring programme.

It was noted that if any members of the Management Committee would like to becoming a mentor or mentee, they should contact either the Director or the Corporate Services Officer.

MC

Employers in Voluntary Housing's (EVH) Monthly Update – May 2023 – received by email on 22nd May 2023

- 7.4 The Director noted that a copy was circulated to the Management Committee on 24th May 2023.

8.0 Notifiable Events

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

9.0 Reports from Sub-Committee Meetings

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

10.0 Housing Management Report

Succession application case

- 10.1 ***[REDACTED DUE TO LITIGATION PRIVILEGE]***

11.0 Maintenance Report

Paintwork & Fencing Refurbishment Contract

- 11.1 The paper 'North View Housing Association – Maintenance Painterwork & Fencing Refurbishment Contract 2023 - Tender Evaluation Report' was circulated in advance of the meeting and the content noted by the Management Committee.
- 11.2 The Maintenance Manager advised that 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 Tender Quality and Pricing documents. The contract period is on or after 1st April 2023 to 31st March 2024, with the option to extend to 31st March 2028.
- 11.3 The Maintenance Manager confirmed that tenders were submitted by Mitie Property Services (UK) Ltd and Andrew P Orr (Decorators) Limited. The submissions were scored and evaluated on the basis of 80% quality/20% price basis, with Andrew P Orr (Decorators) Limited scored 85.7% and Mitie Property Services (UK) Ltd 58.9%.
- 11.4 The Maintenance Manager recommended that, as set out in section 7.1 of the report, the Association places a Contract with Andrew P Orr (Decorators) Limited in the sum of £127,353.39 (excluding VAT) but is then immediately restricted to reflect the Association's requirements for financial year 2023/2024.

- 11.5 Following careful consideration, it was proposed by Josephine Deacon that the Association implements this recommendation. This motion was seconded by Sarah Jayne Newman and unanimously agreed by the Management Committee.

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

MM

12.0 Development Report

Windlaw Lodge

- 12.1 The Maintenance Manager advised that, as reported at the Management Committee meeting of 22nd March 2023, water ingress had been discovered in some properties within a particular close, necessitating that replacement of certain windows on the close's front elevation. The windows have now been replaced to remedy this issue.
- 12.2 The Maintenance Manager advised that the Defects Liability Period is coming to an end and final inspections are due to arranged. The Maintenance Manager has been working closely with the Clerk of Works regarding this matter, and letters will be issued to tenants in order to make the necessary arrangements.

The Management Committee will be kept informed of progress.

MM

Stage 3 Adaptations 2023/2024

- 12.3 The paper 'Stage 3 Adaptations 2023/2024 – May 2023' was circulated in advance of the meeting.
- 12.4 The Director outlined that an email had been received from Glasgow City Council (GCC) on 2nd May 2023 requesting the submission of the Association's funding bid for 2023/2024's Stage 3 Adaptation programme, by the deadline of 9th May 2023.
- 12.5 Based on expenditure over recent years, the Director submitted a funding bid for £20,000. A further email was received from GCC on 17th May 2023 advising that the Association has been awarded an allocation of £20,000 in line with the funding bid.
- 12.6 It was proposed by Josephine Deacon that the Association provides its approval for the Director to formally accept the allocation of £20,000. This motion was seconded by William Hamilton and unanimously approved by the Management Committee.

13.0 Performance Management

Work Programme 2023/2024

- 13.1 The paper 'Work Programme 2023/2024 – May 2023' was circulated in advance of the meeting.
- 13.2 The Director advised that the Work Programme was previously titled 'Calendar of Priorities'. She explained that it sets out the key areas of work to be completed in the year. The Management Committee noted its content.

- Draft (Response) to Unacceptable Behaviour Policy***
- 13.3 The draft '(Response to) Unacceptable Behaviour Policy' and the appended Equalities Impact Assessment were circulated in advance of the meeting. The content was noted.
- 13.4 It was proposed by Iris Robertson that the Association adopts the draft Policy. The motion was seconded by Josephine Deacon and unanimously approved by the Management Committee.
- 13.5 The Corporate Services Officer will update the Policy Bank and the website. **CSO**
- Draft Director's Remuneration Policy***
- 13.6 The Director declared an interest and left the meeting at this point.
- 13.7 The draft 'Director's Remuneration Policy' and the appended Equalities Impact Assessment were circulated in advance of the meeting. The content, including proposed amendments, were noted. It was explained that the draft document had been passed to EVH for comment as part of the review process.
- 13.8 It was proposed by Audrey Laird that the Association adopts the draft Policy. The motion was seconded by Christine Devine and unanimously approved by the Management Committee.
- 13.9 The Corporate Services Officer will update the Policy Bank and the website. The Director rejoined the meeting. **CSO**
- Data Protection Policy***
- 13.10 The Director advised that the Corporate Services Officer had worked closely with Information Law Solutions on the review of the data protection policies.
- 13.11 The draft 'Data Protection Policy' and the appended Equalities Impact Assessment were circulated in advance of the meeting. The content and proposed amendments were noted.
- 13.12 It was proposed by Josephine Deacon that the Association adopts the draft Policy. The motion was seconded by Michelle McNulty and unanimously approved by the Management Committee.
- 13.13 The Corporate Services Officer will update the Policy Bank and the website. **CSO**
- Data Retention Policy***
- 13.14 The draft 'Data Protection: Data Retention Policy' and the appended Equalities Impact Assessment were circulated in advance of the meeting. The content was noted.
- 13.15 It was proposed by Christine Devine that the Association adopts the draft Policy. The motion was seconded by Wilma McCubbin and unanimously approved by the Management Committee.
- 13.16 The Corporate Services Officer will update the Policy Bank and the website. **CSO**

- Website Privacy Policy**
- 13.17 The draft 'Data Protection: Website Privacy Policy' and the appended Equalities Impact Assessment were circulated in advance of the meeting. The content was noted.
- 13.18 It was proposed by Iris Robertson that the Association adopts the draft Policy. The motion was seconded by William Hamilton and unanimously approved by the Management Committee.
- 13.19 The Corporate Services Officer will update the Policy Bank and the website.

CSO

- Website Cookie Policy**
- 13.20 The draft 'Data Protection: Website Cookie Policy' and the appended Equalities Impact Assessment were circulated in advance of the meeting. The content was noted. The Director advised that this was a new, standalone policy.
- 13.21 It was proposed by Christine Devine that the Association adopts the draft Policy. The motion was seconded by Wilma McCubbin and unanimously approved by the Management Committee.
- 13.22 The Corporate Services Officer will update the Policy Bank and the website.

CSO

- Media Group Update**
- 13.23 The paper 'Media Group Update – May 2023' was circulated in advance of the meeting.
- 13.24 The Director advised she will circulate a choice of dates and times to the Management Committee for the next meeting of the Media Group.
- 13.25 A member of the Management Committee enquired as to whether local residents are aware that the Association has a defibrillator in its office. The Director advised that she will include an article in the upcoming Summer Newsletter.

Dir

- Scottish Housing Regulator (SHR) Publications**
- 13.26 The paper 'Scottish Housing Regulator Publications – May 2023' and the appended publications from the SHR: 'Our Strategy: April 2023'; 'What We Will Do 2023/24' and; ' Risk Assessment of Social Landlords: summary outcomes – March 2023' were circulated in advance of the meeting for Management Committee's information.
- 13.27 The Management Committee noted the content of the publications.

- Performance Proformas – to end of 31st March 2023, and to end of 30th April 2023**
- 13.28 The papers 'Performance Management Proforma to 31st March 2023 – May 2023' and 'Performance Management Proforma to 30th April 2023 – May 2023' were circulated to the Management Committee in advance of the meeting.
- 13.29 The Management Committee noted the contents of these reports.

14.0 Annual Return on the Charter (ARC)

- 14.1 The paper 'Annual Return on the Charter (ARC) 2022-2023' draft submission and the validation visit report from Visual Stat Solutions were circulated in advance of the meeting.
- 14.2 The Director advised that Lilian Peters of Visual Stat Solutions Ltd had attended the office in May 2023 to carry out a full validation of all 38 outputs (indicators) of the draft ARC submission. The report on the visit was discussed in detail by the Management Committee and it was noted that six outputs were amended as a result of examination.
- 14.3 The Director then went on to explain the content of the draft 2022/2023 ARC submission in extensive detail whilst providing a brief comparison with performance associated with the 2021/2022 submission.
- 14.4 The Management Committee's attention was drawn to page 23 of the submission, which provided space for inclusion of any comments for any notable improvements or deterioration in performance. The Director proposed that further information be added to provide details of any incidents where Electrical Inspection Condition Reports had expired, as undernoted:

'Over the course of the reporting year, the Association had 25 properties where the EICR had lapsed due to difficulties in gaining access. These were all actioned during the course of the year and as at 31st March 2023, all these properties had a current EICR in place'.

- 14.5 After due consideration, it was proposed by Audrey Laird that the draft ARC, as discussed, be submitted to the Scottish Housing Regulator by 31st May 2023. This motion was seconded by Michelle McNulty and unanimously approved by the Management Committee.
- 14.6 The Director will arrange for the ARC to be submitted via the Scottish Housing Regulator's portal by the deadline.

Dir

15.0 Equalities & Human Rights

- 15.1 The paper 'Draft proposals for a Joint Human Rights Project – May 2023' and the appended draft proposal from Ewart Communications. The content of both documents was discussed and noted.
- 15.2 Following consideration, it was proposed by Iris Robertson that the Association joins a partnership with three other local housing associations on this project, and that the Director liaise with all parties to further develop the proposal. The motion was seconded by Sarah Jayne Newman and unanimously approved by the Management Committee.
- 15.3 The Director will work with the partners to further develop the proposal and the Management Committee will be kept informed of progress.

Dir

16.0 Factoring

- 16.1 The paper ‘Statistical Factoring Report (as at 31st March 2023) – May 2023’ was circulated in advance of the meeting.
- 16.2 The Management Committee noted its content.

17.0 Any Other Competent Business

Committee Appraisals

- 17.1 The Director advised that she met with **[PERSONAL DATA REDACTED]** from SHARE on 23rd May 2023 to discuss progressing the Management Committee appraisals.
- 17.2 It was explained that **[PERSONAL DATA REDACTED]** will issue a survey to the Management Committee on 21st June 2023, for comment. Once finalised, it will go ‘live’ between 30th June and 17th July 2023. **[PERSONAL DATA REDACTED]** will also attend the June Management Committee meeting to explain the process further and observe the meeting. **[PERSONAL DATA REDACTED]** will prepare a feedback report which will be presented at the meeting of the Management Committee on 23rd August 2023. Thereafter, a training plan will be prepared for the Management Committee meeting on 27th September 2023.

Locality Plan

- 17.3 The Director advised that, as noted under item 6.28, the second meeting of the Locality Plan Steering Group will take place on 12th June 2023 between 9.30am and 2pm, at the Birgidale Complex. Lunch and refreshments will be provided.
- 17.4 She advised that herself and the Chairperson are unable to attend. The Housing Manager will attend in the Director’s absence. The Director invited another member of the Management Committee to attend with the Housing Manager. Sarah Jayne Newman advised she would be able to attend. The Director will provide further information in advance of the meeting.

Dir

18.0 Date and time of next Meeting

- 18.1 The next Meeting of the Management Committee had been scheduled to take place on 21st June 2023. The Director noted that it has been pulled forward to accommodate other matters but that this is no longer needed. It was unanimously agreed by the Management Committee that the meeting reverts to its usual fourth Wednesday of the month – 28th June 2023 at 6.15pm.
- 18.2 The meeting ended at 8.05pm.

_____ Signed (Chairperson)

_____ Date