

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 28th June 2023

- 1.0 Present**
- | | |
|--------------------|---|
| Iris Robertson | In Attendance:- |
| Geraldine Baird | Alison Main (Director) |
| Alex Bruce | Julie Roy (Corporate Services Officer) |
| Josephine Deacon | Fettes McDonald (FMD Financial Services Ltd) (for Agenda Items 8.0 and 9.0) |
| Christine Devine | Olwyn Gaffney (SHARE) (observing and for Agenda Item 13.0) |
| William Hamilton | |
| Audrey Laird | |
| Michelle McNulty | |
| Sarah Jayne Newman | |

2.0 Apologies

- 2.1 Apologies were received from Jim Dougherty and Wilma McCubbin.

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 Loan Portfolio Return (Scottish Housing Regulator)

- 4.1 Fettes McDonald was present at the meeting to discuss Agenda Items 8.0 and 9.0 and it was agreed that these items would be discussed at the beginning of the meeting and Fettes would then leave.
- 4.2 The paper 'SHR Loan Portfolio Return' and the appended 'SHR Loan Portfolio Annual Return 2022-2023' was circulated to the Management Committee in advance of the meeting. The content of these papers was discussed and noted.
- 4.3 It was proposed by Christine Devine that submission of the Loan Portfolio Annual Return (as presented) be approved for submission to the Scottish Housing Regulator. This motion was seconded by Alex Bruce and unanimously agreed by the Management Committee.
- 4.4 It was noted that Fettes will oversee the submission of the return by 30th June 2023.

Action

FMD

5.0 Treasury Management

- 5.1 The report 'Treasury Management' and the appended documents 'Property Valuation Summary'; 'Loan Balances as at 31st March 2023'; 'Free Security (Housing Stock) as at 31st March 2023'; 'Comparison of Debt to Security as at 31st March 2023'; and 'Treasury Management Report' were circulated in advance of the meeting. The content was summarised by Fettes and noted by the Management Committee.
- 5.2 The Director provided the Management Committee with an update on the current position regarding the release of excess security held by the Royal Bank of Scotland (RBS). She advised that the Association's solicitor has advised that the cost to discharge the standard securities associated with the properties will cost approximately £11,200 (plus legal fees of around £700 plus VAT), which has not included in the 2023/2024 budget. It was noted that RBS currently holds around £9.5m excess security (following the stock valuation carried out in 2022) and the exercise to release the discharge the securities will need to be actioned at some point, if not this year.
- 5.3 A member of the Management Committee considered as to whether this was cost could be attributed to the transfer of properties from the former Scottish Homes. The Director noted that it does not appear to be linked to the transfer to the Association. She confirmed that there are around 140 separate titles associated with the excess security and this is likely to be related to the way in which the initial transfer for Glasgow City Council to Scottish Homes took place.
- 5.4 A member of the Management Committee enquired as to how the cost could be met given there is no provision in the current budget and whether it would be cheaper next year. The Director advised that the cost for the discharges will not reduce as it relates to standard registration fees that are payable. Fettes added that the cost can be accommodated this year and due to 'headroom' on the interest cover covenant, there are no issues with loan covenant compliance.
- 5.5 After consideration, it was proposed by Audrey Laird that the Association instructs its solicitor to progress matters in relation to the release of the excess security. The motion was seconded by Josephine Deacon and unanimously approved by the Management Committee.

The Director will implement the Management Committee's decision.

Dir

- 5.6 Fettes McDonald left the meeting.

6.0 Minutes of Management Committee Meeting of 24th May 2023

- 6.1 William Hamilton proposed the Minutes of the Management Committee Meeting of 24th May 2023 to be a true record of the meeting. This motion was seconded by Audrey Laird and the Minutes were unanimously approved by the Management Committee.

7.0	Matters Arising from Minutes of Management Committee Meeting of 24th May 2023	
7.1	Re item 6.1; draft versions of the updated job descriptions will be presented to all staff members in due course.	Dir
7.2	Re item 6.2; the Director will oversee the development of a Scheme of Delegation Policy.	Dir
7.3	Re item 6.3; the Director advised that the Scottish Federation of Housing Association's 'OnBoard' scheme will be considered as part of the Committee Recruitment and Succession Strategy review.	Dir
7.4	Re item 6.6; as discussed earlier in the meeting, matters will be progressed in relation to the release of security and the Management Committee will be kept informed of progress.	Dir
7.5	Re item 6.7; the Director advised that the discussion of how the financial support will be used is still to take place.	Dir/MC
7.6	Re item 6.8; the Director advised this will be discussed under Agenda Item 11.0.	
7.7	Re item 6.9; the Director advised that due to sickness leave, the Maintenance Manager had not yet been able to finalise the setup of the iPads for the Management Committee	MM
7.8	Re item 6.10; the Director advised that a meeting of the General Purposes Sub-Committee to progress arrangements for the Governance review will be convened.	Dir
7.9	Re item 6.12; the Director advised that she and the Housing Manager attended another meeting on 28 th June 2023 with Glasgow City Health and Social Care Partnership (GCHSCP) and Community Integrated Care (CIC) to discuss ongoing progress in relation to the long-term void within one of the Association's supported accommodation properties. A member of the Management Committee enquired as to whether the GCHSCP and CIC are paying the rent whilst it is void. The Director confirmed that rent is not being paid. The Housing Manager will continue to keep the Management Committee informed of options for the property and progress with the void.	HM
7.10	Re item 6.13; the Director advised that a meeting of the General Purposes Sub-Committee to progress the tender for the Association's financial services is still to be convened.	Dir
7.11	Re item 6.15; the Director advised that the Summer Newsletter has been drafted and is with the printer. The draft will be circulated to the Management Committee for comment. She advised that an article had been included in the newsletter to illustrate the condition of a recent void property which was going to cost approximately £5,000 to reach a lettable standard.	Dir

7.12 Re item 6.17; the Director advised that the Maintenance Manager will continue to liaise with another local housing association with relation to a joint procurement process for a stock valuation for insurance purposes.

MM

7.13 Re item 6.19; the Director advised that she will explore ways in which the Association can forge links with local schools to work jointly (including community litter picks) in August 2023, after the summer break.

Dir

7.14 Re item 6.25; the Director advised that the draft internal audit report in relation to the Association's factoring operations was received on 26th June 2023. It will be reviewed and the document will be circulated to the Management Committee.

Dir

7.15 Re item 6.28; the Director advised that the meeting of the Locality Plan Steering Group was held on 12th June 2023, and attended by the Housing Manager and two members of the Management Committee.

It was noted that some discussion took place on the range of activities for youths in the area.

7.16 Re item 7.2; the Director advised that she attended the Glasgow and West of Scotland's Forum of Housing Associations' (GWSF) Regeneration Conference on 23rd June 2023 and noted the examples of good practice discussed at the sessions.

7.17 Re item 7.3; the Director noted that no members of the Management Committee intimated a wish to become a GWSF mentor or mentee.

7.18 Re item 10.6; the Director advised that the succession application case is currently ongoing and all information in relation to the Subject Access Request was provided on 13th June 2023.

7.19 Re item 11.5; the Director advised that the contract had been placed with Andrew P Orr (Decorators) Limited.

7.20 Re item 12.2; the Director advised that there had been a miscommunication between the Maintenance Manager and the Clerk of Works, resulting in tenants needing to be re-lettered to provide notice of the Clerk of Works visits on 3rd July 2023.

7.21 Re item 13.5; the Corporate Services Officer has updated the website and Policy Bank.

7.22 Re item 13.9; the Corporate Services Officer has updated the website and Policy Bank.

7.23 Re item 13.13; the Corporate Services Officer has updated the website and Policy Bank.

7.24 Re item 13.16; the Corporate Services Officer has updated the website and Policy Bank.

- 7.25 Re item 13.19; the Corporate Services Officer has updated the website and Policy Bank.
- 7.26 Re item 13.22; the Corporate Services Officer has updated the website and Policy Bank.
- 7.27 Re item 13.25; the Corporate Services Officer has updated the website and Policy Bank.
- 7.28 Re item 14.6; the Director advised she submitted the Annual Return on the Charter (ARC) on 31st May 2023. A copy of the submission was circulated to all Management Committee members via email on 20th June 2023.
- 7.29 Re item 15.3; the Director advised this will be discussed under Agenda Item 14.0.
- 7.30 Re item 17.4; the Director advised that, as noted previously, the Locality Plan Steering Group met on 12th June 2023.

8.0 Correspondence

Cost of Living (Tenant Protection) (Scotland) Act 2022 – proposals beyond 30th September 2023 – from Scottish Government – received via email on 1st June 2023

- 8.1 The email advised that subject to the approval of Parliament, changes to the Cost of Living (Tenant Protection) (Scotland) Act will mean that from 1st October 2023, enforcement of evictions would continue to be paused for a period of six months for most tenants except in a number of specified circumstances.

Board Member vacancies at SHARE – received via email on 5th June 2023

- 8.2 The Director advised that SHARE is seeking to recruit new Board Members who have a real interest in the advancement of learning and development within the sector.

The Director advised that any members of the Management Committee interested in joining should contact herself or the Corporate Services Officer.

MC

Message from Employers in Voluntary Housing's (EVH) Chair – received via email on 7th June 2023

- 8.3 The email advised that EVH's long serving Director, Eamonn Connolly, will be retiring in Autumn 2023.

'Our Regulation of Social Housing: join our national discussion' – received from the Scottish Housing Regulator (SHR) via email on 9th June 2023

- 8.4 The SHR has launched a national discussion on the future of social housing regulation in Scotland. The Director advised that there will be further discussion on this under Agenda Item 15.0.

Notice from Glasgow West of Scotland's Forum of Housing Associations (GWSF) of their Annual General Meeting (AGM) on Wednesday 6th August 2023 and call for nominations – received via email on 15th June 2023

8.5 GWSF's AGM will be held on Wednesday 16th August 2023 at 6.30pm, at Royston Community Hub, 174 Roystonhill Road, G21 2LG. It will be followed by an Open Meeting.

8.6 GWSF is looking for new Board members in the housing association/board member category. Nominations should be with GWSF by 5pm on Monday 7th August 2023. The Director advised that any members of the Management Committee who are interested should contact herself or the Corporate Services Officer.

MC

Notice of Employers in Voluntary Housing's (EVH) meeting of the Management Committee on Monday 3rd July 2023 for EVH representatives – received via email on 15th June 2023

8.7 The Director advised that any members of the Management Committee interested in attending should contact herself or the Corporate Services Officer.

MC

Notice of the Scottish Federation of Housing Association's (SFHA) 48th Annual General Meeting on 11th October 2023 - received via email on 19th June 2023

8.8 The Director advised the AGM will be held remotely. The attending representative from North View is to be confirmed. The representative will need to be someone who can vote on behalf of North View at the AGM – either an employee, or a Management Committee member. The Director advised any members of the Management Committee interested in attending should contact herself or the Corporate Services Officer.

MC

Application for Membership of the Association – dated 9th June 2023

8.9 The Director advised an application for membership had been received from **[PERSONAL DATA REDACTED]**

8.10 The application was approved by Audrey Laird. The motion was seconded by Josephine Deacon and unanimously approved by the Management Committee

8.11 The Corporate Services Officer will oversee the issue of the share certificate, a copy of the Rules, and a Fair Processing Notice.

CSO

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 – June 2023' was circulated in advance of the meeting. Its content was noted by the Management Committee.

11.0 Performance Management

Draft Financial Procedures

- 11.1 The draft 'Financial Procedures' document was circulated to the Management Committee in advance of the meeting.
- 11.2 The Director advised that the procedures are subject to an annual review. She highlighted proposed amendments on pages 2 and 9 of the document, detailing the use of HomeMaster's reporting systems to manage budgets and changes to the apportionment of the credit card limit between Senior Staff (to reflect the maintenance related expenditure that takes place).
- 11.3 Following consideration, it was proposed by Josephine Deacon that the reviewed Financial Procedures be adopted by the Association. This motion was seconded by Michelle McNulty and unanimously approved by the Management Committee.
- 11.4 The Corporate Services Officer will update the Policy Bank and the website.

CSO

Investors in People (IIP) Feedback Report

- 11.5 The paper 'Investors In People (IIP) – Feedback – North View Housing Association – August 2022'
- 11.6 The Director highlighted the delay in receiving the feedback report from IIP due to various circumstances.
- 11.7 The content of the report was noted. A member of the Management Committee noted the feedback regarding flexible working.

Performance Management Proforma

- 11.8 The paper 'Performance Management Proforma to 31st May 2023 – June 2023' was circulated in advance of the meeting.
- 11.9 The Director advised that the Maintenance one year objectives and Key Performance Targets (as at 31st May 2023) had not been included in the circulated paper due to the Maintenance Manager's sickness leave.
- 11.10 A verbal update was provided and she advised that as at 31st May 2023:
- i. 100% of emergency repairs were made safe within 4 hours of being reported and made good within 24 hours;
 - ii. 100% of urgent repairs were completed within 3 working days of being reported;
 - iii. The average length of time taken to address an emergency repair was 3 days which was above the target of 4 days; and
 - iv. 89% of repairs were 'right first time'.
- 11.11 The content of the proforma was noted.
- 11.12 Geraldine Baird advised that she had another commitment to attend, submitted her apologies and left the meeting at this point.

12.0 Business Plan

- 12.1 The paper 'Business Plan Proposal – *June 2023*' was circulated in advance of the meeting.
- 12.2 It was noted that a new Business Plan is due to be prepared and the report details JH Consulting's proposal to draft the Business Plan for the period 2023/2024 to 2025/2026. The proposal includes a framework to facilitate 'in house' annual updates thereafter.
- 12.3 Due to the comprehensiveness of the annual update completed in January 2023, which reflected the current economic circumstances, it is expected that the development of the new Business Plan should be relatively straightforward. The proposal sets out that JH Consulting develops a draft Business Plan, after which a session with the Management Committee will be held to review this draft and its strategic context.
- 12.4 Following consideration, it was proposed by Christine Devine that the Association appoints JH Consulting to prepare the Business Plan for the period 2023/2024 to 2025/2026 at a cost of £3,325. This motion was seconded by Geraldine Baird and it was unanimously approved by the Management Committee.

The Director will implement the Management Committee's decision.

Dir

13.0 Committee Appraisals

- 13.1 The paper 'Management Committee Appraisals – *June 2023*' and the appended draft 'Appraisal Survey 2023' were circulated in advance of the meeting.
- 13.2 The Director advised that Olwyn Gaffney was in attendance to discuss the Management Committee appraisal process, and answer any questions the Management Committee have prior to the Appraisal Survey being circulated on 30th June 2023.
- 13.3 Olwyn explained the process in detail and the Management Committee noted the contents of the report and survey form.
- 13.4 It was noted that the Director will circulate the Appraisal Survey to the Management Committee on 30th June 2023, for completion by 14th July 2023. The Corporate Services Officer will contact the Management Committee to schedule dates and times for the one-to-one meetings between members and Olwyn. Olwyn will then present feedback on the appraisal process at the Management Committee meeting on 28th August 2023.

Dir/CSO

14.0 Equalities & Human Rights

- 14.1 The paper 'Human Rights – *June 2023*' and Ewart Communication's appended 'Commentary on The Human Rights Bill for Scotland Consultation Published by the Scottish Government' paper were circulated in advance of the meeting. The contents were noted.

14.2 The Director advised that in terms of the joint working arrangement approved at the Management Committee meeting on 24 th May 2023, the Directors and Chief Executive Officers are meeting [PERSONAL DATA REDACTED] of Ewart Communications on Monday 3 rd July 2023 to progress matters further. She advised that training for the Management Committee is a priority.	
14.3 Alex Bruce proposed that the Director works in partnership with the other housing associations to progress the recommendations set out in Ewart Communications commentary paper. The motion was seconded by Iris Robertson and it was unanimously approved by the Management Committee. The Director will implement the Management Committee's decision.	Dir
14.4 The Corporate Services Officer will contact members of the Management Committee to ascertain their availability to attend a training session on human rights.	CSO
15.0 Scottish Housing Regulator Discussion Paper	
15.1 The paper 'Our Regulation of Social Housing: a discussion paper – Scottish Housing Regulator <i>June 2023</i> ' and the appendixes Scottish Housing Regulator's (SHR) discussion paper, and Glasgow and West of Scotland's Forum of Housing Associations (GWSF) commentary paper. The content of these documents was noted.	
15.2 The Director advised that the SHR's discussion paper is not a formal consultation at this stage and that this will be at the next stage.	
15.3 The Director will prepare the Association's draft response to the questions set out in the SHR's discussion paper for the Management Committee's consideration at the next Management Committee meeting on 26 th July 2023.	Dir
15.4 The Director invited the Management Committee to pass to her any comments and observations they have at this stage, which she will feed into the draft response.	MC
16.0 Housing Bill	
16.1 The paper 'Scottish Government Draft New Housing Bill – <i>June 2023</i> ' was circulated in advance of the meeting.	
16.2 The Director advised that the draft new Housing Bill is due to be presented by the Scottish Government following its summer recess. The paper is for information only and further information will be provided in due course.	
17.0 Acquisition Report	
17.1 The paper 'Potential Property Acquisition – <i>June 2023</i> ' was circulated in advance of the meeting for the Management Committee's information. The content of the report was noted.	
17.2 The Director advised that she had received an update from the owner of the property regarding the potential acquisition after the paper had been circulated.	

17.3 The Director advised that the owner has provided a copy of the Home Report but has confirmed that they are struggling to find a suitable property to move to in the current economic climate and it is, therefore, unlikely that they will move this year.

17.4 The Director advised that the owner has agreed to keep the Association informed of their plans.

18.0 Wider Role

18.1 The paper 'Jeely Piece Club – Birgidale Playclub Update *June 2023*' was circulated in advance of the meeting for the Management Committee's information. The content of the report was noted.

18.2 A member of the Management Committee informed the Director that the Jeely Piece Club will unfortunately not be holding the Wednesday afternoon Playclub in the Birgidale Complex during the school summer holidays and instead, children are to attend their centre at Machrie Drive. The member stated that they were told that this was due to Jeely Piece Club not having the staff to provide the outreach service.

18.3 The Director advised that the Association provides the Jeely Piece Club with funding to provide this Wednesday afternoon Playclub at the Complex. She will contact the Jeely Piece Club to discuss arrangements.

Dir

19.0 Any Other Competent Business

Sub-Committees

19.1 The Director advised that it is now proposed that the Maintenance Sub-Committee Meeting will be held on 5th July 2023 at 6.15pm.

19.2 To accommodate this and annual leave, the Director requested that the Audit and Risk Sub-Committee Meeting be rescheduled from the 19th July to 2nd August 2023 at 6.15pm.

19.3 It was proposed by Iris Robertson that the meetings be rescheduled as discussed. This motion was seconded by Audrey Laird and it was unanimously agreed by the Management Committee.

Garden research project

19.4 The Director noted that the student, **[PERSONAL DATA REDACTED]**, who approached the Association last year to carry out research in relation to gardens in social housing, has now completed her studies.

19.5 **[PERSONAL DATA REDACTED]** will attend the Management Committee meeting on 26th July 2023 to present her key findings.

Let's Grow Together Funding Application

19.6 The Director advised that the Association has submitted a grant application in the sum of £4,071.00 for the Stravanan Road community garden area to purchase soil, seeds, equipment, cold frames, compost bins, and metal fence panels (the metal fence panels making up the bulk of the bid).

19.7 She advised that the grant application had to be submitted by 25th June 2023. The Management Committee will be kept apprised of progress with the application.

Dir

19.8 A member of the Management Committee commented that it would be helpful for a tap to be fitted outside a nearby property to make it easier to connect a hose for watering the garden.

Flowers on the Railings

19.9 A member of the Management Committee advised that Castlemilk's 'Flowers on the Railings Day', to commemorate lost lives in the Castlemilk community, will be held on Saturday 8th July 2023.

19.10 The Director will oversee arrangements for the Association's donations of flowers.

Dir

Employers' Liability Insurance

19.11 The Director advised the Management Committee that a claim had been received on 25th May 2023 (a 'Pre-Action Protocol Claim Form'). This is a claim is subject to the terms of the Personal Injury Pre-Action Protocol. The Director advised that this relates to an incident involving an employee **[PERSONAL DATA REDACTED]**

19.12 The claim was passed to Zurich, the Association's insurer, on 30th May 2023. A letter was also sent to the employee's solicitor to inform them that this has been done. Information relevant to the incident was forwarded to Zurich on 26th June 2023. She advised that the matter is being dealt with by Zurich.

19.13 The Management Committee noted the information and will be kept apprised of matters.

Dir

20.0 Date and Time of Next Meeting

20.1 The next Meeting of the Management Committee will take place on Wednesday 26th July 2023 at 6.15pm, in the office and via MS Teams.

20.2 The meeting closed at 8.15pm.

_____ Signed (Chairperson)

_____ Date