

# 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 27<sup>th</sup> September 2023**

- 1.0 Present**
- Iris Robertson
  - Josephine Deacon
  - Jim Dougherty
  - William Hamilton
  - Andrew Marshall
  - Audrey Laird
  - Wilma McCubbin
  - Michelle McNulty
  - Sarah Jayne Newman
- In Attendance:**
- Alison Main (Director)
  - Julie Roy (Corporate Services Officer)

**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 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 Minutes of Management Committee meeting of 23<sup>rd</sup> August 2023**

- 4.1 Josephine Deacon proposed the Minutes of the Management Committee Meeting of 23<sup>rd</sup> August 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.

**5.0 Matters Arising from Minutes of Management Committee Meeting of 23<sup>rd</sup> August 2023**

- 5.1 Re item 5.3; the Director advised that a reporting format to report and action on recommendations coming out of the Management Committee Appraisal Report will be developed.
- 5.2 Re item 6.4; the Director advised that her appraisal was completed on 4<sup>th</sup> September 2023 and would be discussed under Agenda Item 18.0.
- 5.3 Re item 8.1; the Director advised matters in relation to the release of excess security remain in progress.

| <b>Action</b> |
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**Dir**

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| 5.4  | Re item 8.2; draft versions of the updated job descriptions will be presented to all staff members in due course   | <b>Dir</b> |
| 5.5  | Re item 8.3; the Director will oversee the development of a Scheme of Delegation Policy.   | <b>Dir</b> |
| 5.6  | Re item 8.4; 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. SHARE's recommendations from the Management Committee members' appraisals will also feed into the Strategy. She noted that the Management Committee has recruited three new members in the past year.  | <b>Dir</b> |
| 5.7  | Re item 8.5; the Director advised the iPads had been distributed. She noted that one member is still to receive one, which she will oversee.   | <b>Dir</b> |
| 5.8  | Re item 8.6; the Management Committee advised that, following consideration, they benefit from training on the use of the iPads. The Director will inform the Maintenance Manager who will contact Apple.  | <b>Dir</b> |
| 5.9  | Re item 8.7; the Director advised that a meeting of the General Purposes Sub-Committee to progress arrangements for the Governance Review will be convened.  | <b>Dir</b> |
| 5.10 | Re item 8.8; the Director advised that there was no further update yet with regards to the long-term void within one of the supported accommodation properties. The Management Committee will be kept informed of matters.   | <b>HM</b>  |
| 5.11 | Re item 8.10; the Director advised that she attended an insurance sector online update briefing with the Scottish Federation of Housing Associations on 21 <sup>st</sup> September 2023. This set out the current difficulties being experienced in securing insurance services for the housing sector. The Maintenance Manager will contact Maureen Batten, the specialist insurance procurement advisor, for advice on procuring insurance in this difficult climate. The Management Committee will be kept apprised of matters. | <b>MM</b>  |
| 5.12 | Re item 8.11; the Director advised that she has not received a reply from the Head Teacher of St John Paul II Primary School. She noted that she had sent a further email on 26 <sup>th</sup> September 2023. The Management Committee will be kept informed of any update.  | <b>Dir</b> |
| 5.13 | Re item 8.12; the Director advised that the Scottish Federation of Housing Associations' Annual General Meeting is in the afternoon of 11 <sup>th</sup> October 2023 and not in the evening as initially thought. She advised that, as it will not clash with the human rights training session in the evening, she will be able to attend.  | <b>Dir</b> |
| 5.14 | Re item 8.33; the Director advised that the provision of air fryers or slow cookers to tenants was publicised in the Autumn newsletter. She advised that the arrangements for distribution were still to be finalised. The Association will contact every tenant on an area-by-area basis in due course.   | <b>Dir</b> |

- 5.15 Re item 9.7; the Director advised that no members of the Management Committee expressed a desire to attend the Glasgow and West of Scotland's Forum of Housing Associations' annual conference.
- 5.16 Re item 9.12; the Director advised that no members of the Management Committee requested a copy of the presentation or survey report.
- 5.17 Re item 10.2; the Director advised that the Notifiable Event would be discussed under Agenda Item 11.0.
- 5.18 Re item 12.4; the Director advised that the Housing Management case will be discussed under Agenda Item 13.0.
- 5.19 Re item 13.7; the Director advised that the Maintenance Manager has contacted Gail Sheriff to commence the review of the Asset Management Strategy.
- 5.20 Re item 13.13; the Corporate Services Officer advised that she has published the Anti-Social Behaviour Policy consultation report on the website.
- 5.21 Re item 13.16; the Corporate Services Officer advised that she has updated the Policy Bank and the website with the approved Anti-Social Behaviour Policy.
- 5.22 Re item 13.18; the Corporate Services Officer advised that she has updated the Policy Bank and the website with the approved Void Management Policy.
- 5.23 Re item 13.23; the Corporate Services Officer advised that she has updated the Policy Bank and the website with the approved Garden Care Scheme Policy.
- 5.24 Re item 14.3; the Director advised that procurement process for Finance Services has been carried out in line with the Management Committee's decision and this would be discussed further under Agenda Item 17.0.
- 5.25 Re item 15.2; the meeting with JH Consulting took place on 29<sup>th</sup> August 2023.
- 5.26 Re item 15.3; the Director advised that the new draft Business Plan for the period 2023/24 to 2025/26 would be discussed under Agenda Item 15.0.
- 5.27 Re item 16.3; the Director advised that arrangements are in place for the human rights training session on 11<sup>th</sup> October 2023 at 6pm, at the Birgidale Complex (with the option to attend remotely).
- 5.28 Re item 16.4; the Director confirmed that the human rights training session will commence at 6pm.
- 5.29 Re item 18.4; the Director will contact the member to complete the necessary schedule for consideration by the Management Committee at its meeting on 25<sup>th</sup> October 2023.
- 5.30 Re item 18.11, the Director advised that she informed the Housing Manager of the Management Committee's decision and the course has been booked.

**MC**

**Dir**

5.31 Re item 18.13, the Director advised that the newsletter had emailed to Management Committee for comment on 7<sup>th</sup> September 2023 and posted out to residents prior to the September Weekend holiday.

## **6.0 Minutes of Management Committee Meeting of 30<sup>th</sup> August 2023**

6.1 Iris Robertson proposed the Minutes of the Management Committee Meeting of 30<sup>th</sup> August 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 Management Committee Meeting of 30<sup>th</sup> August 2023**

7.1 Re item 4.12; the Director advised that she forwarded the signed documents to FMD Financial Services on 31<sup>st</sup> August 2023.

## **8.0 Minutes of Management Committee Meeting of 20<sup>th</sup> September 2023**

8.1 Josephine Deacon proposed the Minutes of the Management Committee Meeting of 20<sup>th</sup> September 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.

## **9.0 Matters Arising from Minutes of Management Committee Meeting of 20<sup>th</sup> September 2023**

9.1 There were no matters arising.

## **10.0 Correspondence**

10.1 ***[COMMERCIALLY SENSITIVE INFORMATION REDACTED]***

***Potential the Scottish Federation of Housing Associations (SFHA) Governing Body Members' (GBM) Forum & Conference – received via email on 30<sup>th</sup> August 2023***

10.2 The Director advised that the SFHA is looking to gauge interest in a forum specifically for governing body members, meeting initially twice a year. She outlined the remit that this forum would have.

10.3 The SFHA is asking for anyone who would be interested in joining such a forum to get in touch. They would also welcome any views on the proposed format of the group. They are looking to receive expressions of interest before the next Governance Forum on 28<sup>th</sup> September 2023.

10.4 It was agreed that the Director would keep the Management Committee apprised of matters in relation to this proposed forum.

***The Scottish Housing Regulator (SHR) - National Report - Letter for landlords and sector bodies – received via email on 31<sup>st</sup> August 2023***

- 10.5 The letter advises that the SHR has published its National Report on social landlords' performance against the standards and outcomes of the Scottish Social Housing Charter for 2022/23.
- 10.6 It was noted that the key finding from the report is that landlords are continuing to perform well against the standards and outcomes of the Charter, despite the significant challenges currently being faced.
- 10.7 The Director advised that she forwarded the correspondence to the Management Committee.

Dir

***Authorised signatories – from Glasgow City Council – received via email on 31<sup>st</sup> August 2023***

- 10.8 The Director advised that Glasgow City Council (GCC) is seeking to update its records in relation to authorised signatories for making grant claims and accepting offers of grant.
- 10.9 It is recommended that the Director be authorised to make grant claims, accept offers and make HARP payment submissions (HARP is the electronic system in place to administer funding). It is also recommended that the Finance Officer is authorised to make grant claims and make HARP payment submissions. The Director advised that she has contacted the Scottish Government to add the Finance Officer as a user to the HARP system. At present, it is just the Director who is authorised and adding the Finance Officer means that there is an additional person within the organisation able to make grant claims.
- 10.10 Josephine Deacon proposed that the signatories be updated as recommended. The motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.
- 10.11 The Director will oversee the Management Committee's decision and submit the necessary paperwork to GCC.

Dir

***Tales from the Boardroom – from SHARE – received via email on 6<sup>th</sup> September 2023***

- 10.12 The Director advised that the email provided information regarding a new five-part series for Committee members, starting in October 2023. There is one free delegate place for the Association. The Director advised that details were forwarded to Management Committee on 6<sup>th</sup> September 2023. Management Committee members were advised to contact the Director or Corporate Services Officer if interested.

Dir

***Scottish Government Programme for Government 2023 – from Glasgow and West of Scotland Forum of Housing Associations – received via email on 6<sup>th</sup> September 2023***

- 10.13 The Director advised that the email provided details of the key housing elements of the Programme for Government, as announced by the First Minister in Parliament on 5<sup>th</sup> September 2023.
- 10.14 The Director advised that she forwarded the correspondence via email to Management Committee on 26<sup>th</sup> September 2023 for information.

**SHARE's 2023 Annual General Meeting (AGM) - received via email on 13<sup>th</sup> September 2023**

- 10.15 The Director advised that an invitation had been received for SHARE's AGM which is being held on Thursday 5<sup>th</sup> October 2023 at 5:30pm at Saracen House, 139 Saracen Street, Glasgow G22 5AZ.
- 10.16 The Director advised that if any members of the Management Committee would like to attend either in person or remotely, they should contact herself or the Corporate Services Officer. She added that SHARE have requested attendees RSVP by 3<sup>rd</sup> October 2023.

MC

**Cost of Living (Tenant Protection) (Scotland) Act 2022: Statutory Reporting Duty – from Scottish Government – received via email on 13<sup>th</sup> September 2023**

- 10.17 The Director advised that The Cost of Living (Tenant Protection) (Scotland) Act 2022 ("the emergency Act") came into force on 28<sup>th</sup> October 2022 as a response to the ongoing emergency situation caused by the impact of the cost crisis on those living in the rented sector in Scotland. It introduced extra protections for tenants during the cost crisis. Draft regulations have been laid before the Scottish Parliament to extend the remaining provisions within the temporary Act for a further and final six month period (until 31<sup>st</sup> March 2024).
- 10.18 It was noted, however, that Scottish Ministers are required to keep under review whether the emergency provisions are required. The next report is due by 14<sup>th</sup> October 2023. To help inform this review, the Scottish Government invited representations for consideration. The deadline for responses was 4pm on Tuesday 26<sup>th</sup> September 2023.
- 10.19 The Director requested that the Management Committee note that the remaining rent control measures affect only the private rented sector and ongoing provisions prohibiting arrears evictions across all sectors still have the exemption relating to arrears over £2,250.

**Letter from Paul McLennan MSP Minister for Housing – received via email on 19<sup>th</sup> September 2023**

- 10.20 The letter provides further information on the housing-related commitments of the Programme for Government.
- 10.21 The Director advised she forwarded a copy of the correspondence to the Management Committee on 26<sup>th</sup> September 2023.

**EVH's Members Monthly Report for September 2023 – received via email on 19<sup>th</sup> September 2023**

- 10.22 The Director advised she forwarded a copy of this correspondence to the Management Committee on 26<sup>th</sup> September 2023.

**11.0 Notifiable Events**

- 11.1 The Director provided the Management Committee with a verbal update on the existing Notifiable Event (reference 30621).

11.2 Notification was received from the Scottish Housing Regulator advising that they wish to be kept informed of progress in relation to the insurance claim, and in the meantime the Notifiable Event will be kept open.

11.3 The Director advised that the Association will keep in contact with its insurer (Zurich) and an update will be available in approximately six weeks.

11.4 There were no further Notifiable Events to report.

Dir

## 12.0 Reports from Sub-Committee Meetings

12.1 The paper 'Reports from Sub-Committee Meetings – September 2023' was circulated in advance of the meeting. The content was noted by the Management Committee.

## 13.0 Housing Management Report

13.1 **REDACTED DUE TO LITIGATION PRIVELEGE]**

## 14.0 Performance Management

### **Performance Management Proforma**

14.1 The paper 'Performance Management Proforma to 31<sup>st</sup> August 2023 – September 2023' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.

14.2 The Director acknowledged the slippage in the timescale for the Strategic Objectives.

14.3 The Director also verbally reported information on frontline complaints for the month to 31<sup>st</sup> August 2023 (which had been shown as 'tbc' on the paper). It was noted that one complaint was received and this was resolved within two working days.

### **Draft Data Retention Policy**

14.4 The draft Policy was circulated to the Management Committee in advance of the meeting.

14.5 The Director advised the Management Committee that the Policy had been amended to reflect data retention requirements associated with the welfare rights service. The Welfare Rights Officer utilises a specialist software system, named Advice Pro, and retention timescales are preset and vary.

14.6 The Director noted that it is the intention that departments commence data cleansing on Wednesday afternoons when the Association is closed.

Dir/HM/  
MM

14.7 It was proposed by Josephine Deacon that the amended Policy is adopted by the Association. The motion was seconded by Audrey Laird and it was unanimously approved by the Management Committee.

14.8 The Corporate Services Officer will update the Policy Bank and the website.

CSO

### **Report on Personal Data Breaches**

- 14.9 The paper 'Report on Personal Data Breaches 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023 – *September 2023*' was circulated to the Management Committee in advance of the meeting.
- 14.10 The Management Committee noted the content of the paper. The Director confirmed there had been no breaches during the period.

## **15.0 Business Plan 2023/24 to 2025/26**

- 15.1 The paper 'North View's Business Plan 2023/24: Changes and Updates for Management Committee (MC) Consideration report' and the associated 'Business Plan 2023/24 to 2025/26' with its accompanying appendices were circulated to the Management Committee in advance of the meeting.
- 15.2 The Director advised that the report highlights the key changes and updates which have been incorporated in the new draft document.
- 15.3 For the Business Plan Update in January 2023, detailed sessions with staff and the Management Committee took place as there had been significant changes to the operating environment since the last update in late 2021.
- 15.4 The Director noted that there has been little change to this context in the period since January 2023 and as agreed previously, the new draft Plan has, therefore, taken forward the discussions held then.
- 15.5 The Management Committee commented on the detail in the draft Business Plan, agreeing on the continued suitability of the mission statement, values and strategic objectives . They requested that an electronic copy of the document be emailed to them for future reference.
- 15.6 The Director explained that the changes made to the format of the Business Plan, including the layout of certain chapters, would help to ensure Senior Staff are able to carry out future updates.
- 15.7 Following careful consideration, it was proposed by Jim Dougherty that the the draft Business Plan 2023/24 to 2025/26 be adopted by the Association. The motion was seconded by Sarah Jayne Newman.

**Dir**

## **16.0 Tenant & Resident Safety**

- 16.1 The paper 'Tenant & Resident Safety Report – *September 2023*' was circulated to the Management Committee in advance of the meeting.
- 16.2 The Director advised the purpose of the paper was to provide the Management Committee with assurance in relation to key policies and operational requirements that the Association has in place to ensure tenant and resident safety.
- 16.3 The Director also highlighted that the Scottish Housing Regulator has asked organisations to confirm whether they meet all duties in relation to tenant and resident safety in this year's Annual Assurance Statement, and that they have obtained appropriate assurance about their compliance with all relevant safety requirements.



16.4 The Director discussed the content of the paper in detail and all information was noted by the Management Committee.

## **17.0 Financial Services Procurement**

17.1 The paper 'Procurement of Finance Services – Tender Evaluation Report – *September 2023*' was circulated in advance of the meeting and the content discussed in detail.

17.2 Following careful consideration of the information on the procurement process provided, it was proposed by Michelle McNulty that subject to the receipt of satisfactory references, the issue of tender results and a minimum 10 day stand still period, FMD Financial Services Ltd be appointed to provide finance services to the organisation. This motion was seconded by Sarah Jayne Newman and unanimously agreed by the Management Committee.

17.3 The Director will oversee the Management Committee's decision.

**Dir**

## **18.0 Director's Appraisal**

18.1 The paper 'Director's Appraisal – *September 2023*' was circulated to the Management Committee in advance of the meeting.

18.2 The content of the paper, including the appraisal process undertaken, was noted.

## **19.0 Staffing**

19.1 ***[COMMERCIALLY SENSITIVE INFORMATION REDACTED]***

## **20.0 Human Rights**

20.1 The 'Developing Knowledge Series – Human Rights Handbook – Castlemilk Housing Associations' was circulated to the Management Committee in advance of the meeting.

20.2 The Director noted that the training session on human rights will be held at 6pm on Wednesday 11<sup>th</sup> October 2023 at the Birgidale Complex, with the option to attend remotely. The Handbook is provided in advance of the session for the Management Committee to take with them if they choose as it will be referred to at the training session.

20.3 The Director noted that Management Committee members from the other Castlemilk housing associations will also be in attendance and she encouraged the Management Committee to attend this important session.

20.4 The Management Committee requested an electronic copy of the document be emailed to them for future reference.

**Dir**

## **21.0 Any Other Competent Business**

***Castlemilk and Carmunnock Community Windpark Trust***

21.1 The Director advised that the Association has received £1,000 from the Trust as it is being wound up.

21.2 The Director recommended that this money be used for to provide emergency fuel payments to tenants with dry meters (i.e. not prepayment meters).

21.3 It was proposed by Audrey Laird that this recommendation be implemented. The motion was seconded by Christine Devine and it was unanimously approved by the Management Committee.

21.4 The Director will arrange for the Management Committee's decision to be taken forward.

**Dir**

***Christmas Lunch Arrangements***

21.5 The Director enquired as to what the Management Committee would like to do for Christmas, whether they would like a Christmas lunch, and whether they had any ideas about venues.

21.6 The Management Committee suggested The Busby Hotel or The Croft for lunch. A member of the Management Committee advised of a restaurant in Rutherglen that could be an option.

21.7 The Corporate Services Officer will look into options.

**CSO**

***Christmas & New Year Office Closure***

21.8 The Director recommended that the office closes at 4pm on Friday 22<sup>nd</sup> December 2023 and re-opens on Thursday 4<sup>th</sup> January 2024 at 8.30am. Staff would be required to take two days annual leave or TOIL on 28<sup>th</sup> and 29<sup>th</sup> December 2023 to accommodate the closure.

21.9 It was proposed by Josephine Deacon that the office closes in line with the recommendation. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.

21.10 The Director will inform staff of the Management Committee's decision and oversee arrangements for the closure.

**Dir**

***Castlemilk Community Plan***

21.11 The Director advised that Glasgow City Council is seeking to arrange a small focus group meeting in the Association's office to discuss the Castlemilk Community Plan. It was agreed that potential meeting dates will be sought.

**Dir**

**22.0 Date and Time of Next Meeting**

22.1 The next meeting of the Management Committee will take place on Wednesday 18<sup>th</sup> October 2023 at 6.15pm, in the office and via MS Teams.

22.2 The meeting ended at 8pm.

\_\_\_\_\_ Signed (Chairperson) \_\_\_\_\_ Date