

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 25th October 2023

1.0 Present

Iris Robertson
Geraldine Baird (left at 7.35pm)
Josephine Deacon
Jim Dougherty
William Hamilton
Andrew Marshall
Audrey Laird (joined at 7.20pm)
Wilma McCubbin
Sarah Jayne Newman

In Attendance:

Alison Main (Director)

2.0 Apologies

- 2.1 Apologies were received from Christine Devine and Michelle McNulty. It was noted that Audrey Laird would arrive during the course of the meeting.

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; 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 27th September 2023

- 4.1 The Director noted that point 5.0 should read 'Matters Arising from Minutes of Management Committee Meeting of 23rd August 2023'.
- 4.2 With this amendment, Iris Robertson proposed the Minutes of the Management Committee Meeting of 27th September 2023 to be a true record of the meeting. This motion was seconded by Sarah Jayne Newman and the Minutes were unanimously approved by the Management Committee.

5.0 Matters Arising from Minutes of Management Committee Meeting of 27th September 2023

- 5.1 Re item 5.3; the format to report on and action recommendations coming out of the Management Committee Appraisal Report would be discussed under Agenda Item 15.0.
- 5.2 Re item 5.4; draft versions of the updated job descriptions will be presented to all staff members in due course.

Action

Dir

5.3 Re item 5.5; the Director will oversee the development of a Scheme of Delegation Policy.	Dir
5.4 Re item 5.6; 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.	Dir
5.5 Re item 5.7; two members have now still to receive an iPad and the Director will oversee this.	Dir
5.6 Re item 5.8; the Maintenance Manager will liaise with Apple regarding training on the use of the iPads.	Dir
5.7 Re item 5.9; the Director advised that a meeting of the General Purposes Sub-Committee to progress arrangements for the Governance Review will be convened.	Dir
5.8 Re item 5.10; the Director advised that further information with regard to the long-term void within one of the supported accommodation properties would be discussed under Agenda Item 9.0.	
5.9 Re item 5.11; the Director advised the Maintenance Manager has contacted [PERSONAL DATA REDACTED] , the specialist insurance procurement advisor. It is understood that [PERSONAL DATA REDACTED] is retiring and she has advised us at this time to explore staying with our existing insurance provider due to the difficulties in procuring such services in the current climate and market. The Director explained that three major providers have exited the market and those undertaking procurement exercises are experiencing significant hikes in premiums. As previously noted, a stock reinstatement valuation is required irrespective of the approach taken. This is being progressed by the Maintenance Manager and following receipt of two quotations, Thomson Cost Consulting is undertaking this exercise. The Maintenance Manager will then be in a position to complete an insurance renewal notice in order to obtain a cost from Zurich for the year from 1 st April 2024 for consideration. The Management Committee will be kept apprised of matters.	MM
5.10 Re item 5.12; the Director advised that she has not received a reply to the emails sent to the Head Teacher of St John Paul II Primary School. There was discussion regarding working with the secondary schools in the area and the Director will explore this further. The Management Committee will be kept informed of any update.	Dir
5.11 Re item 5.13; the Director advised that she attended the Scottish Federation of Housing Associations' Annual General Meeting on 11 th October 2023.	
5.12 Re item 5.14; the Director confirmed that the exercise to distribute air fryers or slow cookers to tenants is now ongoing. Staff are working through the area to obtain tenants' preferences. It was noted that the full process (from gathering preferences, placing orders and distributing) is a major exercise and will take time to complete. The Management Committee will be kept apprised of progress.	Dir

- 5.13 Re item 5.27; the Director confirmed that the human rights training session took place on 11th October 2023.
- 5.14 Re item 18.4; the Director noted that she has sent out the paperwork for the member to complete and this will be considered by the Management Committee at its meeting in November 2023.
- 5.15 Re item 10.7; it was noted that there was no action required in relation to this item.
- 5.16 Re item 10.11; the Director advised information on signatories has been submitted to Glasgow City Council.
- 5.17 Re item 10.12; the Director noted that no members have expressed interest in SHARE series.
- 5.18 Re item 10.16; the Director advised that no members contacted to attend the SHARE AGM.
- 5.19 Re item 11.3; an update on the insurance claim would be discussed under Agenda Item 7.0.
- 5.20 Re item 13.4; the Director confirmed that an update on the refused succession case would be provided under Agenda Item 9.0.
- 5.21 Re item 14.6; the Director advised that data cleansing work will be postponed to accommodate the amount of work that is required to distribute the air fryers and slow cookers. The Association will be distributing appliances on Wednesday afternoons.
- 5.22 Re item 14.8; the Policy Bank has been updated.
- 5.23 Re item 15.5; an electronic copy of the Business Plan was emailed to Management Committee members on 28th September 2023.
- 5.24 Re item 17.2; the Director advised that an update on the Finance Services procurement process would be provided under Agenda Item 13.0.
- 5.25 Re item 19.6; the Director confirmed that she had notified EVH of the Management Committee's response on 28th September 2023.
- 5.26 Re item 20.4; an electronic copy of the Human Rights Handbook was emailed to Management Committee members on 28th September 2023.
- 5.27 Re item 21.4; the Director noted that arrangements have been put in place to use the Castlemilk and Carmunnock Community Windpark Trust funding to support fuel payments.
- 5.28 Re item 21.7; the Director did not have an update on options at this time due to staff absence.
- 5.29 Re item 21.10; it was confirmed that staff have been advised of the office closure arrangements over the festive period.

- 5.30 Re item 21.11; the Director confirmed that she is awaiting details of potential dates for the focus group meeting to be held regarding the Castlemilk Community Plan. It was noted that this is likely to be early November 2023. The Management Committee will be kept apprised of matters.

6.0 Correspondence

Scottish Government Rented Sector Reform and Tenant Engagement Questionnaire & Cost of Living (Tenant Protection) (Scotland) Act 2022 Update – received by email on 29th September 2023

- 6.1 It was noted that the Scottish Government has launched an engagement questionnaire asking landlords and tenants a range of questions on its proposed reforms to the rented sector. Proposals being considered which would affect the social rented sector are greater flexibility to keep a pet, greater protections during the eviction process and changes to social housing pre-action requirements to reflect the potential impact of domestic abuse.

GWSF Charter Report for 2022/2023 – received by email on 19th October 2023

- 6.2 The 2022-23 Charter Report compares members' performance with that of other (mainly larger regional and national) housing associations and local authorities. A copy of this report was forwarded to Management Committee members on 25th October 2023.

Letter from the Scottish Housing Regulator's (SHR) Chair, George Walker – received by email on 20th October 2023

- 6.3 The letter confirms that the SHR published its consultation on the future of social housing regulation in Scotland. Views have to be provided by 15th December 2023. The proposals reflect the feedback received in relation to the discussion paper published from earlier this year. The consultation responses will be used to develop the final Regulatory Framework and guidance due to be published in February 2024.

EVH Members Monthly Report – October Edition – received via email on 23rd October 2023

- 6.4 It was noted that this monthly report introduces EVH's new Director, Paul McMahon. This report was forwarded to Management Committee members on 24th October 2023.

Glasgow & West of Scotland Forum of Housing Associations' Update – October 2023 – received by email on 25th October 2023

- 6.5 It was noted that a copy of this update was forwarded to Management Committee members on 25th October 2023.
- 6.6 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 5th September 2023.
- 6.7 The Director advised that she forwarded the correspondence via email to Management Committee on 26th September 2023 for information.

7.0 Notifiable Events

- 7.1 The Director provided the Management Committee with a verbal update on the current open Notifiable Event (reference 30621).
- 7.2 It was noted that an update on the claim was received from our insurer on 20th October 2023. They have not heard anything as yet from the claimant's solicitors and no payment has been made. A further update will be provided in 6 weeks' time if nothing is advised before then. The Management Committee will be kept updated on matters.
- 7.3 There were no further Notifiable Events to report.

Dir

8.0 Reports from Sub-Committee Meetings

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

9.0 Housing Management Report

Legal Case for Refused Succession

- 9.1 The Director advised that the property was recovered on 12th October 2023 and it was noted that there is some damage. It is currently being prepared for relet.
- 9.2 The Director noted that staff are asking tenants to confirm current household confirmation as part of the work being carried out to distribute the air fryers/slow cookers. This is to help ensure that records are up to date and to reiterate the relevant legislation.

Long Term Void in Supported Housing

- 9.3 The Director advised that the Glasgow City Health and Social Care Partnership (GCHSCP) asked the Association to apply for an intervention order to be able to convert the current Occupancy Agreement to a Scottish Secure Tenancy. Advice on this matter was sought from TC Young and it was confirmed that this would be a clear conflict of interest. TC Young agreed to contact GCHSCP to contest this on our behalf and an update is awaited.

The Housing Manager will keep the Management Committee and Housing Management Sub-Committee apprised of matters.

HM

10.0 Performance Management

Performance Management Proforma

- 10.1 The paper 'Performance Management Proforma to 30th September 2023 – October 2023' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.
- 10.2 The Director verbally reported information on the Factoring Key Performance Target (which had been shown as 'tbc' on the paper). It was noted that 81.26% of all factoring charges had been recovered to the end of September 2023.

Draft Committee Member Induction Policy

- 10.3 The Director confirmed that only one change is proposed to the current document and this is in Appendix 1 to the Policy. This amendment, to include reference to Equal Opportunities and Human Rights Policy, was circulated to the Management Committee in advance of the meeting.
- 10.4 It was proposed by Jim Dougherty that the amended Policy be adopted by the Association. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.
- 10.5 The Corporate Services Officer will update the Policy Bank and the website.

CSO

11.0 Internal Audit

- 11.1 The 'Internal Audit Report – Equality and Diversity – October 2023' had been circulated in advance of the meeting and the content noted by the Management Committee.
- 11.2 It was highlighted that the words in red brackets on page 13 are to be removed and the document will be updated to reflect that (as confirmed by the Internal Auditor).
- 11.3 The Management Committee was pleased to note that it was a positive report, with a high level of assurance provided by the Internal Auditor. The four Priority 3 recommendations made are minor in nature and draft Management Comments on these have been included in the report.
- 11.4 Following consideration of the draft Management Comments, it was proposed by Josephine Deacon that the Association submits these to the Internal Auditor. This motion was seconded by William Hamilton and unanimously agreed by the Management Committee.
- 11.5 The Director will implement the Management Committee's decision.
- 11.6 It was noted that the recommendations from this Audit will be incorporated in the Internal Audit Tracker Report to the Audit and Risk Sub-Committee going forward.

Dir

12.0 Equal Opportunities & Human Rights

- 12.1 The paper 'Equality Action Plan Update – October 2023' was circulated to the Management Committee in advance of the meeting.
- 12.2 The Director advised the purpose of the paper was to provide the Management Committee an update on progress with the Equality Action Plan approved in June 2022. The content was discussed and noted.
- 12.3 The Director reiterated that the Human Rights training took place on 11th October 2023 and that the next stage is for a 'lived experience group' to be established, comprising Management Committee members from the four associations at this stage. Further information/dates will be co-ordinated in due course.

Dir

13.0 Financial Services Procurement

- 13.1 The Director advised that tender results were issued via email to all parties on 4th October 2023 and no competent challenge was made during the ten day standstill period. As a result, a letter sent to FMD Financial Services on 17th October 2023 to confirm the appointment.
- 13.2 A Minute of Agreement between the Association and FMD Financial Services now needs to be signed for the contract period. It was proposed by Andrew Marshall that the Director signs this on behalf of the Association. This motion was seconded by Geraldine Baird and unanimously agreed by the Management Committee.
- 13.3 The Director will implement the Management Committee's decision.

Dir

14.0 Tenant and Resident Safety

- 14.1 The report 'Reinforced Autoclaved Aerated Concrete (RAAC) – *October 2023*' was circulated in advance of the meeting and the content noted by the Management Committee.
- 14.2 The Director advised that the purpose of the report is to provide Management Committee with assurance that the matter has been carefully considered in the context of our housing stock. It also includes correspondence received from the Scottish Housing Regulator on 13th October 2023, together with a copy of the draft RAAC Request for Information Return for consideration.
- 14.3 It was proposed by Andrew Marshall that the RAAC Request for Information Return, as presented, be submitted to the SHR. This motion was seconded by Jim Dougherty and unanimously agreed by the Management Committee.
- 14.4 The Director will arrange for the Return to be submitted to the SHR by 31st October 2023.

Dir

15.0 Committee Appraisals

- 15.1 The report 'Recommendations from Management Committee Appraisals Action Plan – *October 2023*' was circulated in advance of the meeting and the content was noted by the Management Committee.
- 15.2 The Director advised that the purpose of this paper is to provide a framework for the Management Committee to monitor progress in relation to the four recommendations made by SHARE following the Committee appraisal process.
- 15.3 After discussion, it was proposed by Iris Robertson that the Action Plan framework be adopted by the Association. This motion was seconded by Josephine Deacon and unanimously agreed by the Management Committee.
- 15.4 The 'Management Committee's Learning & Development Plan – *October 2023*' report was also circulated in advance of the meeting.

15.5 The Director confirmed that this document sets out the proposed Management Committee's Learning and Development Plan for the next year developed by SHARE on the basis of the information obtained through the appraisal process. It was noted that Individual Learning Statements for each Management Committee member were also been prepared by SHARE and these were sent out to individual members on 20th September 2023.

15.6 Following due consideration, it was proposed by Josephine Deacon that the Learning and Development Plan as presented be adopted by the Association. This motion was seconded by Andrew Marshall and unanimously agreed by the Management Committee. The Director confirmed that a year-long training programme will be developed from this Plan, reflecting the priorities identified.

Dir

16.0 Annual Assurance Statement

16.1 Audrey Laird joined the meeting at this point.

16.2 The paper 'Report on Annual Assurance Statement – *October 2023*' and the associated appendices: Appendix 1 Letter from the Scottish Housing Regulator; Appendix 2 'Self-Assessment – *October 2023*'; and Appendix 3 'Assurance Statement' were circulated to the Management Committee in advance of the meeting. The content of the report was noted by the Management Committee and discussed.

16.3 The Director highlighted that, as outlined in sections 2.5 and 2.7 of the paper and in the SHR's letter attached at Appendix 1, the Association must provide assurance that we have an effective approach to the collection equalities information and we are considering how we can adopt a human rights approach in our work. We also must provide a clear statement on our compliance with our obligations on tenant and resident safety.

16.4 The Director discussed the content of 'Appendix 2: Self-Assessment – *October 2023*' which sets out the evidence bank to support the Association's compliance with:

1. relevant Regulatory Requirements set out in Chapter 3 of the Scottish Housing Regulator's Regulatory Framework;
2. the Standards of Governance and Financial Management set out in Chapter 3 of the Scottish Housing Regulator's Regulatory Framework;
3. all relevant standards and outcomes in the Scottish Social Housing Charter; and
4. all relevant legislative duties.

16.5 The Director shared the files associated with this Appendix on the screen and discussed the paper in extensive detail, demonstrating the evidential hyperlinks where applicable. This content was considered and noted by the Management Committee. It was noted that this information is also considered at the quarterly Audit and Risk Sub-Committee meetings.

Dir

16.6 Geraldine Baird had another engagement to attend and left the meeting at 7.35pm.

16.7 The Management Committee commented on the extensive work involved in developing and maintaining this evidence bank.

16.8 After discussion and consideration, it was proposed by Iris Robertson that this framework provides the Management Committee with assurance of compliance with the regulatory requirements. This motion was seconded by Josephine Deacon and unanimously approved by the Management Committee.

16.9 The draft Annual Assurance Statement (AAS) which had been circulated in advance of the meeting was discussed.

16.10 The Director explained that statements in relation to equalities and tenant and resident safety have been included. A further paragraph regarding the current position regarding Electrical Inspection Condition Reports (EICRs) should also be included in the AAS (in line with 'Annual Assurance Statements (AAS): Frequently Asked Questions' document). A statement on this was included in 2022 and it was recommended that the following wording be added to the draft document being considered this year:

'We currently have five properties which do not have a valid EICR. This is a direct result of consent and social reasons (access). All outstanding inspections are expected to be completed by 31st March 2024, subject to access being granted.'

16.11 After due consideration, Andrew Marshall proposed that the draft AAS, as discussed, be approved for submission to the SHR. This motion was seconded by Audrey Laird and unanimously agreed by the Management Committee.

16.12 The Director will arrange for the last paragraph of the AAS to be amended to reflect that it was approved on 25th October 2023 (not 18th October 2023 as that meeting had been cancelled due to circumstances) and for the Chairperson to attend the office to sign the document. The Director will then submit it to the SHR by 31st October 2023. It will also be included in our Annual Performance Report and published on the Association's website.

Dir

17.0 Any Other Competent Business

Release of Security – Royal Bank of Scotland (RBS)

17.1 The Director confirmed that TC Young has now resolved outstanding queries with RBS and the final discharge is with RBS for approval/signing.

The solicitor has advised that there has been more back and forth with the lender than anticipated and as a result, more legal fees will be due to be paid. This additional work was due to some issues and discrepancies with the property list the solicitor was provided with by the lender and this required a further examination and review of some of the titles.

Management Committee will be kept apprised of matters.

Dir

Treasury Management

- 17.2 The Director advised that the Association's 12 month deposit of £1.25m matured on 14th October 2023. This has been deposited again for a further 12 months, achieving an interest rate of 3.6%. FMD Financial Services had explored different options and this was selected as the preferred option due to the favourable rate.

Annual Performance Report

- 17.3 It was noted that the Annual Performance Report for 2022/2023 has been drafted. A copy of this draft has been forwarded to Management Committee members for comment. The Director confirmed that it will be uploaded to our website by 31st October 2023 and a copy posted out to tenants.

Scottish Federation of Housing Associations – visit 30th November 2023

- 17.4 The Director advised that the SFHA is looking to visit the Association to find out how they can support us with our priorities and to provide information about the challenges that SFHA could help with. Any Management Committee member interested in attending this meeting should contact the Director or Corporate Services Officer.

MC

Birgisdale Playclub

- 17.5 The Director advised that the Jeely has been in touch to advise that it secured funding to deliver the holiday food programme during the October week holiday. A total of 25 children were expected, but only 10 attended each day.

Social Housing Fuel Support Fund

- 17.6 The Director noted that the Association's application to the Scottish Government's Social Housing Fuel Fund (being administered by SFHA) has resulted in approval of £31,800 for fuel vouchers for tenants via the Fuel Fund. It was noted that this is less than had been applied for but still represents a significant amount of money to help support tenants.

TPT Financial Assessment

- 17.7 The Director confirmed that the TPT Financial Assessment (in relation to the pension scheme) has been submitted to TPT by FMD Financial Services. The risk category has been confirmed as low.

Locality Plan Focus Group

- 17.8 The Director advised that some potential dates for the Locality Plan Focus Group have been received. After discussion, it was agreed that the afternoon of 22nd November 2023 would be most suitable. The Director will contact Glasgow City Council to finalise arrangements. The Community Development and Engagement Officer will attend to facilitate the session.

Dir

18.0 Date and Time of Next Meeting

- 18.1 The next meeting of the Management Committee will take place on Wednesday 22nd November 2023 at 6.15pm, in the office and via MS Teams.

- 18.2 The meeting ended at 8.15pm.

Signed (Chairperson) _____ Date