

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 22nd November 2023

1.0 Present

Iris Robertson
Geraldine Baird
Alex Bruce
Josephine Deacon
Andrew Laird
Andrew William Marshall
Wilma McCubbin
Michelle McNulty
Sarah Jayne Newman

In Attendance:

Alison Main (Director)
Julie Roy (Corporate Services Officer)
Fettes McDonald (FMD Financial Services) (for agenda item 4.0)

2.0 Apologies

2.1 Apologies were received from Jim Dougherty and William Hamilton.

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 Management Accounts (for the period to 30th September 2023)

4.1 Fettes McDonald was present at the meeting to discuss Agenda Items 6.0 and 7.0. It was agreed that these Agenda Items would be discussed at this point in the meeting.

4.2 The paper titled 'Management Accounts for the period to 30th September 2023' and the associated Management Accounts file were circulated to Management Committee in advance of the meeting. The content of these documents was presented by Fettes and discussed in detail at the meeting.

4.3 Fettes highlighted that there had been an increase in interest received, which was offset by the increase in interest payable.

4.4 Fettes highlighted that there was £10,695 in sundry income, due to the surplus income generated from selling surplus energy generated from the office's solar panels.

4.5 Fettes highlighted that there was an underspend on maintenance. Reactive maintenance spend is over budget but is offset by an underspend on major repairs and cyclical maintenance.

Action

- 4.6 The Director highlighted the overspend on window replacements, largely down to the cost of materials. She advised that the budget will be revised for approval at the next meeting of the Management Committee.
- 4.7 A member of the Management Committee enquired as to what the annual fee from Allia pertained to. Fettes advised that this was an annual fee the Association pays to Allia in loan fees, however this is in lieu of capital repayment or interest charges. He advised that the annual fee is 2.5% of the loan sum borrowed. The member enquired as to whether the fees were contractually set, or whether they could rise. Fettes referred to the loan agreement and advised that there was nothing in the contract than indicated the fees couldn't be increased, and if they were, it would not be above RPI. He noted, however, that it is unlikely Allia would increase them.
- 4.8 The member enquired as to what spend on the Director's appraisal pertained to. The Director advised that this was Share's £500 fee for co-ordinating her annual appraisal. The member advised they had mistaken the amount for £5,000 and noted the Director's clarification.
- 4.9 The member requested further information on the spend on maintenance tenders. The Director advised that this was Atkinson Partnerships fee for co-ordinating and overseeing the Association's service procurement. The Director noted that Atkinson Partnership are specialised in the field and carry out similar work for other housing associations.
- 4.10 The member commented on the £9,500 spend on the vans in the first half of the financial year. The Director advised that the Association has six vans which the tradesteam use. Unfortunately, as the as the vans are getting older, they require more significant and costly repairs. She added that she is hopeful the vans will not require any more costly repairs soon.
- 4.11 The member enquired as to whether the Association had conducted a 'value for money' analysis of the vans. The Director advised that a 'value for money' analysis of the tradesteam had been carried out, which included the spend on vans. She advised that she will speak to the Maintenance Manager to obtain further information.
- 4.12 The member concluded by enquiring as to why no payment had been made to the Castlemilk Pantry. The Director advised that the Association had not yet been invoiced by Ardenglenr Housing Association. Once the Association receives an invoice, payment can be made.
- 4.13 A member of the Management Committee commented on the overspend on postage and the omittance of any analysis on pages 7 and 7a. The Director explained that the cost of postage has increased significantly. The Association is looking to explore whether newsletters and annual reports can be emailed instead of posted which would result in significant savings.
- 4.14 Following consideration, the Management Accounts for the period to 30th September 2023 were approved by Wilma McCubbin. The motion was seconded by Audrey Laird and it was unanimously approved by the Management Committee.

Dir

4.15 Fettes left the meeting.

5.0 Minutes of Management Committee meeting of 25th October 2023

5.1 Wilma McCubbin proposed the Minutes of the Management Committee Meeting of 25th October 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.

6.0 Matters Arising from Minutes of Management Committee Meeting of 25th October 2023

6.1 Re item 5.2; draft versions of the updated job descriptions will be presented to all staff members in due course.

Dir

6.2 Re item 5.3; the Director will oversee the development of a Scheme of Delegation Policy.

Dir

6.3 Re item 5.4; 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.

Dir

6.4 Re item 5.5; the Director advised that one member of the Management Committee was still to receive their iPad, and she will provide them with it at the end of the meeting.

Dir

6.5 Re item 5.6; the Maintenance Manager is still to contact Apple to arrange training.

MM

6.6 Re item 5.7; the Director advised that the Scottish Housing Regulator contacted her for an update on the Governance Review. She enquired with the Management Committee as to scheduling a meeting of the General Purposes Sub-Committee next week. The Management Committee expressed that they had other commitments, so could do not ensure they would be able to attend a meeting next week. The Director will contact the Management Committee in due course to schedule a firm date.

Dir

6.7 Re item 5.9; the Director advised that the Maintenance Manager attended the Scottish Federation of Housing Associations (SFHA) Finance Conference on Tuesday 14th November 2023 which Maureen Batten, the specialist insurance procurement advisor, recommended he attend because a speaker was in attendance to discuss insurance in the current financial climate and market. The Management Committee will be kept informed of progress with the stock valuation exercise.

MM

6.8 Re item 5.10; the Director advised that she has still not received a reply to the emails sent to the Head Teacher of St John Paul II Primary School regarding working with the secondary schools in the area. She will continue to chase up. The Management Committee will be kept informed of any update.

Dir

6.9 Re item 5.12; the Director advised an update will be provided under agenda item 14.0. A member of the Management Committee suggested that the Association explore the possibility of housing management staff reaching out to young persons in the community to provide education on sustaining tenancies. She added that persons can apply for social housing from 16 years of age, and persons of that age may benefit from advice. The Director advised that she could investigate this further.	Dir
6.10 Re item 5.13; the Director confirmed that this will be considered at the next meeting of the Management Committee on 13 th December 2023.	Dir
6.11 Re item 5.30; the Director advised that the focus group meeting regarding the Castlemilk Community Plan took place that day and it was very interesting.	
6.12 Re item 7.2; the Director advised that there were no further updates regarding the insurance claim. The Management Committee will be kept updated of matters.	Dir
6.13 Re item 9.3; the Director advised there were no further updates regarding the long-term void. The Management Committee will be kept informed of matters	HM
6.14 Re item 10.5; the Director advised that the Policy Bank and the website had been updated.	
6.15 Re item 11.5; the Director advised that the Management Comments were forwarded to the Internal Auditor on 2 nd November 2023	
6.16 Re item 12.3; the Director advised that the 'lived experience group' will be meeting on Friday 8 th December 2023 in the morning at the Birgidale Complex. She invited Management Committee members to attend.	
6.17 Re item 13.3; the Director advised that she signed the Minute of Agreement on behalf of the Association on 1 st November 2023.	
6.18 Re item 14.4; the Director advised that she submitted the Return to the Scottish Housing Regulator on 26 th October 2023.	
6.19 Re item 15.6; the Director advised that this would be discussed under agenda item 12.0.	
6.20 Re item 16.12; the Director advised that she made the amendment to the approval date on the Annual Assurance Statement (AAS). The Chairperson attended the office to sign the AAS, and it was then submitted to the Scottish Housing Regulator on 30 th October 2023. A copy was also included in the Annual Performance Report and published on the website.	
6.21 Re item 17.1; the Director advised there was no update on the release of security. The Management Committee will be kept updated of progress.	Dir
6.22 Re item 17.4; the Director reiterated that any members of the Management Committee wishing to attend the Member Visit with the Scottish Federation of Housing Associations on 30 th November 2023, should notify the Director or the Corporate Services Officer.	MC

6.23 Re item 17.8; as noted under item 5.30, the focus group met today.

7.0 Correspondence

Email from Share – received by email on 9th November 2023

- 7.1 The Director advised that Share have rebranded, and the purpose of the email was to provide information about upcoming developments that affect the Association's membership.
- 7.2 The Director explained that there will be a change to the membership criteria. From 1st April 2024, the fees and their structure will change.
- 7.3 Membership will be split into two categories – 'Corporate' membership, and 'Individual' membership. 'Corporate' membership grants access to the relevant benefits for the Association's Committee/Board members. 'Individual' membership allows individuals, namely staff, to access relevant benefits.
- 7.4 Membership costs will be priced at £2,500 per year per Association for 'Corporate' membership. This membership is exclusively for Committee/Board members (i.e., those named persons on Companies House or Office of the Scottish Charity Regulator)
- 7.5 'Individual' membership will be priced at £150 per year per individual. The Director noted that the Association can determine the number of 'Individual' memberships it wishes to take out.
- 7.6 The Director explained that this flexibility will allow the Association to decide whether it wishes only members of the Management Committee to utilise Share's member benefits, or whether it will allow all or some staff members to utilise any benefits.
- 7.7 Share have advised that the range of member benefits has increased and will continue to do so. The Director is meeting with Olywn Gaffney at Share tomorrow to discuss further and to progress the e-learning training that is available for the Management Committee. The Director will keep the Management Committee informed.

Dir

Email from Employers in Voluntary Housing (EVH) re member Information Exchange – received on 13th November 2023

- 7.8 The Director advised that the member Information Exchange (formally known as Management Committee meetings) for EVH representatives will take place on 4th December 2023 at 6pm in EVH's offices. An option to attend remotely is also available.

Email from Employers in Voluntary Housing (EVH) re EVH Members Monthly Report – November Edition - received on 15th November 2023

- 7.9 The Director advised that she forwarded the email to Management Committee members on 21st November 2023.

8.0 Notifiable Events

- 8.1 The Director advised that as noted under item 5.12, there are no further updates regarding the insurance claim.
- 8.2 There were no further Notifiable Events to report.

9.0 Reports from Sub-Committee Meetings

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

10.0 Performance Management

Performance Management Proforma

- 10.1 The paper 'Performance Management Proforma to 30th October 2023 – *November 2023*' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.
- 10.2 The Director highlighted that the Maintenance One Year Strategic Objectives were all well within target.

11.0 Equal Opportunities & Human Rights

- 11.1 The paper 'Equalities – Data Collection Update – *November 2023*' was circulated to the Management Committee in advance of the meeting.
- 11.2 The Director advised the purpose of the paper was to provide the Management Committee with an update in relation to the equalities data collection exercise which is ongoing, and a further update will be provided in the new year.
- 11.3 The Director highlighted that there was an improved response rate from tenants due to the air fryers and slow cooker provision. The waiting list review is being carried out – which is being done in one exercise as monthly reviews slipped due to the covid-19 pandemic. An equalities monitoring form is being enclosed with all review letters, in the hope of increasing the response rate for housing applicants.
- 11.4 The Director advised that the analysis of the data collected was based upon the most recent 2010 Census.
- 11.5 The Management Committee noted the content of the paper. .

12.0 Training & Development

- 12.1 The paper 'Management Committee Training & Development Plan – *November 2023*' was circulated to the Management Committee in advance of the meeting.

12.2 The Director advised that she will commence sessions, starting with an 'in-house' session on values etc, which will be discussed at the next meeting of the Management Committee on 13th December 2023

Dir

12.3 The Plan was approved by Josephine Deacon. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.

13.0 Procurement

13.1 The Director advised that the Procurement Register is not fully ready for presenting to the Management Committee. It will instead be presented at the next meeting of the Management Committee on 13th December 2023.

Dir

14.0 Any Other Competent Business

Small cooking appliances and winter duvet – distribution update

14.1 The Director provided a verbal update on the on the distribution of air fryers, slow cookers, and winter duvets.

14.2 The Director highlighted that the distribution of the appliances and duvets had proven a large staff exercise.

14.3 The total number of appliances distributed between 1st to 21st November 2023 is:

- 151 air fryers;
- 33 slow cookers and;
- 9 duvets (2 single, 6 doubles, and 1 king sized)

Tenants who need help paying for gas and electricity are also being provided with Fuel Vouchers.

14.4 The Director highlighted that the Association had been able to gather an additional 222 completed equalities monitoring forms from the exercise. They are also updating tenant's email addresses, telephone numbers, national insurance numbers, details of their electricity supplier and meter type; and household compositions.

Housing minister visit (Scottish National Party's Paul McLellan) – Wednesday 29th November 2023 pm

14.5 The Director advised that the housing minister is due to visit the Birgidale complex on Wednesday 29th November 2023. The visit provides an opportunity to promote Human Rights work being carried out. The Director invited members of the Management Committee to attend.

14.6 Andrew Marshall, Wilma McCubbin, Michelle McNulty, and Sarah Jayne Newman advised that they would be able to attend.

Pay Grade Spinal Point issue

- 14.7 The Director advised that during Annual Budget preparation work, it became evident that the Director's top point of the salary range figures appeared higher than it should have been. The figures were in accordance with the appointment letter to the Director from Employers in Voluntary Housing (EVH). The Finance Officer noted that it is usually three spinal points per pay grade instead of four as what appeared on the Director's, so she contacted EVH for clarification. EVH then contacted the Chairperson to discuss the matter. A letter to amend the contract will be actioned and sent to EVH.
- 14.8 The Director provided assurance that she is currently on the third spinal point and therefore has not been overpaid. The Director agreed to the amendment and the contract letter to be actioned to reflect the current pay grade 10, spinal points 15 to 17.

Pensions

- 14.1 **[CONFIDENTIAL INFORMATION REDACTED]**

Office of the Scottish Charity Regulator (OSCR)

- 14.14 The Director advised that the annual submission is to be made by 31st December 2023. Alex Bruce approved that the Director oversee the submission. The motion was seconded by Iris Robertson and it was unanimously approved by the Management Committee.

- 14.15 The Director will oversee the submission.

Dir

Share's Annual Conference – 15th to 16th March 2024

- 14.16 The Director tabled the skeleton programme which Share have just published for their annual conference on the 15th to the 16th of March 2024. The conference will be held at the Grand Central Hotel in Glasgow.
- 14.17 Bookings are now open, and there is an early bird rate if bookings are placed by 30th January 2024. Josephine Deacon, Audrey Laird, Andrew Marshall, Wilma McCubbin, Michelle McNulty, Sarah Jayne Newman, and Iris Robertson confirmed they would like to attend.
- 14.18 The Corporate Services Officer will contact the Management Committee in due course to confirm attendance numbers.

CSO

15.0 Date and Time of Next Meeting

- 15.1 The next meeting of the Management Committee will take place on Wednesday 13th December 2023 at 6.15pm, in the office and via MS Teams
- 15.2 The meeting ended at 7.50pm.

Signed (Chairperson) _____ Date