

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

Minutes of the Management Committee Meeting held in the office of North View Housing Association at 29A Stravanan Road, Castlemilk, GLASGOW and via MS Teams at 6.15pm on Wednesday 24th January 2024

1.0 Present

Iris Robertson
Geraldine Baird
Josephine Deacon
Christine Devine
Jim Dougherty
William Hamilton
Audrey Laird
Andrew William Marshall
Michelle McNulty

In Attendance:

Alison Main (Director)
Yvonne Rooney (Housing Manager)
Julie Roy (Corporate Services Officer)

2.0 Apologies

2.1 Apologies were received from Alex Bruce, Wilma McCubbin, and Sarah Jayne Newman.

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 13th December 2023

4.1 Jim Dougherty proposed the Minutes of the Management Committee Meeting of 13th December 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 13th December 2023

5.1 Re item 5.6; the rent increase consultation will be discussed under Agenda Item 9.0.

5.2 Re item 7.1; the Director noted that further information on company vehicle spend will be collated by the Maintenance Manager.

5.3 Re item 7.2; the Director advised that draft versions of the updated job descriptions will be presented to all staff members in due course.

Action
MM
Dir

5.4 Re item 7.3; the Director will oversee the development of a Scheme of Delegation Policy.	Dir
5.5 Re item 7.4; 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
5.6 Re item 7.6; the Director advised that one-to-one sessions on the use of the iPads will be arranged for Management Committee members.	MM
5.7 Re item 7.7; the Director advised that the Chairperson and herself are meeting with the Scottish Housing Regulator on Wednesday 31 st January 2024 to discuss progress with the Governance Review. As previously decided, this will be overseen by the General Purposes Sub-Committee. It was agreed that a General Purposes Sub-Committee be convened on Tuesday 30 th January 2024 in the afternoon to progress arrangements. The Director will circulate the details and associated information to all Management Committee members.	Dir
5.8 Re item 7.8; the Director advised that the Association's current stock reinstatement valuation is £135 million (compared to £122 million last year). The Director also highlighted that there is also likely to be a separate insurance policy for Stravanan Street and Birgidale Road tenemental properties due to the type of external wall insulation on these units. The Association's insurance premium is, therefore, expected to increase significantly for 2024/2025. The Maintenance Manager is currently awaiting details of the full terms from Zurich. A detailed report will be presented to and discussed at the next of the Management Committee meeting.	Dir/MM
5.9 Re item 7.9; the Director noted that she still awaits a reply to the emails sent to the Head Teacher of St John Paul II Primary School regarding joint working opportunities (such as litter picks). She will follow this up again.	Dir
5.10 Re item 7.10; the Director advised that two representatives from Glasgow City Council (GCC) met with the Maintenance Manager to carry out a risk assessment for the Association providing work experience opportunities for St Margaret Mary's Secondary School pupils. The outcome of the risk assessment was positive and the Association is able provide placements. It was proposed by Andrew William Marshall that the Association proceeds with arrangements. This motion was seconded by Audrey Laird and it was unanimously approved by the Management Committee. The Maintenance Manager will oversee arrangements.	MM
5.11 Re item 7.11; the Director advised that the signed paperwork had not yet been received from the member and she has yet to follow this up. She will do so, and the Management Committee will be kept informed.	Dir

5.12 Re item 7.12; the Director advised that there is no further progress with the Employer's Liability insurance claim. She noted that the Association's insurer confirmed on 19 th January 2024 that there has been no contact from the pursuing solicitors and no payments have been made to date. The insurers are awaiting the relevant medical evidence. The Management Committee will be kept informed of matters.	Dir
5.13 Re item 7.13; the Director advised there was no update on the long-term void.	HM
5.14 Re item 7.14; the Director stated that there is no further update regarding the release of excess security. The Association's solicitor, TC Young, has advised that the information is still with the Royal Bank of Scotland (RBS) for signing. The Management Committee will be kept updated of progress.	Dir
5.15 Re item 7.16; the Director advised she has overseen arrangements for the Association's membership of Share for 2024/2025.	
5.16 Re item 7.17; the in-house training session will be completed under Agenda Item 16.0.	
5.17 Re item 7.18; the Procurement Register will be discussed under Agenda Item 12.0.	
5.18 Re item 7.21; the staff workplace pension information session is scheduled to take place on 21 st February 2024 at 1pm with Seven Street Wealth.	Dir
5.19 Re item 7.23; the Corporate Services Officer has booked the Share annual conference.	
5.20 Re item 8.2; the City Development Plan 2 has been publicised in the Association's reception and on its Facebook page.	
5.21 Re item 8.8; as noted under Item 5.16; the Director has overseen the membership with Share for 2024/2025.	
5.22 Re item 8.12; the Director has overseen the Association's 2024 membership renewal of Employers in Voluntary Housing.	
5.23 Re item 12.5; the Director advised that the Maintenance Manager is awaiting a specification for the non-slip flooring work and has a meeting on 31 st January 2024 to look at this.	MM
5.24 Re item 12.6; the Director advised that the Association would give consideration to how it will mark its 30 th anniversary, whilst being cognisant of the current challenging economic climate and its impact on the Association's finances.	Dir/MC
5.25 Re item 12.9; the Maintenance Manager will investigate the gutters needing cleaned at Castlemilk Terrace and Stravanan Terrace.	MM

6.0 Correspondence

6.1 **COMMERICALLY SENSITIVE INFORMATION REDACTED**

From Share – Winter News Edition – received via email on 19th December 2023

- 6.2 The Director noted that this email had been forwarded to the Management Committee for information, following a brief delay due to absence.

From the Scottish Housing Regulator (SHR) regarding a Reinforced Autoclaved Aerated Concrete (RAAC) Freedom of Information (FOI) Request – received via email on 21st December 2023

- 6.3 The letter advises that the SHR has received a FOI request for copies of each return submitted to them as part of the survey completed by social landlords in October 2023. This information was shared by SHR on 21st December 2023.

From the Scottish Housing Regulator (SHR) regarding a National Fraud Initiative Pilot Exercise – received via email on 27th December 2023

- 6.4 The Director confirmed that the letter sets out that Audit Scotland, through the National Fraud Initiative (NFI), is looking for some Registered Social Landlords to participate in the next NFI biannual exercise starting in 2024/2025 to explore the benefits of participating. It was noted that the NFI is a counter fraud exercise that uses a computerised technique to compare information held by different bodies to identify potential cases of fraud or error in the use of public resources. Expressions of interest in participating were to be submitted by 12th January 2024.

6.5 **COMMERICALLY SENSITIVE INFORMATION REDACTED**

From Employers in Voluntary Housing (EVH) – Monthly Report for January 2024 – received via email on 24th January 2024

- 6.6 The Director will forward a copy of this report, which provides useful information and updates from EVH, to the Management Committee.

Dir

7.0 Notifiable Events

- 7.1 There were no new Notifiable Events to report.

8.0 Report from Sub-Committee Meetings

- 8.1 The paper 'Report from Sub-Committee Meetings – January 2024' was circulated in advance of the meeting. The content was noted by the Management Committee.

9.0 2024/2025 Rent Increase Consultation

- 9.1 The paper 'Results of the Tenant Consultation on the Proposed 2024/25 Rent Increase of 4.6% and Year 3 of the Rent Assimilation Exercise' was circulated to the Management Committee in advance of the meeting.

9.2 The content of the report was discussed in detail, including the responses to each question on the feedback form and individual comments received.

9.3 The Housing Manager advised Committee that 109 tenant feedback forms had been completed, giving an overall 16% of tenants' response rate. Of these responses, 89% confirmed they felt they had been provided with enough information to make a decision, whilst 61% agreed with the Association's proposal to increase rents by 4.6% and go ahead with Year 3 of the rent assimilation.

9.4 It was noted that applying the third year of the rent assimilation from 1st April 2024 means that not all tenants rent will increase by 4.6% because those with higher and mid-range rents will require a smaller than 4.6% increase to reach their new rent charge. Those with lower rents will require a higher than 4.6% increase to bring them in line with the Association's Rent Policy. The Housing Manager noted that tenants can contact the Association to find out what their rent will be. It was noted that detailed information on the impact of the rent increase and rent assimilation is set out in Part 1 of the Newsletter.

9.5 A member of the Management Committee commented that the front cover of the consultation newsletter could be interpreted as misleading by tenants because not all tenants rent will increase by exactly 4.6%. The Housing Manager took note, advising that she will consider the cover page wording of the consultation newsletters going forward, but that a full explanation of the rent assimilation had been provided in the newsletter.

9.6 A member of the Management Committee enquired as to what the other local housing associations are proposing to increase their rents by. The Housing Manager advised that Ardenglen Housing Association and Cassiltoun Housing Association are consulting on a 6% and 6.6% increase respectively.

9.7 It was proposed by Audrey Laird that the recommendation, as set out in section 8 of the paper, to apply the 4.6% increase for the 2024/25 rents and to implement Year 3 of the rent assimilation exercise be approved. The motion was seconded by William Hamilton and it was unanimously approved by the Management Committee.

9.8 The Housing Manager will oversee notifying Glasgow City Council's Housing Benefit Team of the 2024/25 rent figures.

HM

9.9 The Housing Manager will also oversee the generation and issuing of the rent increase notification letters to all tenants in late February to provide the required notice period.

HM

10.0 Performance Management

Performance Proforma

10.1 The paper 'Performance Management Proforma to 31st December 2023 – January 2024' was circulated to the Management Committee in advance of the meeting.

10.2 The Director highlighted a miscalculation that had been made in the reporting of factoring arrears, which should read 80.08% and not 84.99%. The reason behind the miscalculation relates to how accounts in credit have been treated and this will be fully explained under Agenda Item 14.0.

10.3 A member of the Management Committee commented on the increase in rent arrears. The Housing Manager noted that for a period the Association did see an increase in its rent arrears and the Key Performance Target (KPT) was revised to 7.0% in for 2023/24 from 6.5% in 2022/23. It was noted that current performance is 6.06% and Housing Management staff continue to work to minimise arrears levels

Policies for approval

10.4 The paper 'Policies for Approval – January 2024' and the appended draft policies with the accompanying equalities impact assessments were circulated in advance of the meeting. The Management Committee considered the content of the paper, noting that the 'Electrical Installation Safety Policy' was a new policy.

10.5 The content of the draft 'Electrical Installation Safety Policy' and the appended Equalities Impact Assessment was noted.

10.6 Following consideration, it was proposed by Josephine Deacon that the draft Policy be approved for adoption by the Association. The motion was seconded by Andrew William Marshall and it was unanimously approved by the Management Committee.

10.7 The Corporate Services Officer will update the Policy Bank and publish the new Policy on the website.

CSO

10.8 The content of the draft 'Right to Repair Policy' and the appended Equalities Impact Assessment was noted by the Management Committee.

10.9 Following consideration, it was proposed by Iris Robertson that the draft Policy be approved for adoption by the Association. The motion was seconded by Jim Dougherty and it was unanimously approved by the Management Committee.

10.10 The Corporate Services Officer will update the Policy Bank and publish the policy on the website

CSO

10.11 The content of the draft 'Tenant Alterations, Improvements and Compensation Policy' and the appended Equalities Impact Assessment was considered by the Management Committee.

10.12 It was proposed by Michelle McNulty that the draft Policy be approved for adoption by the Association. This motion was seconded by Audrey Laird and it was unanimously approved by the Management Committee.

10.13 The Corporate Services Officer will update the Policy Bank and publish the policy on the website.

CSO

- 10.14 The content of draft 'Non-Essential Repairs and Major Repairs where the Tenant is in Arrears Policy' and the appended Equalities Impact Assessment was noted and considered by the Management Committee.
- 10.15 A member of the Management Committee commented on whether there was scope to include under occupation and anti-social behaviour to the conditions under which the Association will not carry out non-essential repairs. After discussion, it was considered that this would not be appropriate.
- 10.16 It was proposed by William Hamilton that the draft Policy as presented be adopted by the Association. This motion was seconded by Jim Dougherty and it was unanimously approved by the Management Committee.

- 10.17 The Corporate Services Officer will update the Policy Bank and publish the policy on the website.

CSO

Proposed Meeting Schedule for 2024/2025

- 10.18 The paper 'Proposed Meeting Schedule for 2024/2025 – January 2024' was circulated in advance of the meeting.

- 10.19 The Director proposed that the Strategy Afternoon to set the Association's Key Performance Targets and Strategic Objectives for 2024/2025, held towards the end of each financial year, be scheduled for 29th March 2024. A member of the Management Committee noted that 29th March 2024 was Good Friday. The Director took note and alternative dates will be determined.

Dir/MC

- 10.20 A member of the Management Committee enquired as to whether the schedule should also include meetings of the Media Group, and whether they could be scheduled prior to the drafting of each of the Association's newsletters so that the Management Committee can provide input. The Director highlighted that the Media Group is not a Sub-Committee and this is why no meetings have been included in the schedule. It was agreed that a Media Group meeting will be convened before the Spring 2024 Newsletter is finalised.

Dir/MC

- 10.21 The member enquired as to plans to mark the Association's 30th anniversary. The Director reiterated that the Association must remain cognisant of the current economic circumstances. The member noted the Director's comments, enquiring as to what other income the Association has, other than rental income, such as interest receivable on cash assets held in its bank accounts. The Director advised whilst interest rates achieved on cash assets are currently higher, the organisation is paying higher interest costs on its variable loans.

11.0 Tenant Participation

- 11.1 The paper 'Report on Area Meetings held in September to November 2023 – January 2024' was circulated in advance of the meeting and the content noted by the Management Committee.

11.2 The Housing Manager explained that the area meetings provide a face-to-face engagement opportunity with tenants and owners, where feedback and views on the services being provided by the Association. The Housing Manager advised that as detailed in the paper, there had unfortunately been low attendance at the meetings. The Director noted that in previous years, there has tended to be low attendance at these area meetings, which are usually held every two years (except during the pandemic).

11.3 Several members of the Management Committee advised that they did not receive notification of the meetings. The Director confirmed that invitation letters had been sent out via Royal Mail to all tenants and owners.

11.4 The Housing Manager advised that a further round of meetings could be scheduled in 2024 (rather than waiting to 2025) and that they could also be publicised on the Association's website, Facebook Page and in its Newsletters. The Management Committee unanimously agreed that a further round be held in Spring/Summer 2024. The Housing Manager will oversee the necessary arrangements.

HM

12.0 Procurement

12.1 The paper 'Procurement Register – *January 2024*' was circulated in advance of the meeting. The Management Committee noted its content.

12.2 The Director confirmed that this document will be uploaded to the Association's website.

CSO

13.0 Wider Role

13.1 The paper 'Social Housing Fuel Support Fund (Round 4, Phase 2) Update – *January 2024*' was circulated in advance of the meeting. The Management Committee noted its content.

14.0 Factoring

14.1 The paper 'Statistical Factoring Report (as at 31st December 2023) – *January 2024*' was circulated in advance of the meeting.

14.2 As noted under Agenda Item 10.0, an error in the reporting of factoring arrears to date has been identified. This has now been amended and will be correct going forward. Factoring account in credit had been taken into account in the calculation and the Director confirmed that these are now excluded.

14.3 The Director screen shared the correct and amended paper and this was discussed in detail. It was highlighted that the report also now shows an amount for credits applied and additional invoices added within year.

14.4 The Management Committee noted the paper.

15.0 Staffing

- 15.1 **[PERSONAL DATA REDACTED]**. The Association, therefore, needs to obtain cover, possibly full-time and for approximately 9 months but possibly up to one year.
- 15.2 The Director recommended that the recruitment for **[PERSONAL DATA REDACTED]** cover be delegated to the General Purposes Sub-Committee. This was unanimously agreed by the Management Committee.
- 15.3 The Chairperson proposed that the Director contact Employers in Voluntary Housing (EVH) to enquire about obtaining suitable temporary cover timeously, via their temporary staffing register before the General Purposes Sub-Committee meet on 30th January 2024. This was unanimously agreed by the Management Committee. The Director will contact EVH regarding this matter.

Dir

16.0 Organisational Values

- 16.1 The Director screen shared the PowerPoint presentation 'Organisation Values'.
- 16.2 She advised that the training session was part of the Management Committee's Training and Development Plan approved at the Management Committee meeting on 25th October 2023. The Plan was developed based upon recommendations made by Share following the appraisal process.
- 16.3 The Association's Mission Statement and Values were discussed in detail and it was agreed by the Management Committee that a visual display of these should prepared for the Committee Room. The Director will explore options for this.

Dir

17.0 Any Other Competent Business

Lived Experience Group – Human Rights

- 17.1 The Director advised that Ardenglen Housing Association is seeking to schedule the second meeting of the Lived Experience Group and has contacted the Association to enquire as to the Management Committee's availability in February or early March 2024.
- 17.2 The Management Committee intimated that any day, except Thursdays, generally suit.
- 17.3 The Corporate Services Officer will contact Ardenglen Housing Association to advise of the Management Committee's availability.

CSO

Annual Return on the Charter (ARC) 2023/2024 Validation

- 17.4 The Director recommended that an external validation of the Association's ARC be carried out again for the 2023/24 submission, prior to it being submitted to the Scottish Housing Regulator by 31st May 2024. .
- 17.5 Visual Stat Solutions, who carried out the 2022/2023 ARC validation, has availability on 8th to 9th of May 2024.

17.6 Following discussion about the additional assurance that the validation work provides to Management Committee, it was proposed by Michelle McNulty that the validation be scheduled with Visual Stat Solutions. The motion was seconded by Jim Dougherty and it was unanimously approved by the Management Committee.	
17.7 The Director will oversee arrangements.	Dir
<i>Birgidale Complex</i>	
17.8 The Director advised that due to staffing issues, the Birgidale Complex may require a small amount of administrative assistance and support from the Association in the short term.	
17.9 Iris Robertson, Christine Deacon, and Audrey Laird, as members of the Birgidale Complex Management Committee, declared an interest in the matter and left the meeting at this point.	
17.10 It was proposed by Josephine Deacon that the Association offers support to the Birgidale Complex on the basis that this can be accommodated by staff. The motion was seconded by Jim Dougherty and it was unanimously approved by the Management Committee.	
17.11 The Director will liaise with the Birgidale Complex regarding this.	Dir
17.12 Iris Robertson, Christine Devine, and Audrey Laird rejoined the meeting.	
<i>Net Zero Scotland</i>	
17.13 The Director advised that the Maintenance Manager met with Maintenance Managers from other housing associations and discussed a collective approach from housing associations in working towards achieving Net Zero by 2045.	
17.14 She advised that there was funding available to assist with feasibility studies which will be explored.	
17.15 The Management Committee will be kept informed of developments.	MM
<i>Management Committee Minutes – 27th September 2023</i>	
17.16 The Director advised that the Corporate Services Officer and herself discovered that during the review of the Management Committee meeting attendance register, Christine Devine was not minuted as present at the meeting on 27 th September 2023. Upon review of the minutes, it was evidenced through decisions recorded that she was in attendance.	
17.17 The Corporate Services Officer will make a file note to reflect the amendment.	CSO
18.0 Date and Time of Next Meeting	
18.1 The next meeting of the Management Committee will take place on Wednesday 28 th February at 6.15pm, in the office and via MS Teams	

18.2 The meeting ended at 7.55pm.



_____ Signed (Chairperson) _____ Date