

# 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 28<sup>th</sup> February 2024

### 1.0 Present

Geraldine Baird  
Josephine Deacon  
Christine Devine  
Wilma McCubbin  
Audrey Laird  
Andrew William Marshall  
Michelle McNulty  
Sarah Jayne Newman

### In Attendance:

Alison Main (Director)  
Yvonne Rooney (Housing Manager)  
Ady Tester (Maintenance Manager)  
Julie Roy (Corporate Services Officer)  
Fettes McDonald (for agenda items 4.0 and 5.0)  
Gail Sherriff (for agenda item 6.0)

### 2.0 Apologies

- 2.1 Apologies were received from Iris Robertson, Alex Bruce, Jim Dougherty, and William Hamilton.

### 3.0 Declaration of Interest

- 3.1 It was noted 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.
- 3.2 It was noted that Iris Robertson (Chairperson) may join the meeting later, and that Josephine Deacon (Vice-Chairperson) would Chair the meeting until then.

### 4.0 Management Accounts (for period to 31<sup>st</sup> December 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 of the meeting.
- 4.2 The paper titled 'Management Accounts for the period to 31<sup>st</sup> December 2023' and the associated Management Accounts file were circulated to the Management Committee in advance of the meeting. The content of these documents was presented by Fettes McDonald and discussed in detail at the meeting.
- 4.3 A member of the Management Committee enquired about the sundry income from the solar panels on the roof of the office, and whether it was allocated to wider action activities. The Director advised that the income is not allocated to any specific activity.

### Action

- 4.4 A member of the Management Committee enquired as to whether a value for money analysis has been carried out for the company vehicles which are used by the tradesteam. They noted the £32,233 spend between 1<sup>st</sup> April 2023 and 31<sup>st</sup> December 2023, which was over budget.

The Maintenance Manager advised that a lot of the spend on the company vehicles was owing to increased servicing/repair and fuel costs.

- 4.5 A member of the Management Committee noted the difference in the Association's gross rent arrears in comparison to its peers.
- 4.6 A member of the Management Committee commented that the gross rent arrears figure was higher than the figure of 5.97% reported on at the meeting of the Housing Management Sub-Committee on 14<sup>th</sup> February 2024. The Housing Manager advised that the figure reported on the Sub-Committee meeting was as at 31<sup>st</sup> January 2024, whereas the figure reported in the Management Accounts was up to 31<sup>st</sup> December 2023. Gross rent arrears had decreased between the end of December 2023 and the end of January 2024.
- 4.7 It was proposed by Wilma McCubbin that the Management Accounts for the period from 1<sup>st</sup> April 2023 to 31<sup>st</sup> December 2023 be approved. The motion was seconded by Audrey Laird and unanimously approved by the Management Committee.

## **5.0 Annual Budget 2024/2025**

- 5.1 The paper titled 'Final Annual Budget 24/25' and the associated final budget file were circulated to Management Committee in advance of the meeting. The content of these documents was presented by Fettes McDonald and discussed in detail at the meeting.
- 5.2 Fettes advised that there was a typing error on the covering report and that the assumed **[REDACTED DUE TO COMMERCIAL SENSITIVITY]**
- 5.3 Fettes highlighted that the rent increase of 4.6% from 1<sup>st</sup> April 2024 was lower than most other housing associations, however, North View's current rents are at the higher end of those being charged by other providers and the rent assimilation exercise is also addressing this .
- 5.4 A member of the Management Committee noted the assumed **[REDACTED DUE TO COMMERCIAL SENSITIVITY]**
- 5.5 A member of the Management Committee advised that they had encountered other housing associations not carrying out any factoring repairs in common areas, and as a result there were no arrears accrued. The Maintenance Manager advised that he has never encountered such an arrangement.
- 5.6 Following careful consideration, it was proposed by Christine Devine that the final budget for 2024/2025 be approved. The motion was seconded by Andrew William Marshall and it was unanimously agreed by the Management Committee.

5.7 Fettes McDonald left the meeting.

## **6.0 Asset Management Strategy**

6.1 Gail Sherriff was present at the meeting to discuss Agenda Item 8.0. It was agreed that this item would be discussed at this point of the meeting.

6.2 The draft 'Asset Management Strategy 2024/2025' document was circulated to the Management Committee in advance of the meeting.

6.3 Gail Sherriff advised that the Association's draft Asset Management Strategy had been prepared with input from senior staff and is very much based on a 'whole organisation' approach. She advised that document will be presented for approval at the next meeting of the Management Committee.

**Dir**

6.4 Gail Sherriff delivered a detailed PowerPoint presentation, providing the background to and information on the draft Strategy, noting that it takes account of the Scottish Housing Regulator's advisory guidance on Integrated Asset Management. She advised that the Strategy should be reviewed annually going forward.

6.5 The Management Committee thanked Gail Sherriff for her contribution and she left the meeting.

## **7.0 Minutes of Management Committee Meeting of 24<sup>th</sup> January 2024**

7.1 A typing error was noted under item 17.9. It should read 'Christine Devine' and not 'Christine Deacon'. With that amendment, Michelle McNulty proposed the Minutes of the Management Committee Meeting of 24<sup>th</sup> January 2024 to be a true record of the meeting. This motion was seconded by Andrew William Marshall and the Minutes were unanimously approved by the Management Committee.

## **8.0 Matters Arising from Minutes of Management Committee Meeting of 24<sup>th</sup> January 2024**

8.1 Re item 5.2; the Director advised that company vehicle spend will continue to be monitored via the quarterly management accounts.

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

**Dir**

8.3 Re item 5.4; the Director will oversee the development of a Scheme of Delegation Policy.

**Dir**

8.4 Re item 5.5; 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**

8.5 Re item 5.6; the Director advised that one-to-one sessions with the Maintenance Manager on the use of the iPads will be arranged for Management Committee members. The Maintenance Manager will contact Management Committee members to ascertain their availability.

**MM**

<p>8.6 Re item 5.7; the Director advised that the General Purposes Sub-Committee met on 30<sup>th</sup> January 2024 to progress arrangements for the Governance Review, as detailed in the 'Report from Sub-Committee Meetings – February 2024' to be presented under Agenda Item 11.0. The Chairperson and the Director met with the Association's Regulation Manager from the Scottish Housing Regulator on 31<sup>st</sup> January 2024 to discuss the Association's progress with the Governance Review. The Director advised that the Maintenance Sub-Committee meeting was scheduled for 6<sup>th</sup> March 2024. She recommended that the General Purposes Sub-Committee meet on that date instead to review the quotations for the Governance Review, and the Maintenance Sub-Committee meeting be rescheduled to 13<sup>th</sup> March 2024. The Management Committee unanimously agreed to this change.</p>	<p><b>Dir</b></p>
<p>8.7 Re item 5.8; the Director advised that this would be discussed in detail under Agenda Item 14.0.</p>	
<p>8.8 Re item 5.9; the Director advised that she would telephone the Head Teacher of St John Paul II Primary School to discuss joint working.</p>	<p><b>Dir</b></p>
<p>8.9 Re item 5.10; the Association have been advised that the work experience placements can be progressed after the school summer holidays.</p>	
<p>8.10 Re item 5.11; the Director advised that she would contact the Member for an update on matters.</p>	<p><b>Dir</b></p>
<p>8.11 Re item 5.12; the Director advised that there is no update with the Employer's Liability insurance claim. The Management Committee will be kept informed.</p>	<p><b>Dir</b></p>
<p>8.12 Re item 5.13; the Director advised there was no update on the long-term void. The Housing Manager confirmed that another room in the property had recently become void. A member of the Management Committee enquired as to how many rooms were in the property. The Housing Manager advised that there was a total of four, two of which were now void. She continues to liaise with the Glasgow City Health and Social Care Partnership (GCHSCP) and Community Integrated Care (CIC) in terms of the long-term void and has proposed another meeting. <b>[REDACTED DUE TO LEGAL PRIVILEGE]</b> The Management Committee will be kept informed of progress.</p>	<p><b>HM</b></p>
<p>8.13 Re item 5.14; the Director noted that the <b>[REDACTED DUE TO COMMERICAL SENSITIVITY]</b></p>	<p><b>Dir</b></p>
<p>8.14 Re item 5.18; <b>[REDACTED DUE TO LEGAL PRIVILEGE]</b></p>	
<p>8.15 Re item 5.23; the Maintenance Manager advised that the non-slip flooring had now been installed.</p>	
<p>8.16 Re item 5.24; the Director advised that the Association would consider how it will mark its 30<sup>th</sup> anniversary, whilst being cognisant of the current challenging economic climate and its impact on the Association's finances.</p>	
<p>8.17 Re item 5.25; the Maintenance Manager will investigate the gutters needing cleaned at Castlemilk Terrace and Stravanan Terrace.</p>	<p><b>MM</b></p>

- 8.18 Re item 6.6; the Director forwarded Employers in Voluntary Housing's (EVH) monthly update report to the Management Committee.
- 8.19 Re item 9.8; the Director confirmed that the Housing Manager notified Glasgow City Council's Housing Benefit Team of the new rent figures for 2024/2025 on 26<sup>th</sup> January 2024.
- 8.20 Re item 9.9; the Director advised that the rent increase notification letters were issued on 26<sup>th</sup> February 2024. The Director advised that the letters were hand delivered to ensure they were received by tenants.
- 8.21 Re item 10.7; the Corporate Services Officer updated the Policy Bank and published the policy on the website.
- 8.22 Re item 10.10; the Corporate Services Officer updated the Policy Bank and published the policy on the website.
- 8.23 Re item 10.13; the Corporate Services Officer updated the Policy Bank and published the policy on the website.
- 8.24 Re item 10.17; the Corporate Services Officer updated the Policy Bank and published the policy on the website.
- 8.25 Re item 10.19; the Director suggested that potential dates for the Strategy Afternoon be discussed and finalised as soon as possible.
- 8.26 Re item 10.20; the Director advised that a meeting of the Media Group would be scheduled.
- 8.27 Re item 11.4; the Director advised that the further round of area meetings in 2024 will be incorporated into the work programme for 2024/2025.
- 8.28 Re item 12.2; the Corporate Services Officer updated the website.
- 8.29 Re item 15.3; this will be discussed under Agenda Item 15.0.
- 8.30 Re item 16.3; the Director will explore options for displaying the Association's Mission Statement and Values in the Committee Room.
- 8.31 Re item 17.3; the Director advised that a further meeting of the Lived Experience Group was held on 23<sup>rd</sup> February 2024.
- 8.32 Re item 17.6; the Director advised that the Annual Return on the Charter validation visit with Visual Stat Solutions has been scheduled.
- 8.33 Re item 17.11; the Director advised that the Birgidale Complex is aware that the Association can provide support if needed.
- 8.34 Re item 17.15; the Maintenance Manager advised that he and other local Maintenance Managers, met with Changeworks, an energy advice organisation to further explore working towards Net Zero.

**Dir**

**Dir**

**Dir**

**Dir**

8.35 Re item 17.17; the Director confirmed that the Corporate Services Officer has added a file note.

## 9.0 Correspondence

### ***Email from Glasgow West of Scotland Forum of Housing Associations (GWSF) re 2024/2025 Affiliation***

9.1 The Director advised that the email included a letter summarising the value of being a member of GWSF, as well as highlights from 2023/2024 and pointers for their work in the coming year. The affiliation fee for 2024/2025 is £2,791.

9.2 Andrew William Marshall proposed that the Association renews its affiliation for 2024/2025. The motion was seconded by Wilma McCubbin and it was unanimously agreed by the Management Committee.

9.3 The Director will oversee the affiliation renewal.

Dir

### ***Email from Employers in Voluntary Housing (EVH) re 2024 Annual Conference 17<sup>th</sup>-19<sup>th</sup> May 2024 – received 9<sup>th</sup> February 2024***

9.4 The Director advised that the Conference will take place on 17<sup>th</sup> to 19<sup>th</sup> May 2024 at the DoubleTree by Hilton Dunblane Hydro. The cost is £725 per person. The theme is 'All Together Now', covering the topical area of inclusion.

9.5 The Director advised that the Management Committee should contact the Corporate Services Officer or herself if they are interested in attending.

MC

### ***Email from the Scottish Housing Regulator (SHR) re the new Regulatory Framework – received 13<sup>th</sup> February 2024***

9.6 The Director advised that the email included a letter from the Chairperson of the SHR, George Walker. The letter advised that the new Regulatory Framework would be introduced from 1<sup>st</sup> April 2024. This will be further discussed under Agenda Item 12.0.

### ***Email from the Scottish Housing Regulator (SHR) re Tenant Participation and Gypsy/traveller Thematic Review – received 14<sup>th</sup> February 2024, and circulated by The Tenant Participation Advisory Service (TPAS Scotland)***

9.7 The Scottish Housing Regulator is undertaking a Thematic review of Tenant Participation, including a focus on Gypsy/Traveller participation. TPAS Scotland have been commissioned to hold online focus groups with tenants. Housing Associations have also been asked to complete and return a survey by 11<sup>th</sup> March 2024 which the Director will oversee.

Dir

### ***Email from Employers in Voluntary Housing (EVH) re February 2024 Edition of its Monthly Report – received 23<sup>rd</sup> February 2024***

9.8 The Director forwarded a copy to the Management Committee on 28<sup>th</sup> February 2024.

### ***Email from Glasgow City Council (GCC) re Fair Work First – received on 28<sup>th</sup> February 2024***

9.9 The email referred to the Scottish Government's 'Fair Work First Guidance – Supporting the Implementation of Fair Work First in Workplaces Across Scotland'. It advised that GCC requires information from housing associations that access funding through the Affordable Housing Supply Programme, that they pay the Real Living Wage and that there are appropriate channels for effective workers' voices. The information is required by 26<sup>th</sup> April 2024, which the Director will oversee.

## 10.0 Notifiable Events

10.1 There were no matters to report.

## 11.0 Report from Sub-Committee Meetings

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

## 12.0 Performance Management

### ***Performance Management Proforma***

12.1 The paper 'Performance Management Proforma to 31<sup>st</sup> January 2024 – February 2024' was circulated in advance of the meeting. The content was noted by the Management Committee.

12.2 The Director highlighted that there had been a slippage in achieving the One Year Strategic Objectives.

### ***New Regulatory Framework***

12.3 The paper 'Scottish Housing Regulator: New Regulatory Framework Information Note – February 2024' and the appended letter was circulated in advance of the meeting.

12.4 The content of the paper was noted by the Management Committee.

## 13.0 Former Tenant Arrears Write Off

13.1 The paper 'Former Tenant Arrears Write offs – February 2024' was circulated in advance of the meeting. The content was presented by the Housing Manager and discussed in detail at the meeting.

13.2 A member of the Management Committee commented that it was a significant amount of money to be written off. The Housing Manager highlighted that all reasonable steps are taken during a tenancy to support tenants to pay their rent and prevent arrears rising, noting that they will only recommend the write off of arrears where all methods to pursue the debt have been exhausted.

13.3 After consideration, it was proposed by Audrey Laird that the Association writes off the sum of £32,902.19 in 2023/2024. The motion was seconded by Josephine Deacon and it was unanimously agreed by the Management Committee.

13.4 The Housing Manager will implement the Management Committee's decision.

## 14.0 Insurance

14.1 The paper 'Insurance Cover Proposal – February 2023', and the appended architect's report, was circulated in advance of the meeting. It was noted that the title should read 'Insurance Cover Proposal – February 2024'.

14.2 **[COMMERICALLY SENSITIVE INFORMATION REDACTED]**

## 15.0 Staffing

**[REDACTED DUE TO SENSITIVITY]**

15.13 It was proposed by Sarah Jayne Newman that the Association proceeds with the arrangements that outlined in 15.11 and 15.12. The motion was seconded by Christine Devine and it was unanimously approved by the Management Committee.

15.14 Senior staff will implement the Management Committee's decision and oversee arrangements.

**Dir/HM/  
MM**

## 16.0 Tenant Participation

16.1 The paper 'Results of the Tenant Consultation Annual Performance Report – January 2024' was circulated in advance of the meeting. It was noted that the title should read 'Results of the Tenant Consultation Annual Performance Report – February 2024'.

16.2 The Management Committee noted the content of the paper. Based on tenant satisfaction with the current format of the Annual Performance Report and there being no suggestions for changes, it was proposed by Josephine Deacon that the Association continues to publish the document in line with the current format, and that it tries to monitor the format and content through communication and contact with tenants. The motion was seconded by Andrew William Marshall and it was unanimously agreed by the Management Committee. The Director will oversee this decision.

**Dir**

16.3 The Director advised that the review of the Association's 'Resident Involvement Strategy' is currently underway. The draft has been passed to the Association's Internal Auditor for comment and tenants will be consulted on the Strategy. A draft for Management Committee's consideration will be presented in due course.

**Dir**

16.4 The Director confirmed the Internal Audit on Tenant Participation has been brought forward from 4th March 2024 and is being carried out on 1<sup>st</sup> March 2024. A report will be prepared by the Internal Auditor and presented to the Management Committee in due course.

**Dir**

## 17.0 Any Other Competent Business

**Scottish Federation of Housing Associations (SFHA) Affiliation Fee 2024/2025**



17.1 The Director advised that SFHA's affiliation fee for 2024/2025 is £8,591. After considerations of the benefits provided by membership, it unanimously agreed by the Management Committee that the Association renews its affiliation. The Director will oversee the affiliation renewal.

Dir

17.2 The Director noted that she is due to meet with Sally Thomas, the Chief Executive Officer of SFHA, on 18<sup>th</sup> March 2024 to discuss how SFHA can assist the Association and how the Association can further benefit from membership.

#### ***HomeMaster Developments***

17.3 The Director advised that SMS functionality has gone 'live' on HomeMaster, with tenants now receiving a text message providing details of their upcoming repairs.

17.4 The Association is one of only two housing associations selected to test the new Blazor platform-based system that is being launched. The system will be more user-friendly. Staff training on this has been scheduled towards the end of March 2024.

#### ***Five-Apartment Parking Issues***

17.5 The Director advised that there are ongoing issues emerging regarding bin lorry access to the five-apartment properties on Stravanan Road and parking issues in the area. The Director advised that the bin lorry has difficulty accessing the properties due to parked cars on the road. An area meeting was convened on 21<sup>st</sup> February 2024 to discuss the matters.

17.6 Discussion at that meeting focused on opening access to the office car park for residents. The Association initially refused this request due to the space being needed for skips and storage for items relating to bulk uplift. After more discussion, it was agreed that the Association would give further consideration the request. A further area meeting, with the Director and the Maintenance Manager, will be arranged shortly with a view to exploring options to try to alleviate the parking issues.

17.7 A member of the Management Committee noted that they understood residents should be bringing their bins to the muster point at the end of the road, to prevent the bin lorry having to navigate access. They noted also that the level of vehicle ownership has increased sharply in the area in recent years.

17.8 The Management Committee will be kept informed of matters.

Dir

#### ***Lived Experience Group – Human Rights***

17.9 The Director advised that the next meeting of the Lived Experience Group is on Tuesday 19<sup>th</sup> March from 10.30am in the Birgidale Complex.

MC

17.10 The Director will circulate a memo reiterating the details.

Dir

### **18.0 Date and Time of Next Meeting**

18.1 The next meeting of the Management Committee will take place on Wednesday 27<sup>th</sup> March 2024.

18.2 The meeting ended at 8.45pm.



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