

# 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> March 2024**

**1.0 Present**

Iris Robertson  
Geraldine Baird  
Alex Bruce  
Josephine Deacon  
Christine Devine  
Audrey Laird  
Andrew William Marshall  
Michelle McNulty  
Sarah Jayne Newman

**In Attendance:**

Alison Main (Director)  
Ady Tester (Maintenance Manager)  
Julie Roy (Corporate Services Officer)  
Fettes McDonald (for Agenda Items 6.0 and 7.0)  
Alex Cameron (for Agenda Item 8.0)

**2.0 Apologies**

- 2.1 Apologies were received from Jim Dougherty, William Hamilton, 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 Five Year Financial Projections**

- 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 'Scottish Housing Regulator (SHR) – Five Year Budgets – Submission' and the appended draft 'Five Year Financial Projections (FYFP) 2023-2024' Return was circulated in advance of the meeting. The content was noted and discussed, with Fettes explaining the main assumptions that had been applied.
- 4.3 He highlighted that inflation had been assumed at 4.6% in year 1, and 2% thereafter.
- 4.4 He explained the projected outturns, noting that surpluses are projected on an annual basis and average £523,000 per annum.

**Action**

4.5	He highlighted that the Association's cash balances at the end of year five are projected at a healthy £2.62 million. He advised that it is important that the Association continues to build cash reserves to pay loan debt in years seven and ten.	
4.6	He noted that discussions are ongoing with the Royal Bank of Scotland regarding increasing the loan covenant breach headroom.	
4.7	A member of the Management Committee enquired as to whether the Association's finances are comparable with its peers. Fettes advised there was no significant difference.	
4.8	After consideration, Audrey Laird proposed that the Association submits the FYFP Return as presented. The motion was seconded by Christine Devine and it was unanimously approved by the Management Committee.	
4.9	Fettes will oversee the submission of the FYFP.	<b>FMD</b>
<b>5.0</b>	<b>EVH Employers' Ballot</b>	
5.1	<i>[REDACTED DUE TO COMMERCIAL SENSITIVITY]</i>	
<b>6.0</b>	<b>Minutes of Management Committee Meeting of 24<sup>th</sup> January 2024</b>	
6.1	It was noted that Wilma McCubbin was not minuted as the Seconder of the motion under Agenda Item 14.0 of the meeting.	
6.2	With that amendment, Josephine Deacon proposed the Minutes of the Management Committee Meeting of 28 <sup>th</sup> February 2024 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.	
<b>7.0</b>	<b>Matters Arising from Minutes of Management Committee Meeting of 28<sup>th</sup> February 2024</b>	
7.1	Re item 6.3; this will be discussed under Agenda Item 14.0.	
7.2	Re item 8.2; the Director advised that draft versions of the updated job descriptions will be presented to all staff members in due course.	<b>Dir</b>
7.3	Re item 8.3; the Director will oversee the development of a Scheme of Delegation Policy.	<b>Dir</b>
7.4	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.	<b>Dir</b>
7.5	Re item 8.5; the Maintenance Manager advised that he would contact the Management Committee to schedule training on the use of the iPads. The Management Committee advised that a group training session would be preferable to 1-1 sessions.	<b>MM</b>

7.6	Re item 8.6; the Director advised that this would be discussed under Agenda Item 13.0.	
7.7	Re item 8.8; the Director advised that she would telephone the Head Teacher of St John Paul II Primary School to discuss joint working.	<b>Dir</b>
7.8	Re item 8.10; the Director advised that she would contact the Member for an update on matters.	<b>Dir</b>
7.9	Re item 8.11; the Director advised that this would be discussed under agenda item 10.0	
7.10	Re item 8.12; the Director advised that another room within the supported accommodation property has now void, so there were now two rooms void. She noted that two individuals had been identified as potential tenants and the Association is awaiting the outcome of assessments. The Management Committee will be kept updated.	<b>HM</b>
7.11	Re item 8.13; the Director advised that the Association's solicitor awaits an update from the Royal Bank of Scotland as to when the executed Discharge can be expected.	<b>Dir</b>
7.12	Re item 8.17; the Maintenance Manager advised that the remaining gutters will be cleaned in either the first or second week in April.	
7.13	Re item 8.25; the Director suggested that the Strategy Afternoon be held on 12 <sup>th</sup> April 2024. The Management Committee suggested that it be held in the morning instead. The Director proposed it commence at 9.30am and finish at approximately 1pm. She advised that Mullholland Housing Consultancy, who is carrying out the Governance Review, would be in attendance. These arrangements were agreed by the Management Committee.	<b>Dir/MC</b>
7.14	Re item 10.20; the Director advised that it had not been possible to schedule a meeting of the Media Group before the Spring newsletter was sent to the printer. She will follow this up in due course.	<b>Dir</b>
7.15	Re item 8.27; the Director advised that the further round of area meetings in the spring and summer of 2024 will be incorporated into the work programme for 2024/2025.	<b>Dir</b>
7.16	Re item 8.30; the Director will explore options for displaying the Association's Mission Statement and Values in the Committee Room.	<b>Dir</b>
7.17	Re item 9.3; the Director advised that she had renewed the association's affiliation with the Glasgow West of Scotland Forum of Housing Associations.	
7.18	Re item 9.5; the Director advised that two members of the Management Committee will be attending Employers in Voluntary Housing's Annual Conference 2024. The Corporate Services Officer has made the booking.	
7.19	Re item 9.7; the Director advised that she completed and returned the survey.	

7.20	Re item 9.9; the Corporate Services Officer will oversee the collation and submission of the information for Fair Work First.	CSO
7.21	Re item 13.4; the Housing Manager has overseen the former tenant rent arrear write-offs.	
7.22	Re item 14.5; the Maintenance Manager advised that he contacted Zurich Municipal UK regarding the insurance cover. He also confirmed that letters have also been sent out to written letters to all owners, including those who live on Birgidale Road and Stravanan Street and are affected by the additional insurance premium due as a result of the cladding on the properties.	
7.23	Re item 15.2; the Director advised that this will be discussed under Agenda Item 7.0.	
7.24	Re item 15.5; the employee was advised of the Management Committee's decision.	
7.25	Re item 15.14; Senior Staff implemented the Management Committee's decision.	
7.26	Re item 16.2; the Director advised that she has overseen the Management Committee's decision.	
7.27	Re item 16.3; the Director advised that comments on the draft Resident Involvement Strategy had been received from the Internal Auditor. A further draft will be presented to the Management Committee in due course.	Dir
7.28	Re item 16.4; the Director advised that the Internal Audit on Tenant Participation has been completed, and the report is awaited.	Dir
7.29	Re item 17.1; the Director advised that the Association's affiliation with the Scottish Federation of Housing Associations has been renewed.	
7.30	Re item 17.7; the Director advised that this would be discussed under Agenda Item 12.0.	
7.31	Re item 17.10; the Director advised that she circulated a memo to the Management Committee. The next meeting of the Lived Experience Group will take place on Tuesday 23 <sup>rd</sup> April 2024 at 10.30am in the Birgidale Complex. She will circulate a memo reiterating the details nearer the time.	Dir
<b>8.0</b>	<b>Internal Audit</b>	
8.1	The paper 'North View Housing Association – Internal Audit Plan 2024/25 – January 2024 (Draft)' was circulated to the Management Committee in advance of the meeting.	
8.2	Alex Cameron, the Association's Internal Auditor, joined the meeting at this point to outline and discuss the content of the draft Internal Audit Plan for 2024/25.	

- 8.3 Alex Cameron advised that three Internal Audits are proposed for 2024/25 covering the areas of void management, tenant safety, and rent arrears.
- 8.4 A member of the Management Committee enquired as to whether staff working practices will be audited. The Internal Auditor advised that they randomly select various cases and examples, speaking to staff and thoroughly checking paperwork (for example, to ensure that procedures are followed by staff).
- 8.5 A member of the Management Committee enquired as to whether staff health and safety will be audited. Alex Cameron advised that staff health and safety is covered under arrangements with Employers in Voluntary Housing, with the assistance of ACS Asbestos Measurement and Testing Limited (formerly ACS) who carry out a health and safety External Audit every two years, which focuses on the Association's duty as an employer.
- 8.6 A member of the Management Committee enquired as to why there are audit areas listed which the Association will not be audited on. Alex advised that a risk-based approach is used to determine the areas that will be audited, and not all the areas listed are applicable to the Association.
- 8.7 The Management Committee thanked Alex Cameron for his contribution, and he left the meeting.

## 9.0 Correspondence

### ***Email from Employers in Voluntary Housing (EVH) re EVH Executive Committee – received on 13<sup>th</sup> March 2024***

- 9.1 The Director advised that EVH is seeking nominations for their Executive Committee. The 26<sup>th</sup> Annual General Meeting takes place on Friday 17<sup>th</sup> May 2024.
- 9.2 She advised that if there are any members of the Management Committee interested in joining the Executive Committee, they should contact herself or the Corporate Services Officer.

MC

### ***Email from Scottish Government re the Cost-of-Living Act – Ending Measures – received on 18<sup>th</sup> March 2024***

- 9.3 The Director advised that the additional protections brought in under the Cost of Living (Tenant Protection) (Scotland) Act 2022 will no longer apply from 1<sup>st</sup> April 2024, which includes the moratorium on evictions except in a range of circumstances.

### ***Email from Glasgow and West of Scotland Forum of Housing Associations (GWSF) - received on 21<sup>st</sup> March 2024***

- 9.4 The Director advised that this was GWSF's periodic update, and it was circulated to the Management Committee on 27<sup>th</sup> March 2024.

### ***Email from the Scottish Housing Regulator (SHR) attaching a letter from their Chairperson (Michael Cameron) regarding Annual Assurance Statements (AAS) – received on 26<sup>th</sup> March 2024***

<p>9.5 The Director advised that the letter sets out that the SHR is looking for Registered Social Landlords (RSLs) to confirm in their AAS that they are meeting all duties in relation to tenant and resident safety. They are also seeking RSLs with Reinforced Autoclave Aerated Concrete (RAAC) in their stock and do not have a plan to manage the associated risk, to highlight it in their AASs.</p>	
<p>9.6 She advised that the Association would take account of these requirements in the AAS due to be considered by the Management Committee in October this year.</p>	
<p><b><i>Email from the Scottish Government re Housing (Scotland) Bill – received on 27<sup>th</sup> March 2024</i></b></p>	
<p>9.7 The Director advised that there was a letter attached from Patrick Harvie and Paul McLennan advising that the Housing (Scotland) Bill was introduced on 26<sup>th</sup> March 2024. The Bill covers a range of topics related to housing and homelessness prevention.</p>	
<p>9.8 She advised that further details will be circulated to the Management Committee.</p>	Dir
<p><b><i>Application for Membership – [PERSONAL DATA REDACTED]</i></b></p>	
<p>9.9 The Director advised that an application for membership of the Association was received on 16<sup>th</sup> March 2024.</p>	
<p>9.10 It was proposed by Iris Robertson that the application be approved. The motion was seconded by Andrew Marshall and it was unanimously approved by the Management Committee.</p>	
<p>9.11 The Corporate Services Officer will oversee the issuing of the share certificate, a copy of the Rules, and a Fair Processing Notice.</p>	CSO
<p><b>10.0 Notifiable Events</b></p>	
<p>10.1 <b><i>[SENSITIVE AND CONFIDENTIAL INFORMATION REDACTED]</i></b></p>	
<p><b>11.0 Report from Sub-Committee Meetings</b></p>	
<p>11.1 The paper ‘Report from Sub-Committee Meetings – <i>March 2024</i>’ was circulated in advance of the meeting. The content was noted by the Management Committee.</p>	
<p><b>12.0 Housing Management Report</b></p>	
<p><b><i>Rent Arrears Decree Case (reference 11566)</i></b></p>	
<p>12.1 The paper ‘Rent Arrears – Decree Case (<i>March 2024</i>)’ was circulated to the Management Committee in advance of the meeting.</p>	
<p>12.2 Following consideration, it was proposed by Iris Robertson that the Association proceeds with eviction. The motion was seconded by Alex Bruce and it was unanimously approved by the Management Committee.</p>	
<p>12.3 The Housing Manager will oversee the Management Committee’s decision.</p>	HM

<b>Stravanan Road (5 apartments)</b>		
12.4	The paper 'Stravanan Road (5 apartment) Resident Meeting – <i>March 2024</i> ' was circulated to the Management Committee in advance of the meeting.	
12.5	Following extensive discussion, it was proposed by Sarah Jayne Newman that the Association proceed with the repositioning of the office security fence at an estimated cost of £4,600, to free up six additional car parking spaces that the residents can use to park their vehicles. The motion was seconded by Alex Bruce and unanimously approved by the Management Committee.	
12.6	The Director confirmed that the Maintenance Manager will oversee the implementation of the Management Committee's decision.	MM
13.0	<b>Performance Management</b>	
<b>Performance Management Proforma</b>		
13.1	The paper 'Performance Management Proforma to 29 <sup>th</sup> February 2024 – <i>March 2024</i> ' was circulated in advance of the meeting. The content was noted by the Management Committee.	
13.2	The Director noted that the factoring statistics were missing, owing to staff absence, and would be updated as soon as available.	Dir
<b>Construction Design Management Policy</b>		
13.3	The draft paper 'Construction Design Management Policy' and the appended 'Equalities Impact Assessment' were circulated in advance of the meeting.	
13.4	The Maintenance Manager advised that this was a new Policy and that a need to establish this policy was identified during the development of the Asset Management Strategy.	
13.5	Following consideration, it was proposed by Alex Bruce that the Association adopts this draft Policy. The motion was seconded by Sarah Jayne Newman and unanimously agreed by the Management Committee.	
13.6	The Corporate Services Officer will update the Policy Bank and the website.	CSO
<b>Medical Adaptations Policy</b>		
13.7	The draft paper 'Medical Adaptations – Stage 1, 2 and 3 Policy' and the appended 'Equalities Impact Assessment' were circulated in advance of the meeting.	
13.8	Following consideration, it was proposed by Christine Devine that the draft Policy be approved for adoption by the Association. The motion was seconded by Andrew Marshall and it was unanimously approved by the Management Committee.	
13.9	The Corporate Services Officer will update the Policy Bank and the website.	CSO
<b>Governance Review</b>		

- 13.10 The Director advised that Mullholland Housing Consultancy has been appointed following selection process carried out by General Purposes Sub-Committee.
- 13.11 She met with the consultant, **[PERSONAL DATA REDACTED]**, on 20<sup>th</sup> March 2024 to set out an initial programme, with a view to have it completed by Autumn 2024 which will align with the 2024 Annual Assurance Statement (AAS).
- 13.12 Significant amounts of information will be forwarded to **[PERSONAL DATA REDACTED]** over the coming weeks, including the Business Plan, Annual Assurance Statement (and associated evidence bank), minutes of Management Committee and Sub-Committee meetings and reports, and the Asset Management Strategy.
- 13.13 At the Strategy Day scheduled for 12<sup>th</sup> April 2024, the Management Committee will consider targets and objectives for 2024/2025 and it will also provide an opportunity for **[PERSONAL DATA REDACTED]** to attend and explain more about the work he will be doing in relation to the Governance Review. He will also deliver training around notifiable events and governance.

#### 14.0 Asset Management Strategy

- 14.1 The paper 'Asset Management Strategy – March 2024' was circulated in advance of the meeting.
- 14.2 The Director advised that the paper details the updated sections to the Asset Management Strategy that have been applied since the Management Committee Meeting on 28<sup>th</sup> February 2024 when **[PERSONAL DATA REDACTED]** attended to guide the Management Committee through the background to and content of it in detail.
- 14.3 Geraldine Baird proposed that the Asset Management Strategy as presented on the 28<sup>th</sup> of February 2024 and incorporating the minor changes detailed in this paper, be approved for adoption. This motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.
- 14.4 The Corporate Services Officer will update the Policy Bank and the website.

CSO

#### 15.0 Any Other Competent Business

- 15.1 The Maintenance Manager informed the Management Committee that he had been approached by a peer at **[PERSONAL DATA REDACTED DUE TO THE MAINTENANCE MANAGER NOT HAVING BEEN VOTED IN AS A COMMITTEE MEMBER YET]** and asked if he would consider joining its Management Committee to support the organisation in relation to maintenance matters. He confirmed that he is interested in taking on this role.

#### 16.0 Date and Time of Next Meeting

- 16.1 The next meeting of the Management Committee will take place on Wednesday 24<sup>th</sup> April 2024.



16.2 The meeting ended at 7.50pm.

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