

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 April 2024

1.0 Present

Iris Robertson
Josephine Deacon
Audrey Laird
Wilma McCubbin
Michelle McNulty
Sarah Jayne Newman

In Attendance:

Alison Main (Director)
Julie Roy (Corporate Services Officer)

2.0 Apologies

- 2.1 Apologies were received from Geraldine Baird, Christine Devine, and Andrew William Marshall.
- 2.2 The Director noted that Jim Dougherty requires a leave of absence due to personal reasons. As per the Rules, she recommended that Jim Dougherty be granted three months' leave of absence. The Management Committee unanimously approved this.

Action

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 March 2024

- 4.1 Audrey Laird proposed the Minutes of the Management Committee Meeting of 27th March 2024 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 March 2024

- 5.1 Re item 4.9; the Director advised that FMD Financial Services submitted the Five Year Financial Projections 2023/2024 to the Scottish Housing Regulator on 27th March 2024.
- 5.2 Re item 5.5; the Director advised this would be discussed under Agenda Item 8.0.

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.	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 7.5; the Director advised that the Maintenance Manager had held some one to one iPad sessions with members of the Management Committee, however, there were still a few sessions to be scheduled which he will oversee on his return from annual leave.	MM
5.7	Re item 7.7; the Director advised that she would telephone the Head Teacher of St John Paul II Primary School to discuss joint working.	Dir
5.8	Re item 7.8; the Director advised that she would contact the Member for an update on matters.	Dir
5.9	Re item 7.10; the Director advised that an update had been received from Community Integrated Care (CIC) and matters are progressing regarding the two vacancies within the supported property. The outcome of the assessments had been received, and CIC are now going to meet with the Glasgow Health and Social Care Partnership to discuss budgets and staffing. The Management Committee will be kept informed of progress.	HM
5.10	Re item 7.11; the Director advised that TC Young contacted the Royal Bank of Scotland again on 17 th April 2024 for an update on the Discharge and the Association's Relationship Manager has also been included in the communication. An update is awaited and the matter will be raised at a meeting with FMD Financial Services and the Royal Bank of Scotland on 25 th April 2024. The Management Committee will be kept apprised of matters.	Dir
5.11	Re item 7.13; the Director advised that the Strategy Afternoon was held on 12 th April 2024, with Mullholland Housing Consultancy delivering training sessions on Governance and Notifiable Events.	
5.12	Re item 7.14; the Director advised that the next meeting of the Media Group will be incorporated into the work programme for 2024/2025.	Dir
5.13	Re item 7.15; the Director advised that the further round of area meetings in the summer of 2024 will be incorporated into the work programme for 2024/2025.	Dir
5.14	Re item 7.16; the Director will explore options for displaying the Association's Mission Statement and Values in the Committee Room.	Dir
5.15	Re item 7.20; the Director advised that the Corporate Services Officer has overseen the collation of the information for Fair Work First and submitted this to Glasgow City Council on 8 th April 2024.	

5.16	Re item 7.27; the Director advised that the review of the Resident Involvement Strategy had been incorporated into the Strategic Objectives for 2024/2025. The draft Strategy will be presented to the Management Committee in due course.	Dir
5.17	Re item 7.28; the Director advised that the Internal Audit report on Tenant Participation will be discussed under Agenda Item 14.0.	Dir
5.18	Re item 7.31; the Director advised that the Lived Experience Group met on 23 rd April 2024, as scheduled. A further meeting has been arranged for 16 th May 2024 at 1.30pm at the Birgidale Complex. She has sent a text message to the Management Committee reiterating the details. Three Management Committee members have confirmed they will attend.	MC
5.19	Re item 9.2; the Director advised that no members of the Management Committee indicated an interest in joining Employers in Voluntary Housing's Executive Committee.	
5.20	Re item 9.8; the Director advised that the Housing (Scotland) Bill will be discussed under Agenda Item 14.0.	
5.21	Re item 9.11; the Director advised that the Corporate Services Officer issued the share certificate, a copy of the Rules, and a Fair Processing Notice.	
5.22	Re item 10.1; the Director advised that an update on information provided to the Association's insurer for this Notifiable Event will be discussed under Agenda Item 9.0.	
5.23	Re item 10.4; the Director advised that an update on this Notifiable Event will be discussed under Agenda Item 9.0.	
5.24	Re item 12.2; the Director advised that the eviction has been scheduled for 29 th April 2024.	
5.25	Re item 12.6; the Director advised that the Maintenance Manager continues to oversee the repositioning of the office security fence. A meeting was held with the residents to advise them of the plans. Signage will be obtained advising those parking in the car park will do so at their own risk.	MM
5.26	Re item 13.2; the Director advised that the factoring statistics will be presented to the Management Committee at its next meeting.	Dir
5.27	Re item 13.6; the Director advised that the Corporate Services Officer updated the Policy Bank and the website.	
5.28	Re item 13.9; the Director advised that the Corporate Services Officer updated the Policy Bank and the website.	
5.29	Re item 14.3; the Corporate Services Officer will update the Policy Bank and the website.	CSO

6.0 Minutes of Strategy Day Meeting of 12th April 2024

- 6.1 The Chairperson noted that the minutes read 'Minutes of the Management Committee Meeting', and not 'Minutes of the Strategy Day'.
- 6.2 With that amendment, Iris Robertson proposed the Minutes of the Strategy Day of 12th April 2024 to be a true record of the meeting. The motion was seconded by Audrey Laird and the Minutes were unanimously approved by the Management Committee.

7.0 Matters Arising from Minutes of Strategy Day Meeting of 12th April 2024

- 7.1 Re item 5.8; the Director advised that the Housing Manager had put the Annual Lettings Plan for 2024/2025 in place. An update on it will be provided at the Housing Management Sub-Committee meetings going forward.
- 7.2 Re item 5.9; the Director advised that the Housing Manager will oversee the response to the Glasgow City Health and Social Care Partnership on her return from annual leave.
- 7.3 Re item 6.6; the Director advised that the Strategic and Operational Objectives, and the Key Performance Targets set for the year will be incorporated into the performance pro forma. She advised that following initial recommendations from Mulholland Housing Consultancy during the Governance Review, the performance proforma will be presented to the Management Committee on a quarterly basis.

HM

8.0 Correspondence

8.1 [REDACTED DUE TO COMMERCIAL SENSITIVITY]

Email from Scottish Housing Network (SHN) re membership for 2024/2025 – received on 4th April 2024

- 8.3 The Director proposed that the membership be renewed for 2024/2025 at a cost of £1,473.60. She advised that the Association will seek to improve its use of its membership, including attendance at events, utilising benchmarking opportunities, and self-assessment.
- 8.4 Josephine Deacon proposed that the membership be renewed. The motion was seconded by Michelle McNulty and unanimously approved by the Management Committee.
- 8.5 The Director will implement the Management Committee's decision.
- 8.6 The Director advised that, following initial observations made by Mullholland Housing Consultancy as part of the Governance Review, going forward the 'Correspondence' Agenda Item will be limited to matters that require the Management Committee's approval and other pertinent updates. All other correspondence (such as updates from EVH) will continue to be emailed to the Management Committee.

Dir

9.0 Notifiable Events

9.1	The Director advised that copies of the pursuer's wage records from thirteen weeks prior to the accident, any sums paid up to present, and a copy of their P60 had been forwarded to Zurich. The Association awaits an update from Zurich regarding progress with the claim.	
9.2	She advised that an update was provided to the Scottish Housing Regulator on 8 th April 2024.	
9.3	The Management Committee will be kept informed of matters.	Dir
10.0	Report from Sub-Committee Meetings	
10.1	The paper 'Report from Sub-Committee Meetings' was circulated in advance of the meeting. The content was noted by the Management Committee.	
11.0	Housing Management Report	
	<i>Rent Arrears Decree cases</i>	
11.1	The paper 'Housing Management Report' was circulated to the Management Committee in advance of the meeting.	
11.2	The Director outlined the detail of the two appended rent arrears cases where the Association was granted Decree for Eviction when the two cases recently called to court.	
11.3	Following consideration, it was proposed by Wilma McCubbin that the Association proceeds with the recommendation set out in section 3.1 of the paper. The motion was seconded by Iris Robertson and unanimously agreed by the Management Committee.	
11.4	The Housing Manager will implement the Management Committee's decision.	HM
	<i>Sub-Letting Case</i>	
11.5	The Director reported circumstances in relation to an unofficial sub-let of a 3 apartment property.	
11.6	Following legal advice, a Notice of Proceedings (NOP) was served on the tenant on the grounds that they have ceased residing in the property. The tenant is fully aware and co-operating with the legal action.	
11.7	The Association is currently waiting on a court date A Decree for Ejection will be sought and if granted, this will remove the tenant and other persons from the property	
11.8	The Management Committee is kept informed of developments.	HM
12.0	Development Report	
12.1	The paper 'Development Report' and the appended 'Strategy and Development Funding Plan (SDFP) 2024/2025 – 2029/2030' was circulated to the Management Committee in advance of the meeting.	

12.2 Following consideration, Wilma McCubbin proposed that the Association proceeds with the recommendation, set out in section 2.1 of the paper, to approve the SDFP as presented for submission to Glasgow City Council by 30th April 2024. This motion was seconded by Sarah Jayne Newman and unanimously agreed by the Management Committee.

12.3 The Director will oversee the submission of the SDFP to Glasgow City Council by 30th April 2024..

Dir

13.0 Staffing Report

13.1 ***[SENSITIVE AND CONFIDENTIAL INFORMATION REDACTED]***

14.0 Performance Management

Engagement Plan 2024/2025

14.1 The paper 'Engagement Plan Report' and the appended Engagement Plan was circulated to the Management Committee in advance of the meeting and noted by the Management Committee.

14.2 The Director confirmed that the Engagement Plan is published by the Scottish Housing Regulator (SHR) annually and covers the period 1st April 2024 to 31st March 2025. The Plan sets out why the SHR is working with the Association, what the Association needs to do, what the Association needs to send to the SHR, what the SHR will do, and the Association's regulatory status. This will also be made available to tenants via the Newsletter and website.

Housing (Scotland) Bill Report

14.3 The paper 'Housing (Scotland) Bill Report' and the appended member briefing note from the Scottish Federation of Housing Associations was circulated to the Management Committee in advance of the meeting.

14.4 The Management Committee noted the content of this document.

Replacing the Director Policy and Procedure

14.5 The paper 'Policy Report' and the appended draft Policy and its Equalities Impact Assessment was circulated to the Management Committee in advance of the meeting.

14.6 The Director advised that minor amendments had been made to the Policy, reflecting new personnel and new contacts at the Scottish Housing Regulator.

14.7 Following consideration, it was proposed by Michelle McNulty that the Association adopts the amendments to the Policy. The motion was seconded by Iris Robertson and it was unanimously approved by the Management Committee.

14.8 The Corporate Services Officer will update the Policy Bank and the website.

CSO

Internal audit report on Tenant Participation

14.9 The Director shared her screen to present the Internal Auditor's report on Tenant Participation.

14.10	She advised that the Internal Audit found substantial assurance, and there were no recommendations arising from it.	
14.11	Wilma McCubbin proposed that the Director respond to the Internal Auditor to confirm receipt and to advise that the Management Committee is pleased to note the outcome. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.	
14.12	The Director will contact the Internal Auditor.	Dir
	Governance Review	
14.13	The Director advised that [PERSONAL DATA REDACTED] of Mullholland Housing Consultancy is writing the report on the Governance Review at present, and she hopes to have the draft report with her by week commencing 6 th May 2024. It will then be reviewed by Senior Staff before a final report is prepared, with an Action Plan, for the Management Committee's consideration.	
14.14	She advised that she received further initial feedback from [PERSONAL DATA REDACTED] . One of the suggestions made is that the Association reviews its number of Sub-Committees and meeting arrangements. [PERSONAL DATA REDACTED] will also include performance areas for improvement (including 'value for money', voids, arrears reporting etc). The Director advised that further suggestions have been made in relation to the reporting format for tenant and resident safety matters. The Management Committee will be kept updated on progress.	Dir
15.0	Any Other Competent Business	
	Soffits and Fascias	
15.1	The Director advised that the recent storms has impacted the soffits and fascias at 21 Stravanan Gardens, especially the back elevation. The Association must replace these, at a cost of approximately £7,000. This cost had not been foreseen. The scaffolding has been erected, and the existing will be replaced with uPVC so that there will be no future painting required.	MM
	Credit Card	
15.2	The Director advised that the Maintenance Manager made an online payment for a personal item, and mistakenly did not notice that the default payment card was his business credit card. The payment of £40 was processed on 8 th April 2024, but the Maintenance Manager immediately contacted the company to arrange a refund, which was received the following day, as shown on the credit card statement.	
	Investors in People (IIP)	
15.3	The Director advised that IIP has been in contact to arrange the assessment later in the year. They will meet with the Director and the Chairperson, either on the 8 th or 10 th of May 2024. The Director confirmed with the Chairperson that she was happy for her email address to be provided to IIP	
	Factoring Management Fee	

15.4 The Director advised that it was the intention for the Association to review its Management Fee for factoring this year, as information on staff time and other costs is available. The Director advised, however, that the Statement of Services stipulates that owners must be informed of any increase to the Management Fee by 28th February, with the increase taking effect from 1st April. Unfortunately, due to an oversight and staff absence, the deadline for notifying owners has been missed. The Association must, therefore, now wait until 2025 to apply any change to the Management Fee. The Director will incorporate the Management Fee review into the work programme for 2024/2025. The situation was noted by the Management Committee.

Dir

16.0 Date and Time of Next Meeting

16.1 The next meeting of the Management Committee will take place on Wednesday 22nd May 2024.

16.2 The meeting ended at 7.40pm.

_____ Signed (Chairperson) _____ Date