

# 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 25<sup>th</sup> September 2024

### 1.0 Present

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

### In Attendance:

Alison Main (Director)  
Ady Tester (Maintenance Manager)  
Julie Roy (Corporate Services Officer)  
Lorna Shaw (Research Resource) (for Agenda item 4.0)

### 2.0 Apologies

- 2.1 Apologies were received from Geraldine Baird, Alex Bruce, and Christine Devine.
- 2.2 The Director asked the Management Committee to approve a six-month leave of absence for Christine Devine. Iris Robertson approved Christine's six-month leave of absence. The motion was seconded by Audrey Laird and the motion was unanimously approved by the Management Committee.

### 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; that Audrey Laird is a member of the Management Committee of the Birgidale Complex and a member of Castlemilk Community Council; and that Andrew Marshall is a member of Castlemilk Community Council and a member of the Management Committee of the Birgidale Complex.

### 4.0 Customer Satisfaction Report

- 4.1 Lorna Shaw of Research Resource was in attendance to present the key findings of the Resident Satisfaction Survey, conducted between 13<sup>th</sup> August and 3<sup>rd</sup> September 2024. Upon consideration of the results, areas where any further analysis or work is required will be identified.
- 4.2 The paper 'Customer Satisfaction Research Report (September 2024)' and the appended report from Research Resource were circulated to the Management Committee in advance of the meeting. A PowerPoint presentation of the key results was shared on the screen and delivered by Lorna Shaw.
- 4.3 A member of the Management Committee enquired as to how many tenants were surveyed. Lorna Shaw confirmed that a total of 278 were surveyed.

- 4.4 The Management Committee noted that tenant overall satisfaction levels had increased significantly since the last survey conducted in 2022. A total of 92% of those surveyed indicated they were satisfied with the overall service provided by the Association.
- 4.5 Lorna Shaw explained that owners had the opportunity to provide their comments on the factoring service. A total of 32 owners were interviewed. The Management Committee noted that owner overall satisfaction levels had increased slightly since the last survey conducted in 2022.
- 4.6 Lorna Shaw advised that written correspondence was the most preferred amongst those surveyed, with 79% of those tenants indicating that the Association's newsletters were their preferred method of written correspondence.
- 4.7 The survey also indicated that 79% of tenants have internet access, which is a slight increase since the last survey conducted in 2022. It was observed that as age of those surveyed increased, the proportion of those with internet access decreased. Of those 65 years and over, only 51% indicated they had access to the internet. Across those 16 to 34 years of age, there was significantly more interest in the Association providing a greater range of digital services, than across those aged 65 years and over.
- 4.8 The Management Committee thanked Lorna Shaw for all Research Resource's work in relation to the survey and her contribution to the meeting.
- 4.9 Lorna Shaw left the meeting.

## **5.0 Housing Management Report**

### ***Offer of Housing***

- 5.1 The paper 'Housing Management: Entitlements, Payments & Benefits Report' was circulated to the Management Committee in advance of the meeting.
- 5.2 Wilma McCubbin declared an interest in the Agenda Item and left the meeting whilst the item was discussed.
- 5.3 The Housing Manager explained the content of the report, seeking Management Committee approval to issue an offer of housing to a relative of Wilma McCubbin, Committee member and Treasurer of the Association.
- 5.4 After consideration, it was proposed by Josephine Deacon that the Association makes the offer of a tenancy. The motion was seconded by Audrey Laird and the motion was unanimously approved by the Management Committee.
- 5.5 The Housing Manager will oversee this offer of the housing.
- 5.6 The Corporate Services Officer will arrange for the offer to be recorded in the relevant registers.
- 5.7 Wilma McCubbin returned to the meeting.

**HM**

**CSO**

**Eviction case**

5.8 The paper 'Housing Management Report, Decree for Eviction' was circulated to the Management Committee in advance of the meeting.

5.9 The content of the report was discussed, with the Housing Manager emphasising that eviction is always considered by the Association to be a last resort.

5.10 After careful consideration, it was proposed by Wilma McCubbin that the Association proceeds with eviction. The motion was seconded by Andrew William Marshall and was unanimously approved by the Management Committee.

5.11 The Housing Manager will oversee the arrangements for the eviction.

**HM**

**6.0 Minutes of Management Committee Meeting of 28<sup>th</sup> August 2024**

6.1 Andrew William Marshall advised that it was omitted from the Minutes that they are a member of the Birgidale Complex Management Committee.

6.2 The Corporate Services Officer will update the relevant Register.

**CSO**

6.3 With this amendment, Wilma McCubbin proposed the Minutes of the Management Committee Meeting of 28<sup>th</sup> August 2024 to be a true record of the meeting. This motion was seconded by Iris Robertson and the Minutes were unanimously approved by the Management Committee.

**7.0 Matters Arising from Minutes of Management Committee Meeting of 28<sup>th</sup> August 2024**

7.1 Re item 5.3; the Director advised that they circulated the Individual Learning Statements to each individual Management Committee member on 4<sup>th</sup> September 2024. The overall Learning and Development Plan has been prepared by Share and will be circulated in due course.

**Dir**

7.2 Re item 5.5; the reviewed draft 'Committee Member Recruitment & Succession Strategy' will be prepared for Management Committee's consideration.

**Dir**

7.3 Re item 7.2; there is still one Management Committee member that the Maintenance Manager is yet to have a one-to-one training session with on the use of the iPad.

**MM**

7.4 Re item 7.3; the Director advised that they await a reply from the head teacher of St John II Primary School.

**Dir**

7.5 Re item 7.4; the Director advised that there are some discrepancies regarding the Discharge that have been identified and these are currently being worked through. The Management Committee will be kept apprised of matters.

**Dir**

7.6 Re item 7.7; the Director confirmed that the Human Rights Lived Experience Group will be discussed under Agenda Item 16.0.

7.7	Re item 7.8; the Maintenance Manager advised that the signage will be displayed by the end of the week.	<b>MM</b>
7.8	Re item 7.9; the Director advised that they and the Corporate Services Officer will look at how to further publicise the Castlemilk Pantry on the website.	<b>Dir/CSO</b>
7.9	Re item 9.2; the Director advised that they sent a copy of the Governance Review report to the Scottish Housing Regulator on 3 <sup>rd</sup> September 2024.	
7.10	Re item 9.3; the Director confirmed that the draft Business Plan Update is due to be prepared.	<b>Dir</b>
7.11	Re item 9.4; as noted under Item 7.2, the reviewed draft 'Committee Members Recruitment and Succession Strategy' is due to be prepared.	
7.12	Re item 10.1; the Director advised that no Management Committee members had advised that they wished to attend Share's Annual General Meeting.	
7.13	Re item 10.3; the Director advised that they had notified the Scottish Federation of Housing Associations on 29 <sup>th</sup> August 2024 of the new representative.	
7.14	Re item 13.4; the Director advised that no housing offer has been made yet as there are no suitable properties to offer at present.	<b>HM</b>
7.15	Re item 14.3; the Maintenance Manager advised that a first round of letters had been sent to tenants who had not granted access to carry out Electrical Inspection Condition Reports (EICRs). The letter advises that the Association will now force access, if necessary, to carry out EICRs. The Maintenance Manager advised that nearly all the tenants had now agreed to grant access. Of those tenants that had not, it has been identified that there are circumstances behind it, so the Association is working with other agencies to facilitate access.	
	The Director advised that due to timing, it had not been possible to include an article in the Autumn 2024 newsletter on this new approach. A detailed article will, however, be included in the Winter 2024 newsletter.	<b>Dir/MM</b>
7.16	Re item 15.4; the Governance Review Action Plan will be discussed under Agenda Item 15.0.	
7.17	Re item 14.6; the Director advised that, as noted under Item 7.9, a copy of the report has been sent to the Scottish Housing Regulator.	
7.18	Re item 16.4; the Director advised that she sent the Association's response to the Internal Audit Report on 30 <sup>th</sup> August 2024.	
7.19	Re item 16.5; the Director advised that, following the recommendation contained in the Void Management Internal Audit Report, the length of time spent on managing voids between Housing Management and Maintenance departments is being recorded on HomeMaster.	

- 7.20 Re item 17.1; the Director's appraisal will be discussed under Agenda Item 17.0.

## **8.0 Minutes of Management Committee Meeting of 4<sup>th</sup> September 2024**

- 8.1 Michelle McNulty proposed the Minutes of the Management Committee Meeting of 4<sup>th</sup> September 2024 to be a true record of the meeting. This motion was seconded by Josephine Deacon and the Minutes were unanimously approved by the Management Committee.

## **9.0 Matters Arising from Minutes of Management Committee Meeting of 4<sup>th</sup> September 2024**

- 9.1 Re item 4.14; the Director advised that the Report and Financial Statements and all relevant letters were signed by the Chairperson, Vice-Chairperson, and Secretary.
- 9.2 Re item 4.15; it was also noted that the signed documents were forwarded to FMD Financial Services.
- 9.3 Re item 5.4; the Director advised that the eviction is scheduled for 26<sup>th</sup> September 2024.
- 9.4 Re item 5.5; the Maintenance Report will be discussed under Agenda Item 14.0.

## **10.0 Minutes of Management Committee Meeting of 18<sup>th</sup> September 2024**

- 10.1 It was noted that under 3.1, it should state that 'Audrey Laird accepted the nomination'.
- 10.2 With this amendment, it was proposed by Josephine Deacon that the Minutes of the Management Committee Meeting of 4<sup>th</sup> September 2024 be a true record of the meeting. This motion was seconded by Audrey Laird and the Minutes were unanimously approved by the Management Committee.

## **11.0 Matters Arising from Minutes of Management Committee Meeting of 18<sup>th</sup> September 2024**

- 11.1 There were no matters arising.

## **12.0 Correspondence**

### ***Letter from the Scottish Housing Regulator – National Report on the Charter – received via email on 30<sup>th</sup> August 2024***

- 12.1 The Director advised that the letter confirms that the report on Registered Social Landlords' performance against the standards and outcomes of the Scottish Social Housing Charter has been published. A copy of the letter (embedded with links to the report) has been forwarded to the Management Committee for information.

***Letter from the Scottish Housing Regulator (SHR) – Annual Return on the Charter (ARC) Consultation – received via email on 16<sup>th</sup> September 2024***

12.2 The Director confirmed that the correspondence advises that the SHR has launched a consultation document on the proposed changes to the ARC. It was noted that the SHR is now proposing to introduce specific indicators on tenant health and safety, including new indicators to monitor landlords' effectiveness in responding to instances of damp and mould. They are also inviting views on the continuing appropriateness of the existing ARC indicators and the removal of a small number of other indicators.

12.3 The Director advised that the consultation closes on 8<sup>th</sup> November 2024. Further details will be provided at the next meeting of the Management Committee.

**Dir**

**13.0 Notifiable Events**

13.1 The Director advised that an email had been received from **[PERSONAL DATA REDACTED]** solicitors, advising that the court has assigned a fresh timetable, and parties are now working towards a provisional Proof Diet of 10<sup>th</sup> June 2025.

13.2 **[PERSONAL DATA REDACTED]** has confirmed that it has arranged for the Pursuer to meet with an orthopaedic expert on 15<sup>th</sup> October 2024. The solicitor anticipates being in receipt of **[PERSONAL DATA REDACTED]** report by the middle of November 2024, at which time they will provide Zurich Municipal with a detailed update. The Management Committee will be kept apprised of matters.

**Dir**

**14.0 Maintenance Report**

14.1 The paper 'Maintenance Report' was circulated to the Management Committee in advance of the meeting. The Management Committee noted its content.

14.2 The Maintenance Manager advised that the paper provides the Management Committee with an update on key maintenance issues and performance from 1<sup>st</sup> April 2024 to date.

14.3 The Maintenance Manager advised that the Maintenance Performance Management Proforma will be adapted to include performance on tenant health and safety.

14.4 The Chairperson advised that there are instances whereby members of the Management Committee are being approached by tenants regarding maintenance issues. They would like tenants to be reminded not to approach Management Committee members about repairs and that they should contact the office directly.

**15.0 Governance Review**

15.1 The paper ‘Governance Review’ and the appended ‘Action Plan – Governance Review ( <i>September 2024</i> )’ was circulated to the Management Committee in advance of the meeting.	
15.2 The Director advised that the purpose of the paper is to present the Action Plan, based on the recommendations contained in the Governance Review Report. The key findings of the Governance Review were presented at the Management Committee Away Day on 23 <sup>rd</sup> August, and a copy of the full report was presented and discussed in detail at the Management Committee meeting on 28 <sup>th</sup> August 2024.	
15.3 The Director advised that the draft Action Plan has been passed to Mullholland Housing Consultancy to ensure that all recommendations have been satisfactorily addressed.	
15.4 The Director advised that there is a meeting scheduled on 1 <sup>st</sup> October 2024 with the Scottish Housing Regulator to discuss the content of the Action Plan.	<b>Dir</b>
15.5 After consideration, Iris Robertson proposed that the Association puts the Action Plan into place. The motion was seconded by Wilma McCubbin and the motion was unanimously approved by the Management Committee.	
15.6 The Director will implement the Management Committee’s decision and it was noted that progress will be monitored by the Audit and Risk Sub-Committee.	<b>Dir</b>
<b>16.0 Human Rights Update</b>	
16.1 The Director advised that work is ongoing with the Lived Experience Group, having last met on 17 <sup>th</sup> September 2024 when John Somers, the Scottish Government’s Director for Equality, Inclusion and Human Rights and Kavita Chetty, Deputy Director attended.	
16.2 The next meeting is scheduled for Monday 14 <sup>th</sup> October 2024, at 2pm. The Scottish Human Rights Commissioner will be in attendance. The Director advised that some of the topics being discussed include a shopping centre/supermarket and Castlemilk at ‘70’.	
16.3 The Director advised that Ardenglen Housing Association has prepared a submission for the work of the Lived Experience Group, to be considered by the Chartered Institute of Scotland’s Housing Awards 2024. This demonstrates a recognition of the group’s work.	
16.4 The Director explained that the awards ceremony will be held on Friday 8 <sup>th</sup> November 2024 at the DoubleTree by Hilton on Cambridge Street, Glasgow and those involved in the work of the group are invited to attend. The Director will liaise with Ardenglen regarding spaces, but there should be a minimum of two. The Management Committee agreed to contribute towards the cost of Carole Ewart’s attendance at the ceremony as she has been key to facilitating the work of the Lived Experience Group.	
16.5 It was agreed that the Director will oversee arrangements for this event.	<b>Dir</b>
<b>17.0 Director’s Appraisal</b>	

- 17.1 The paper 'Director's Appraisal' was circulated to the Management Committee in advance of the meeting.
- 17.2 The Management Committee noted the content of this report.

## 18.0 Any Other Competent Business

### ***Maureen Cope's retirement – afternoon tea***

- 18.1 The Director advised that Maureen Cope, community activist and one of Ardenglen Housing Association's longest serving Board members, has retired from Ardenglen's Board of Management. They have extended an invite to North View to join them for a surprise afternoon tea celebration for Maureen on Wednesday 2<sup>nd</sup> October 2024, 1pm to 4pm.
- 18.2 Iris Robertson, Josephine Deacon, Audrey Laird and Andrew William Marshall advised that they attend. Any other Committee members interested in attending should contact the Director to advise so that numbers can be confirmed to Ardenglen.

MC/Dir

### ***Investors in People (IiP)***

- 18.3 The Director advised that IiP has acknowledged that the Association has allowed its accreditation to cease, wishing the Association well in the months ahead and if at any point they can help, the Director should contact the account manager.

### ***Request from Janet Bain of Glasgow City Council for letter of support for the Birgidale Complex***

- 18.4 Iris Robertson, Audrey Laird, and Andrew Marshall declared an interest in this Agenda Item and left the meeting.
- 18.5 The Director advised that Janet Bain, who is assisting the Birgidale Complex, had requested a letter of support from the Association. The Director advised that the letter should outline how the Association worked with the Complex over the years and how it benefits the local community.
- 18.6 This was discussed with Management Committee members and the content agreed.
- 18.7 The Director will oversee the preparation and issuing of the letter.
- 18.8 Iris Robertson, Audrey Laird, and Andrew Marshall rejoined the meeting.

Dir

## 19.0 Date and Time of Next Meeting

- 19.1 The next meeting of the Management Committee will take place on Wednesday 23<sup>rd</sup> October 2024.
- 19.2 The meeting ended at 7.50pm.

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