

# NORTH VIEW Housing Association

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

<p><b>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> August 2024</b></p>
---

<b>1.0 Present</b>	<b>In Attendance:</b>
Iris Robertson	Alison Main (Director)
Geraldine Baird	Ady Tester (Maintenance Manager)
Josephine Deacon	Julie Roy (Corporate Services Officer)
William Hamilton	Olwyn Gaffney (Share) (for Agenda Item 9.0)
Audrey Laird	Fettes McDonald (FMD Financial Services) (for Agenda Item 8.0)
Andrew William Marshall	
Wilma McCubbin	
Michelle McNulty	

## 2.0 Apologies

- 2.1 Apologies were received from Christine Devine, William Hamilton 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 Audrey Laird is a member of the Management Committee of the Birgidale Complex and a member of Castlemilk Community Council; and that Andrew William Marshall is a member of Castlemilk Community Council.

## 4.0 Management Accounts (for the period to 30<sup>th</sup> June 2024)

- 4.1 Fettes McDonald was present at the meeting to discuss Agenda Item 8.0 and it was agreed that this would be discussed at this point of the meeting.
- 4.2 The paper 'Management Accounts (to 30<sup>th</sup> June 2024)' and the associated Management Accounts file were circulated to the Management Committee in advance of the meeting.
- 4.3 Fettes highlighted that overall maintenance costs show an underspend of £15K. He explained that spend on Reactive Maintenance is over budget but this is offset by savings in Major Repair and Cyclical elements. It was noted that more detail on this is provided on the 'Management Expenses – Variance Analysis' page.

### Action

- 4.4 A member of the Management Committee sought clarification in relation to 'creditors'. Fettes McDonald advised that this relates to cash the Association owes to others, as detailed in the narrative on page 4. The Management Committee member commented that the figure seems high. Fettes advised that the figure was higher than estimated, however, he provided assurance that that the figure was mainly a timing issue.
- 4.5 Fettes advised that there was an error on page 4 – the 'Other Fixed Assets' budgeted spend at 30<sup>th</sup> June 2024 should read £10K and not zero.
- 4.6 Fettes highlighted that van costs as at 30<sup>th</sup> June 2024 were over budget due to repairs and insurance being higher than anticipated.
- 4.7 A member of the Management Committee enquired as to why Housing Management expenses were over budget. Fettes advised that the payment related to an amount prepaid in error in the prior year.
- 4.8 A member of the Management Committee commented that the Association's costs are higher than its Peer Group. Fettes McDonald noted this, highlighting however, that the Peer Group's figures are from 2022/2023. The Scottish Housing Regulator has not yet published the results of the 2023/2024 Return.
- 4.9 It was proposed by Wilma McCubbin that the Management Accounts for the period from 1st April 2024 to 30<sup>th</sup> June 2024 be approved. The motion was seconded by Audrey Laird and unanimously agreed by the Management Committee
- 4.10 Fettes McDonald left the meeting.

## **5.0 Management Committee Appraisals Report**

- 5.1 Olwyn Gaffney was present at the meeting to discuss Agenda Item 9.0. It was agreed that this Agenda Item would be discussed at this point of the meeting.
- 5.2 The paper 'Report from Share – Management Committee Appraisals (August 2024)' and the appended feedback report was circulated in advance of the meeting.
- 5.3 Olwyn Gaffney advised that the Learning and Development Plan and Individual Learning Statements are being prepared and will be provided to the Management Committee in due course. She shared a PowerPoint presentation, detailing the content of the Feedback Report.
- 5.4 The Chairperson noted that eight Management Committee members have indicated that they are undecided about whether they will step down in the next one to three years. If those members decided to leave, there could be issues with continuity and the overall number of members on the Management Committee. The Director advised that as per the Association's Rules, if the total number of Management Committee members dropped to below seven, a Notifiable Event submission would be made to the Scottish Housing Regulator.

**Share**

<p>5.5 There was discussion regarding the importance of succession and recruitment planning and it was noted that the current 'Committee Member: Recruitment and Succession Strategy' is due for review and that this had been discussed in detail at the Awayday on 23<sup>rd</sup> August 2024. A revised draft Strategy will be prepared for Management Committee's consideration.</p> <p>5.6 Olwyn Gaffney recommended that if any members of the Management Committee are planning to step down soon, they should advise the Management Committee and the Director so that the Association prepare appropriate plans.</p> <p>5.7 The Management Committee extended its thanks to Olwyn Gaffney for her work in relation to the appraisals.</p> <p>5.8 Olwyn Gaffney thanked the Management Committee for their time and co-operation and left the meeting.</p>	Dir
<p><b>6.0 Minutes of Management Committee Meeting of 24<sup>th</sup> July 2024</b></p>	
<p>6.1 Wilma McCubbin proposed the Minutes of the Management Committee Meeting of 24<sup>th</sup> July 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.</p>	
<p><b>7.0 Matters Arising from Minutes of Management Committee Meeting of 24<sup>th</sup> July 2024</b></p>	
<p>7.1 Re item 5.2; the Director advised that she will oversee the development of a Scheme of Delegation Policy, with input from Mullholland Housing Consultancy following the Governance Review.</p>	MM/Dir
<p>7.2 Re item 5.3; the Maintenance Manager advised that there is still one Management Committee member with whom they are to have a one-to-one training session on using the iPad. A member of the Management Committee enquired as to when their meeting papers will start being emailed to the Management Committee members. The Director suggested that this could commence in September 2024.</p>	
<p>7.3 Re item 5.4; the Director advised that they await a reply from the Head Teacher of St John Paul II Primary School.</p>	Dir
<p>7.4 Re item 5.5; the Director advised that there is no further update on the Discharge. Progress remains slow. The Management Committee will continue to be kept apprised of progress.</p>	Dir
<p>7.5 Re item 5.6; the Director advised that the final scheduled area meeting will take place on 29<sup>th</sup> August 2024. It was noted that attendance had been reasonable at the previous area meetings. A member of the Management Committee enquired as to whether individuals confirmed their attendance beforehand, as requested. The Director advised that only some confirmed. There was, however, enough space in the meeting room to accommodate everyone in attendance.</p>	

7.6	Re item 5.7; the Director advised that the Mission Statement and Values displays are being prepared.	
7.7	Re item 5.8; the Director advised that the next meeting of the Lived Experience Group would be held at 2.00pm on 17 <sup>th</sup> September 2024 at the Birgidale Complex.	<b>MC/Dir</b>
7.8	Re item 5.9; the Maintenance Manager advised that the car park signage will be displayed as soon as possible.	<b>MM</b>
7.9	Re item 5.12; 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>
7.10	Re item 5.18; the Director advised that the Management Committee appraisals had been discussed earlier in the meeting.	
7.11	Re item 5.19; the Director advised that the 2024 Residents' Survey was underway.	
7.12	Re item 5.24; the Director advised that they had contacted Investors in People to notify them of the Management Committee's decision.	
7.13	Re item 6.3; the Director advised that they had submitted the Association's response to the Glasgow and West of Scotland's Forum of Housing Associations.	
7.14	Re item 6.4; the Chairperson advised that they had been unable to attend Poverty Alliance's event and had submitted their apologies.	
7.15	Re item 9.3; the Director advised there have been no further updates on the insurance case, and that it is still with Zurich Municipal to determine any liability.	
7.16	Re item 9.9; the Maintenance Manager advised that the Association had now received the damp and mould sensor units. Installation has commenced.	
7.17	Re item 10.6; the Corporate Services Officer updated the Policy Bank and the website.	
7.18	Re item 10.10; the Corporate Services Officer updated the Policy Bank and the website.	
7.19	Re item 13.4; the Maintenance Manager advised that he has implemented the Management Committee's decision regarding cyber security.	
7.20	Re item 14.6; the Maintenance Manager advised that the Wood Chipper has been purchased.	

## 8.0 Minutes of Awayday on 23<sup>rd</sup> August 2024

- 8.1 Wilma McCubbin proposed the Minutes of the Awayday of 23<sup>rd</sup> August 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.

## 9.0 Matters Arising from Minutes of Away Day on 23<sup>rd</sup> August 2024

- 9.1 Re item 5.5; the Director advised that this would be discussed under Agenda Item 15.0.
- 9.2 Re item 5.6; the Director advised that a copy of the report would be sent to the Scottish Housing Regulator once it has been approved by the Management Committee.
- 9.3 Re item 8.6; the Director confirmed that the draft Business Plan Update will be prepared.
- 9.4 Re item 9.7; the Director will prepare a revised draft of the 'Committee Members: Recruitment and Succession Strategy'.

Dir

Dir

Dir

## 10.0 Correspondence

***SHARE's Annual General Meeting (AGM) – 3<sup>rd</sup> October 2024 at 9.30am – Willow House, Kestrel View, Bellshill, ML4 3PB – received via email 28<sup>th</sup> August 2024***

- 10.1 The Director advised that notification of SHARE's AGM had been received. They advised that if any of the Management Committee would like to attend, they should inform the Director or the Corporate Services Officer.

MC

***Scottish Federation of Housing Associations (SFHA) – Management Committee Representative – received via email***

- 10.2 The Director advised that the SFHA had asked for the name of a representative from the Management Committee. They keep details of representatives from all member housing associations. They currently have the Chairperson's details; however, they would like the name of an additional representative.
- 10.3 Andrew William Marshall confirmed that their name can be provided to the SFHA.

Dir

## 11.0 Notifiable Events

- 11.1 The Director advised that there were no updates to the current Notifiable Event (reference 30621) to report.

## 12.0 Report from Sub-Committee Meetings

- 12.1 The paper 'Report from Sub-Committee Meetings (August 2024)' was circulated to the Management Committee in advance of the meeting and its content was noted.

### **13.0 Housing Management Report**

- 13.1 The paper 'Housing Management Report: Special Let Request (August 2024)' was circulated to the Management Committee in advance of the meeting and its content was noted.
- 13.2 The Director outlined the content of the report, which details a Joint Tenancy application received on 11<sup>th</sup> July 2024 from a tenant of a large property, asking for permission to make a family member a Joint Tenant.
- 13.3 After discussion, it was proposed by Iris Robertson that the Housing Manager's request to make an offer of a 3-apartment property as a special let to a household member (following refusal of a joint tenancy) be approved. The motion was seconded by Alex Bruce and the proposal was unanimously approved by the Management Committee.
- 13.4 The Housing Manager will oversee implementation of the Management Committee's decision.

**HM**

### **14.0 Maintenance Report**

- 14.1 The paper 'Maintenance Report: Legal Compliance (August 2024)' and the appended email from Jim Bauld of TC Young Solicitors was circulated to the Management Committee in advance of the meeting. The Maintenance Manager outlined the content.
- 14.2 Following discussion, Andrew William Marshall proposed that the Association implements the practices and procedures detailed in the report to ensure full compliance with its legal duties. The Management Committee noted the Internal Auditor's comment that any potential financial impact on the Association is significantly outweighed by the health and safety consequences of not ensuring Electrical Inspection Condition Reports are conducted. The motion was seconded by Alex Bruce and the proposal was unanimously approved by the Management Committee.
- 14.3 The Maintenance Manager will oversee implementation of the Management Committee's decision.

**MM**

### **15.0 Governance Review**

- 15.1 The paper 'Report from Mullholland Housing Consultancy – Governance Review (August 2024)' and the appended full report (together with a copy of presentation delivered at the Awayday on 23<sup>rd</sup> August 2024) was circulated to the Management Committee in advance of the meeting.
- 15.2 The Director advised that the report was discussed in full by Mullholland Housing Consultancy at the Awayday on 23<sup>rd</sup> August 2024.
- 15.3 The Director invited any further questions from the Management Committee regarding the content of Mullholland Housing Consultancy's report, noting that overall its findings are very positive.

15.4	The Director advised that an Action Plan, based on the recommendations, will be developed and presented for consideration at the next meeting of the Management Committee.	Dir
15.5	The Director will provide the Scottish Housing Regulator with a copy of the full report.	Dir
<b>16.0</b>	<b>Internal Audit Report</b>	
16.1	The paper 'Internal Audit Report from Quinn Internal Audit – Void Management (August 2024)' and the appended Internal Audit Report was circulated to the Management Committee in advance of the meeting.	
16.2	The Director outlined the content of the Internal Audit Report. One 'low priority' recommendation has been made by the Internal Auditor to enhance performance by reporting on the length of time the Housing Management and Maintenance departments each spend on processing void properties.	
16.3	After discussion, it was proposed by Iris Robertson that the Association responds to the Internal Audit Report in line with the recommendation set out in section 3.2 of the paper. The motion was seconded by Wilma McCubbin and unanimously agreed by the Management Committee.	
16.4	The Director will oversee the Management Committee's response.	Dir
16.5	The Director advised that the Housing Manager and Maintenance Manager will oversee reporting on void times spent with the Housing Management and Maintenance departments.	HM/MM
<b>17.0</b>	<b>Any Other Competent Business</b>	
	<b><i>Director's Appraisal</i></b>	
17.1	The Director advised that their appraisal is due to be carried out. The Management Committee considered which members would be involved in this process. It was agreed that the Chairperson and three other members of the Management Committee would conduct the appraisal on 13 <sup>th</sup> September 2024 at 1pm.	MC/Dir
	<b><i>Media Group</i></b>	
17.2	The Director advised that the Media Group met on 29 <sup>th</sup> July 2024. They discussed various matters, including making greater use of social media, and updating profile pictures more often.	
<b>18.0</b>	<b>Date and Time of Next Meeting</b>	
18.1	The next meeting of the Management Committee will take place on Wednesday 4 <sup>th</sup> September 2024.	
18.2	The meeting closed at 8.10pm.	

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