

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 23rd October 2024

1.0 Present

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

In Attendance:

Alison Main (Director)
Julie Roy (Corporate Services Officer)
John Mullholland (Mullholland Housing Consultancy) (for Agenda Item 8.0)

2.0 Apologies

- 2.1 Apologies were received from Iris Robertson and Wilma McCubbin.
- 2.2 It was unanimously agreed that, in the Chairperson's absence (Iris Robertson), Josephine Deacon would Chair the Meeting.

Action

3.0 Declaration of Interest

- 3.1 It was noted 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 and a member of the Management Committee of the Birgidale Complex.

4.0 Annual Assurance Statement

- 4.1 John Mullholland was in attendance to discuss Agenda Item 8.0. It was agreed that it would be discussed at this point in the meeting.
- 4.2 The papers 'Annual Assurance Statement: Compliance – Residents' Health & Safety', 'Annual Assurance Statement Report' jbm and 'Draft Annual Assurance Statement (October 2024)' with the appended draft Annual Assurance Statement were circulated to the Management Committee in advance of the meeting.
- 4.3 John provided a summary of the content of the papers, highlighting the nine areas relating to tenant health and safety that the Scottish Housing Regulator (SHR) expects the Association to be able to fully evidence compliance. It was noted that an Internal Audit of Tenant Safety is being carried out and this will provide further independent assurance to the Management Committee in relation to this area. A copy of the draft report will be circulated to Management Committee in due course.

- 4.4 John Mulholland confirmed that as part of the recent Governance Review work, the Association's compliance with the SHR's Regulatory Standards of Governance and Financial Management was considered. As part of the exercise, consideration was given to the Annual Assurance Statement (AAS) which the Association must submit to the SHR and make available to its tenants by 31st October 2024.
- 4.5 John Mulholland advised that, based on evidence produced and reviewed, his overall assessment is that the Association is Fully Compliant in relation to:
- i. the relevant Regulatory Requirements set out in Chapter 3 of the Regulatory Framework;
 - ii. the SHR's Standards of Governance and the Financial Management;
 - iii. all relevant standards and outcomes in the Scottish Social Housing Charter; and
 - iv. all relevant legislative duties.
- 4.6 The Director advised that a draft AAS had been prepared for the Management Committee's for consideration, approval adoption, submission to the SHR, publication on the Association's website, and inclusion in the Annual Report for 2023/2024. She advised the Management Committee that the acronyms EICR and RAAC in the draft AAS as presented will be amended to include its full meaning (Electrical Inspection Condition Report and Reinforced Autoclaved Aerated Concrete).
- 4.7 With that amendment, it was proposed by Geraldine Baird that the AAS for 2024 was approved for adoption, submission to the SHR, publication on the Association's website, and inclusion in the Annual Report for 2023/2024. The motion was seconded by Audrey Laird and it was unanimously approved by the Management Committee.
- 4.8 The Director will oversee the signing of the AAS by the Chairperson, its submission to the SHR, and its inclusion in the Annual Report for 2023/2024. The Corporate Services Officer will then oversee its publication on the website.
- 4.9 The Management Committee thanked John Mulholland for his contribution, and he left the meeting.

Dir/CSO

5.0 Minutes of Management Committee Meeting of 25th September 2024

- 5.1 Josephine Deacon proposed the Minutes of the Management Committee Meeting of 25th September 2024 to be a true record of the meeting. This motion was seconded by Michelle McNulty and the Minutes were unanimously approved by the Management Committee.

6.0 Matters Arising from Minutes of Management Committee Meeting of 25th September 2024

- 6.1 Re item 5.5; the Director advised that an offer of housing had been made and accepted.
- 6.2 Re item 5.6; the Corporate Services Officer has updated the relevant Registers.

6.3	Re item 5.11; the eviction is scheduled for 30 th October 2024.	
6.4	Re item 6.2; the Corporate Services Officer updated the relevant Register to record Andrew William Marshall as a member of the Birgidale Complex's Management Committee.	
6.5	Re item 7.1; the Director advised that the Learning and Development Plan would be discussed under Agenda Item 15.0.	
6.6	Re item 7.2; the Director advised that she is aiming to present the Management Committee with the reviewed Committee Member Recruitment and Succession Strategy at its December meeting.	Dir
6.7	Re item 7.3; 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. This will be arranged as soon as possible.	MM
6.8	Re item 7.4; the Director advised that she would contact the head teacher of St John II Primary School again.	Dir
6.9	Re item 7.5; the matter regarding the Discharge is still ongoing. As part of this work, an Amendment Agreement is required to the Association's current documentation with the Royal Bank of Scotland. This is currently being drafted (by the Bank's solicitor and TC Young) and will be presented for Management Committee's consideration in due course.	Dir
6.10	Re item 7.7; the Director advised that the signage had been installed in the car park.	
6.11	Re item 7.8; the Director advised that she and the Corporate Services Officer will look at how to further publicise the Castlemilk Pantry via the website.	Dir/CSO
6.12	Re item 7.10; the Director advised that the draft Business Plan Update is currently expected to be completed next month.	Dir
6.13	Re item 7.14; the Director advised that no housing offer has been made yet as there are no suitable properties to offer at present.	HM
6.14	Re item 7.15; the Director advised that the draft Winter 2024 newsletter will include an article on the Association's new approach to Electrical Inspection Condition Reports (EICRs) will be included.	Dir/MM
6.15	Re item 12.3; the Director advised that the SHR's consultation would be discussed under Agenda Item 12.0.	
6.16	Re item 13.2; the Director advised that this Notifiable Event would be discussed under Agenda Item 7.0.	
6.17	Re item 15.4; the Director advised that progress with the Governance Review Action Plan is to be monitored by the Audit and Risk Sub-Committee.	

- 6.18 Re item 16.5; the Director advised that details had been confirmed with Ardenglen Housing Association.
- 6.19 Re item 18.2; the Director advised that the event took place on 21st October 2024.
- 6.20 Re item 18.7; the Director advised that that the letter was issued on 26th September 2024.

7.0 Correspondence

- 7.1 The Director advised that there were no matters to discuss.

8.0 Notifiable Events

- 8.1 The Director advised that a report from the **[PERSONAL DATA REDACTED]** expert is awaited.

9.0 Report from Sub-Committees

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

10.0 Governance Review

- 10.1 The paper 'Governance Review Action Plan' and the appended updated Engagement Plan was circulated to the Management Committee in advance of the meeting.
- 10.2 The Director detailed the content of the report being presented for the Management Committee's consideration. She advised that the paper sets out a proposed revised meetings framework following the recommendations arising from the recent Governance Review completed by Mullholland Housing Consultancy.
- 10.3 Following careful consideration and discussion around the proposals, it was proposed by Alex Bruce that the Association proceeds with the recommendation set out in section 7.0 of the report. The motion was seconded by Andrew William Marshall and it was unanimously approved by the Management Committee.
- 10.4 The Director advised that she met with the Association's Regulation Manager, Nicola McKeand, from the Scottish Housing Regulator (SHR) to discuss the Governance Review Report and the Action Plan. The meeting was very positive, with the SHR agreeing that no further information is required in relation to the Governance Review and a new Engagement Plan to reflect this would be issued.
- 10.5 A member of the Management Committee commented that they were happy to hear the meeting was positive.

10.6 The Director advised that a copy of the new Engagement Plan had been published on the website.	Dir
10.7 The Director noted that work will now commence to ensure that the organisation's policies reflect the new governance arrangements. This is a large piece of work which it is hoped will be completed in December 2024.	
11.0 Performance Management	
<i>Performance proforma</i>	CSO
11.1 The paper 'Quarterly Performance Management Proforma (to 30 th September 2024)' was circulated to the Management Committee in advance of the meeting and its content noted.	
11.2 The Director advised that factoring arrears remain at more than 10% above the target. Staff will continue to pursue households for payment.	
<i>Draft Electrical Installation Policy</i>	
11.3 The paper 'Policy for Approval', the appended 'Electrical Installation Policy' and Equalities Impact Assessment were circulated to the Management Committee in advance of the meeting.	
11.4 The Director advised that a section, highlighted in red, on access arrangements had been added to the Policy, detailing the Association's new approach to EICRs, which was discussed at the Management Committee meeting on 28 th August 2024.	
11.5 It was proposed by Josephine Deacon that the Association adopts the revised Policy. The motion was seconded by Audrey Laird and it was it was unanimously approved by the Management Committee.	
11.6 The Corporate Services Officer will update the website and the Policy Bank.	
12.0 Scottish Housing Regulator's (SHR) Consultation on the Annual Return on the Charter (ARC)	
12.1 The paper 'Scottish Housing Regulator's Annual Return on the Charter (ARC) Consultation (October 2024)' and appended draft consultation questionnaire response was circulated to the Management Committee in advance of the meeting.	
12.2 The Director advised that on 16 th September 2024 the SHR published a consultation on proposed changes to the ARC. The consultation closes on 8 th November 2024. The SHR is proposing to alter some indicators, remove some indications, and add new indicators, as detailed in the report.	
12.3 The Director detailed the Association's draft response to the consultation questionnaire for Management Committee's consideration and approval.	
12.4 The Director highlighted the new indicators, relating to tenant health and safety, being proposed.	

<p>12.5 Following consideration, Andrew William Marshall proposed that the Association submits the consultation questionnaire as presented. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.</p> <p>12.6 The Director will submit the Association's response by 8th November 2024.</p>	
<p>13.0 Housing Management Report</p>	
<p>13.1 The paper 'Housing Management Report: 2024/25 Area Meetings' was circulated to the Management Committee in advance of the meeting.</p> <p>13.2 The Director advised that the paper provides the Management Committee with detailed information relating to the 2024/2025 Area Meetings carried out between July and October 2024.</p> <p>13.3 The Director advised that attendance levels had improved from the previous year, although was still relatively low. It was noted that the Area Meetings provide an alternative form of resident engagement and an opportunity to residents to speak with Senior Staff.</p> <p>13.4 Following consideration, Andrew Marshall proposed that the Association carry out further Area Meetings in 2025/26. The motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.</p>	
<p>14.0 Factoring</p>	
<p>14.1 The paper 'Statistical Factoring Report (1st April to 30th September 2024) was circulated to the Management Committee in advance of the meeting. The content of the report was noted.</p>	
<p>15.0 Learning & Development Plan</p>	
<p>15.1 The paper 'Learning & Development Plan (October 2024) and the appended Plan was circulated to the Management Committee in advance of the meeting.</p> <p>15.2 The Director advised that the Learning and Development Plan for 2024/2025 has been developed by Share, based on the information obtained through the Management Committee's appraisal process which concluded in August 2024. The Director noted that every Management Committee member will have received their Individual Learning Statement, circulated on 5th September 2024.</p> <p>15.3 Following consideration, the Learning and Development Plan for Management Committee was proposed for adoption by Sarah Jayne Newman. The motion was proposed by Audrey Laird and it was unanimously approved by the Management Committee.</p>	
<p>15.4 The Director will oversee the implementation of the Learning and Development Plan.</p>	<p>Dir</p>

16.0 Equalities & Human Rights

Lived Experience Group

- 16.1 The Director advised that the Lived Experience Group will next meet on 12th November 2024 at 2pm, in the Birgisdale Complex. The last meeting took place on 14th October 2024, which was also attended by the Scottish Human Rights Commission.
- 16.2 Funding is being sought from the four Housing Associations involved (Ardenglen Housing Association, Cassiltoun Housing Association, Craigdale Housing Association, and North View) to support the work of the Group. The Director advised further information will be presented to the Management Committee's consideration in due course.

'Castlemilk is 70'

- 16.3 The Director advised that Castlemilk is 70 years old this year and as part of the Lived Experience Group's work, it is seeking to create a large banner made up of 70 squares of old fabric from, for example, clothing worn by local people from across the last 70 years to celebrate this milestone. Alongside the banner, a booklet will be produced detailing the story from the donated fabric. Once completed, it will be displayed in a public building for all the community to view and enjoy.
- 16.4 The Director advised that if any of the Management Committee would like to take part, they are asked to donate their piece of fabric by the end of the following day. The Housing Officers will contact some tenants to enquire if they wish to take part.

HM

17.0 Any Other Competent Business

Finance Training

- 17.1 The Director advised that, in line with the Learning and Development Plan covered under Agenda Item 15.0, Finance training for the Management Committee is scheduled for 30th October 2024 at 6.15pm. This important session will be delivered by FMD Financial Services.

Dir

Defibrillator

- 17.2 The Corporate Services Officer advised that they had explored options for a defibrillator outside of the office accessible to the public.
- 17.3 Costs had been obtained from St Andrews First Aid for the purchase of a cabinet suitable for outdoor use in which the Association's existing defibrillator, located inside the office, could be relocated to. The cabinet would cost £690.95 excluding VAT and installation costs.
- 17.4 The Corporate Services Officer advised that they had also explored the availability of funding from the British Heart Foundation, who had confirmed that the Association is eligible to apply for funding. They advised that, if the application is successful, the Association would be provided with a defibrillator, a cabinet (which must as a condition of funding be left uncoded and unlocked), replacement pads and batteries as needed, and access to online CPR training.

17.5	Funding is awarded annually, and this year's funding application window opens October 2024, closing February 2025.	
17.6	Following consideration, Josephine Deacon proposed that the Association applies for funding in the first instance. The motion was seconded by Andrew Marshall and it was unanimously approved by the Management Committee.	
17.7	The Corporate Services will oversee the application, notifying the Management Committee of the outcome when available.	CSO
	<i>HomeMaster</i>	
17.8	The Director advised that a new tenant portal is being introduced by HomeMaster. It is expected to be operational in early 2025 and will mean that tenants will be able to view their rent balance, make rent payments, report repairs, view the status of repairs and their repairs history. North View will be one of the first associations to trial the new portal. The Management Committee will be kept updated in relation to these developments.	MM
	<i>The Castlemilk Pantry</i>	
17.9	The Director advised that the Castlemilk Pantry is seeking to set up as a Scottish Charitable Incorporated Organisation (SCIO) to take the organisation forward.	
17.10	As a new constituted organisation, it requires Committee members to proceed. The Director advised that if any members of the Management Committee are interested in joining, they should contact the Director or the Corporate Services Officer.	MC
	<i>Glasgow West of Scotland Forum of Housing Associations (GWSF) – Annual Conference at Radisson Hotel in Glasgow City Centre on 29th November 2024</i>	
17.11	The Director advised that if any members of the Management Committee are interested in attending the conference, they should contact the Director or the Corporate Services Officer.	MC
	<i>Annual Submission to the Financial Conduct Authority</i>	
17.12	The Director advised that this had been completed by FMD Financial Services on 8 th October 2024.	
	<i>Card from [PERSONAL DATA REDACTED]</i>	
17.13	The Director advised that [PERSONAL DATA REDACTED] had sent the Association a card to express thanks for attending her retirement afternoon tea.	
	<i>Annual Performance Report</i>	
17.14	The Director advised that the Annual Report for 2023/24 had been drafted. It will be issued by email or post to tenants. It will also be published on the website by Thursday 31 st October 2024 and publicised on social media.	Dir/CSO
18.0	Date and Time of Next Meeting	
18.1	The next meeting of the Management Committee will take place on Wednesday 27 th November 2024.	

18.2 The meeting ended at 7.45pm.

_____ Signed (Chairperson) _____ Date