

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 27th November 2024

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| 1.0 | Present
Iris Robertson
Geraldine Baird
Alex Bruce
Josephine Deacon
Audrey Laird
Wilma McCubbin
Michelle McNulty
Sarah Jayne Newman | In Attendance:
Alison Main (Director)
Ady Tester (Maintenance Manager)
Julie Roy (Corporate Services Officer)
Sean O'Sullivan (FMD Financial Services Ltd) (for Agenda items 4.0 & 5.0) |
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2.0 Apologies

- 2.1 Apologies were received from Andrew William Marshall.

3.0 Declaration of Interest

- 3.1 It was noted that Iris Robertson is a member of the Management Committee of the Birgidale Complex and a member of Castlemilk Community Council; and that Audrey Laird is a member of Castlemilk Community Council and a member of the Management Committee of the Birgidale Complex.

4.0 Management Accounts (for the period to 30th September 2024)

- 4.1 The paper 'Management Accounts (to 30th September 2024)' and the associated Management Accounts file were circulated to the Management Committee in advance of the meeting.
- 4.2 Sean O'Sullivan highlighted that overall maintenance costs currently shows an underspend of £145K. He explained that spend on Reactive Maintenance is over budget but this is offset by savings in the Major Repair and Cyclical elements.
- 4.3 The Maintenance Manager advised that the underspend is due to painting work commencing later than planned. Also, due to staffing issues within the tradesteam, kitchen replacements have not progressed as anticipated.

Action

- 4.4 Sean advised that there are no issues at present in terms of loan covenants compliance. The Management Committee was advised that FMD Financial Services is currently liaising with RBS in relation to changes to the interest cover covenant to ensure that there is adequate headroom in the next couple of years (based on the Association's current long term projections). This matter is ongoing at present and the Management Committee will be kept apprised of matters.

Dir/FMD

5.0 Loan Amendment Agreement (Royal Bank of Scotland)

- 5.1 The paper 'Amendment Agreement (November 2024)' and the associated documents were circulated to the Management Committee in advance of the meeting.
- 5.2 The Director advised that as the Management Committee have been made aware, matters are ongoing in relation to the security release of 217 of the Association's properties. These properties are being discharged following the stock valuation carried out in 2022. There is sufficient value associated with the remaining properties to be held by the Royal Bank of Scotland (RBS) to cover the Association's outstanding loan liabilities.
- 5.3 It was noted that an Amendment Agreement is required to amend the existing Agreement to ensure that the security release does not result in a breach of the terms associated with that.
- 5.4 The Director advised that the various associated documents being presented to the Management Committee are drafts and the Association is awaiting final versions from RBS's solicitors. The Association's solicitor has, however, advised that the drafts are not expected to change significant and should be very similar to how the final versions will read. On that basis, it is recommended that the Management Committee grants delegated authority to the Director to agree the final documents and make the necessary arrangements for their signing.
- 5.5 Following consideration, Alex Bruce proposed that the Association accepts and approves the draft Amendment Agreement, Officers Certificate and Extract Minute. This motion was seconded by Michelle McNulty and was unanimously approved by the Management Committee. Audrey Laird proposed that the Chairperson (Iris Robertson) and the Vice-Chairperson (Josephine Deacon), along with the Director, each be noted as an Authorised Signatory on the Officers Certificate document. This motion was seconded by Wilma McCubbin and was unanimously approved by the Management Committee.
- 5.6 The Director will oversee the finalisation and signing of the relevant documents.

Dir

6.0	Minutes of Management Committee Meeting of 23rd October 2024	
6.1	Josephine Deacon proposed the Minutes of the Management Committee Meeting of 23 rd October 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.	
7.0	Matters Arising from Minutes of the Management Committee Meeting of 23rd October 2024	
7.1	Re 4.8; the Director advised that the Annual Assurance Statement (AAS) was signed by the Chairperson and submitted to the Scottish Housing Regulator on 30 th October 2024. A copy of the AAS has been published on the Association's website.	
7.2	Re item 6.6; the Director advised that the draft Recruitment and Succession Strategy will be presented at the Management Committee meeting on 22 nd January 2025.	
7.3	Re item 6.7; 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
7.4	Re item 6.8; the Director advised that they contacted the Head Teacher of St John II Primary School to advise that they would be in further contact in January 2025.	
7.5	Re item 6.9; the Director advised that the Amendment Agreement was discussed under Agenda Item 5.0.	
7.6	Re item 6.11; 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
7.7	Re item 6.12; the Director advised it is now anticipated that the draft Business Plan Update will be presented at the Management Committee meeting on 22 nd January 2025.	Dir
7.8	Re item 6.13; the Director advised an offer of housing had been made, and a viewing has been scheduled for 29 th November 2024.	HM
7.9	Re item 6.14; the Director advised that an article on the Association's new approach to Electrical Inspection Condition Reports has been included in the draft Winter 2024 newsletter. The draft prose has been sent to the printers, and once a proof copy is available the Director will look to schedule a meeting of the Media Group.	Dir
7.10	Re item 10.7; the Director advised that the review exercise to ensure the new governance are reflected in the Association's policies is in progress, and a paper would be presented at the Management Committee meeting on 11 th December 2024.	Dir

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| 7.11 | Re item 11.6; the Corporate Services Officer updated the website and the Policy Bank. | |
| 7.12 | Re item 12.6; the Annual Return on the Charter consultation questionnaire had been submitted to the Scottish Housing Regulator on 31 st October 2024. | |
| 7.13 | Re item 15.4; the Director advised that the Learning and Development Plan was in place. | |
| 7.14 | Re item 16.4; the Director advised that the Housing Officers have contacted tenants and details of those interested in participating in the banner work were passed to Ardenglen. It is anticipated that this will now be complete in January 2025. | |
| 7.15 | Re item 17.1; the Director advised that the Finance training session took place on 30 th October 2024. Housing Management training was also delivered on 13 th November 2024. | |
| 7.16 | Re item 17.7; the Director advised that the Association's application for funding for a defibrillator had been unsuccessful. It is now recommended that the Association proceeds with obtaining more information and costs for the purchase and installation of a cabinet suitable for relocating the Association's existing defibrillator outside, which would allow for public access 24/7, in the event of an emergency. It was proposed by Sarah Jayne Newman that the Association investigates this option. The motion was seconded by Josephine Deacon and the motion was unanimously approved by the Management Committee. The Director will oversee this matter. | Dir |
| 7.17 | Re item 17.8; the Maintenance Manager advised that the development of the new HomeMaster tenant portal is in progress, and it expected that this will be available for testing early next year. | MM |
| 7.18 | Re item 17.10; the Director advised that no members of the Management Committee expressed an interest in joining the Castlemilk Pantry's Management Committee. | |
| 7.19 | Re item 17.11; the Director advised that no members of the Management Committee expressed an interest in attending the Glasgow West of Scotland's Forum of Housing Associations' Annual Conference on 29 th November 2024. The Director confirmed that she would be attending and will feedback on this to Management Committee. | Dir |
| 7.20 | Re item 17.14; the Director advised that the Annual Report 2023/24 had been issued to tenants and published on the website. | |

8.0 Correspondence

The Pensions Trust (TPT) Defined Contribution (DC) Transformation 2025 – received via email 12th November 2024

- 8.1 TPT has advised that it is launching improvements to the DC pension scheme from May 2025 and to deliver these, they must have a short period of transition. During the transition period from December 2024, employees will be unable to change their contributions, and they must inform TPT of any retirement plans before 17th December 2024.
- 8.2 The Director advised that all employees in the DC pension scheme will have received this communication directly, and it was also raised at the recent staff meeting.

Employers in Voluntary Housing (EVH) – Membership Database Information Check – received via email 15th November 2024

- 8.3 EVH emailed to confirm the Association's details ahead of the annual subscription renewal process, commencing in January 2025. They are seeking an additional Committee member contact to receive information on the EVH Members Information Exchange and other relevant material. At present, Iris Robertson is the only contact. The Director enquired as to whether any other Management Committee members would like to be a contact. Sarah Jayne Newman indicated she would add her details.
- 8.4 The Director will contact EVH to advise.

Dir

9.0 Notifiable Events

- 9.1 The Director advised that the report from the **[PERSONAL DATA REDACTED]** has now been received by **[PERSONAL DATA REDACTED]**. An offer has now been presented to the pursuer and a response is awaited. The Management Committee will be kept apprised of matters.
- 9.2 A member of the Management Committee enquired as to whether the claim would result in an increase in the Association's insurance at renewal.
- 9.3 The Maintenance Manager advised that he had been informed by Zurich Municipal that due to the way Employers' Liability insurance cover works, it's very unlikely there will be any notable increase in the insurance premium at renewal.

Dir

10.0 Report from Sub-Committee

- 10.1 The paper 'Report from Sub-Committee Meeting (November 2024)' was circulated to the Management Committee in advance of the meeting. The content was noted.

11.0 Performance Management

Policies for approval

- 11.1 The paper 'Performance Management: Policies for Approval' and the appended draft 'Treasury Management Policy', 'Settlement Agreements Policy' and accompanying equalities impact assessments were circulated to the Management Committee in advance of the meeting.
- 11.2 The Director advised that the amendments to the policies were very minor, and highlighted in red.
- 11.3 Following consideration, the draft 'Treasury Management Policy' was proposed for adoption by Wilma McCubbin. The motion was seconded by Michelle McNulty and the document was unanimously approved by the Management Committee. The draft 'Settlement Agreements Policy' was proposed for adoption by Iris Robertson. The motion was seconded by Alex Bruce and the policy was unanimously approved by the Management Committee.
- 11.4 The Corporate Services Officer will update the Policy Bank and the website.

CSO

12.0 Internal Audit

- 12.1 The paper 'Internal Audit Report from Quinn Internal Audit: Tenant Safety (November 2024)' and the appended Internal Audit Report (October 2024) was circulated to the Management Committee in advance of the meeting.
- 12.2 The Director advised that Quinn Internal Audit prepared the report following the Internal Audit in relation to Tenant Safety, which was carried out in August 2024. The report sets out a summary of the findings together with an audit opinion of 'High Assurance'. Two 'Priority 2' and two 'Priority 3' recommendations have been made by the Internal Auditor and are detailed in the report.
- 12.3 The Director advised that on page 11 of the report, the Internal Auditor states that the Association does not have any electrically heated properties. This is incorrect and it was noted that this error will be highlighted to the Internal Auditor.
- 12.4 Following consideration, it was proposed by Josephine Deacon that the Association approves the draft Management Comments for submission to the Internal Auditor. This motion was seconded by Iris Robertson and the proposal was unanimously approved by the Management Committee.
- 12.5 The Director will oversee the submission of the agreed Management Comments to the Internal Auditor.

Dir

Dir

13.0 Procurement

- 13.1 The covering paper 'Procurement' and the appended report from Atkinson Partnerships were circulated to the Management Committee in advance of the meeting.
- 13.2 The Director advised that there was an omission in the Summary section of the covering paper. The estimated financial impact on the Association, of the proposal set out by Atkinson Partnerships in their report, has been confirmed as being in the region of £8,000.
- 13.3 The Maintenance Manager advised that the report from Atkinson Partnerships sets out the Association's proposals to re-procure the detailed maintenance works on its 2025–2029 Maintenance Framework, for a further four years from 1st April 2025. Atkinson Partnerships recommend that the Association invites tenders from new and existing contractors and suppliers for inclusion in the Framework, to complement the range of maintenance works detailed in the report.
- 13.4 Following careful consideration, Wilma McCubbin proposed that the Association invite tenders from contractors and suppliers as detailed in the report for inclusion on its 2025–2029 Maintenance Framework. The motion was seconded by Alex Bruce and the proposal was unanimously approved by the Management Committee.
- 13.5 The Maintenance Manager will implement the Management Committee's decision and keep Management Committee appraised of progress.

MM

14.0 Equalities & Human Rights

Lived Experience Group

- 14.1 The Director advised that the next meeting of the Lived Experience Group will be held on 10th December 2024 at 12noon in the Birgidale Complex. It was noted that Stephen Sinclair from Poverty Inequality will be in attendance.

MC

Equality Action Plan

- 14.2 The Director advised that the Management Committee will be provided with an update on the Equality Action Plan at its meeting on 22nd January 2025.

Dir

15.0 Any Other Competent Business

Christmas & New Year Office Closure

- 15.1 The Director proposed that the Office closes at 4.30pm on Monday 23rd December 2024, and re-open at 8.30am on Monday 6th January 2025.
- 15.2 Employees will be required to use annual leave/time off in-lieu on the days that are not Public Holidays (Tuesday 24th December 2024, Monday 30th December 2024, and Tuesday 31st December 2024) during that period.

15.3 Michelle McNulty proposed that the Association proceed as recommended. This motion was seconded by Audrey Laird and the proposal was unanimously approved by the Management Committee.

15.4 The Director will oversee the Management Committee's decision.

Dir

Draft Budget for 2025/26

15.5 The Director advised, for information only at this point, that preparation for the draft 2025/26 budget has begun. The Autumn Budget announced on 30th October 2024, introduced an increase of 1.2% on employers' National Insurance contributions, which the Association must factor into the draft budget.

15.6 The Director advised that, as per the Association's Rent Policy and Business Plan, the annual rent increase for Management Committee's consideration and tenant consultation, will be based on the October Consumer Price Index (CPI) figure, which was 2.3%.

Castlemilk Pantry

15.7 The Director advised that Ardenglen Housing Association has approached the Association seeking a financial contribution to the Pantry for 2025/26.

15.8 In the early stages of the Pantry's development, the Association agreed to contribute £5,000 per year for a period. Ardenglen Housing Association has confirmed a contribution of £5,000 for 2025/26.

15.9 The Director recommended that the Management Committee considers a contribution for 2025/24. The Director advised that, as at the end of March 2024, the Pantry had 150 members from the North View area. Ardenglen and Cassiltoun Housing Associations had 221 and 214, respectively. In the year 2023/24, there were a total of 1,001 visits/shops by members from the North View area.

15.10 There was extensive discussion regarding the Pantry. It was agreed by Management Committee that the Director should contact Ardenglen to confirm to what any funding would be used for and to find out if there are issues with supplies for the Pantry (via FairShare).

Dir

Updated Code of Conduct for Management Committee Members

15.11 The Director advised that the Scottish Federation of Housing Associations (SFHA) has published an updated Model Code of Conduct for Management Committee Members.

15.12 The SFHA has also produced a Model Protocol for Dealing with an Alleged Breach of the Management Committee Code of Conduct which must be approved by the Management Committee in the event it ever needs to be referred to. This Protocol requires that a Scheme of Delegation is in place, which the Association are in the process of drafting.

15.13	The Protocol and Scheme of Delegation will be presented to the Management Committee at the meeting on 22 nd January 2025, after which Management Committee members may agree and sign the Code of Conduct for Management Committee Members.	Dir/CSO
	<i>Housing Associations Charitable Trust (HACT) Funding</i>	
15.14	The Director advised that the Association is seeking to access HACT fuel support funding to use for tenants who have already claimed three Fuel Bank vouchers and are in crisis.	
15.15	The Director advised that applying for funding is a complex process and is strict (for example, funding is not available for British Gas customers and is for those paying for their fuel via PayPoint only) and she set out the key requirements associated with the fund.	
15.16	The Director noted that the Housing Manager and the Welfare Rights Officer would be the key administrators. The fund would be a further source of assistance for tenants struggling to pay for gas and electricity until the end of December 2024 (or until funding runs out).	
15.17	A member of the Management Committee advised that they heard Ovo are providing free electric blankets/throws or mattress toppers to its customers. The Director will investigate this and determine if it is something the Association could make its tenants aware of.	Dir
	<i>Maintenance Sub-Committee Meeting</i>	
15.18	The Maintenance Manager advised that due to an engagement that may affect attendance at the scheduled Maintenance Sub-Committee meeting on 4 th December 2024, it is proposed that the Sub-Committee meeting be held on 18 th December 2024 instead.	
15.19	It was proposed by Audrey Laird that the Maintenance Sub-Committee be rescheduled to 18 th December 2024. The motion was seconded by Wilma McCubbin and the proposal was unanimously approved by the Management Committee.	
15.20	The Maintenance Manager will oversee the Management Committee's decision.	MM
	<i>Proof Hearing</i>	
15.21	The Director advised that the Housing Manager attended a Proof Hearing for a serious rent arrears case on 27 th November 2024 and Decree was granted for eviction. A full report on this case will be presented to Management Committee at its meeting on 11 th December 2024	
15.22	A member of the Management Committee enquired as to what it related to. The Director advised that the case relates to rent arrears of approximately £5,000.	

- 15.23 The Management Committee will be provided with a report at its' next meeting on 11th December 2024.

HM

Committee & Staff Christmas Lunch – Friday 6th December 2024 at 2.30pm – The Italian Caffe, Glasgow

- 15.24 Arrangements for the Christmas lunch on 6th December 2024 were considered, discussed and agreed by Management Committee.

16.0 Date and Time of Next Meeting

- 16.1 The next meeting of the Management Committee will take place on Wednesday 11th December 2024.

- 16.2 The meeting ended at 8.10pm.

Signed (Chairperson)

Date