

NORTH VIEW Housing Association

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

<p>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 22nd January 2025</p>
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| <p>1.0 Present
Iris Robertson
Alex Bruce
Josephine Deacon
Andrew William Marshall
Wilma McCubbin
Michelle McNulty
Sarah Jayne Newman</p> | <p>In Attendance:
Alison Main (Director)
Yvonne Rooney (Housing Manager)
Julie Roy (Corporate Services Officer)</p> |
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2.0 Apologies

- 2.1 Apologies were received from Geraldine Baird and Audrey Laird.

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; that Alex Bruce receives factoring services from the Association; and that Andrew Marshall is a member of Castlemilk Community Council and a member of the Management Committee of the Birgidale Complex.

4.0 Minutes of Management Committee Meeting of 11th December 2024

- 4.1 Josephine Deacon proposed the Minutes of the Management Committee Meeting of 11th December 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.

5.0 Matters Arising from Minutes of the Management Committee Meeting of 11th December 2024

- 5.1 Re item 4.9; the Director advised that the rent consultation will be discussed under Agenda Item 9.0.
- 5.2 Re item 6.4; the Director advised that the relevant final documents for signing are still awaited from RBS. The Management Committee will be kept appraised of progress.
- 5.3 Re item 8.3; arrangements will be made with the Committee member for a one-to-one session for the iPad.

Action

Dir

5.4	Re item 8.4; the Director advised that the Corporate Services Officer has added more information on the Castlemilk Pantry to the website.	
5.5	Re item 8.5; the Director advised that the draft Business Plan Update will be presented at the Management Committee meeting on 26 th February 2025.	Dir
5.6	Re item 8.9; the Director advised that the defibrillator had been received, and installation will be organised. A member of the Management Committee enquired as to where it will be situated outside the office. The Director advised that it would be placed near the front door to the office for additional security.	MM
5.7	Re item 8.17; the Director advised that the Framework is expected to be published on Public Contracts Scotland via Quick Quote this week.	MM
5.8	Re item 8.18; the Director advised that the next meeting of the Lived Experience Group will be on 28 th January 2025 at 10.30am in the Birgidale Complex.	
5.9	Re item 8.19; the Director advised that the Equalities Action Plan will be discussed under Agenda Item 14.0.	
5.10	Re item 8.21; the Director advised that Pantry and a request for funding will be discussed under Agenda Item 15.0.	
5.11	Re item 9.3; the Director advised that the Corporate Services Officer continues to oversee the setting up of Share's e-learning system for Management Committee members.	CSO
5.12	Re item 9.5; the Director advised that she is overseeing the renewal of the Association's membership with Share for 2025/2026.	
5.13	Re item 11.6; the Director advised that the website and the Policy Bank has been updated.	
5.14	Re item 12.4; the Director advised that an update on this Housing Management legal case will be discussed under Agenda Item 11.0.	
5.15	Re item 13.3; the Director advised that this staffing matter would be discussed under Agenda Item 15.0.	
6.0	Correspondence	
	<i>Email from the Scottish Federation of Housing Associations (SFHA) re 2025/2026 Membership Renewal - received 16th December 2024</i>	

6.1 The Director advised that the membership fee for 2025/2026 will be £8,846, which is a 3% increase from 2024/2025. She explained that the SFHA represents, supports and connects its housing association members, campaigning and influencing on their behalf. They also provide training, publish guidance and best practice, and host forums for its members.

6.2 Following consideration, Iris Robertson proposed that the Association renews its membership for 2025/2026. The motion was seconded by Alex Bruce and it was unanimously approved by the Management Committee.

Email from Employers in Voluntary Housing (EVH) re Membership Renewal – received 19th December 2024

6.3 The Director advised that EVH provide its housing association members with health and safety and employment support, including counselling provision for its members' employees. It also negotiates wage rises with the union on behalf of its members. She explained that VAT is now chargeable on this membership subscriptions, however, EVH has confirmed that it will absorb this cost for 2025/2026. The membership fee for 2025/2026 is £5,400 which is a 4% increase from 2024/2025 levels.

6.4 Following consideration, Wilma McCubbin proposed that the Association renews its membership for 2025/2026. The motion was seconded by Andrew William Marshall and it was unanimously approved by the Management Committee.

Email from the Scottish Housing Regulator (SHR) re the Annual Return on the Charter (ARC) review – received 14th January 2025

6.5 The Director advised that the SHR has published the outcome of its consultation on the ARC, removing some indicators and introducing new ones. Organisations will start collecting the data for these new indicators from 1st April 2025 and the outcomes will be reported in the 2025/2026 ARC. Further information on the changes will be collated for the Management Committee's information.

Dir

Letter from Councillor Ruairi Kelly, City Convener for Housing, Development, Built Heritage and Land Use – received 15th January 2025

6.6 The Director advised that the letter was introducing the Councillor in their new role, advising that they are looking forward to working with organisations to build and maintain homes and communities.

Email from the Glasgow and West of Scotland's Forum of Housing Associations (GWSF) regarding a special event to mark the 50th anniversary of the first community-based housing associations – received via email 21st January 2025

6.7 The Director advised that bookings are now open for GWSF's drinks/lunch/afternoon event on Tuesday 29th April 2025 at the Trades Hall in Glasgow, between 12 and 4pm. The event is to mark the 50th anniversary of the first registration of a community-based housing association.

6.8	The event is being hosted by GWSF in conjunction with Share, EVH, and Glasgow City Council. A drinks reception and lunch will be followed by a pictorial look back at the beginnings of the community-based housing association movement with Raymond Young, formally of the Housing Corporation and Scottish Homes and author of 'Annie's Loo'. there will be a number of shorter contributions following that, including from founder members of two housing associations.	
6.9	The Director explained that spaces are very limited and there is a maximum of four per housing association, with a £50 per person fee to cover venue and catering costs.	
6.10	If any members of the Management Committee would like to attend, they should contact the Director or the Corporate Services Officer.	MC
6.11	Andrew William Marshall asked the Director to email the details of the event.	Dir
6.12	The Director advised that GWSF have asked for digital photos from housing associations' archives. The Director advised that she would look to see what North View could provide. The Management Committee noted that it would be interesting to see what photographs the Association has.	Dir
7.0	Notifiable Events	
7.1	The Director advised that an offer was lodged in November 2024. [PERSONAL DATA REDACTED] solicitors has advised that the pursuer rejected this offer and a counter offer has been made.	
7.2	[PERSONAL DATA REDACTED] solicitors are awaiting Zurich Municipal's instructions regarding this and are hopeful the claim will be settled in the next few weeks. In the meantime, a Proof Diet has been assigned between 10 th and 14 th June 2025. It is expected that witness citations will be sent out at some point in the next month.	
7.3	The Director will provide the Scottish Housing Regulator with an update.	Dir
7.4	A member of the Management Committee enquired as to whether this was about the [PERSONAL DATA REDACTED] claim made by an employee. The Director confirmed that was correct.	
8.0	Report from Sub-Committees	
8.1	The paper 'Report from Sub-Committee Meeting (January 2025)' was circulated in advance of the meeting. The content was noted by the Management Committee.	
9.0	Rent Increase Consultation	
9.1	The paper '2025/2026 Rent Increase Consultation' was circulated to the Management Committee in advance of the meeting.	

<p>9.2 The content of the report was discussed in detail, including the full and unedited responses to each question on the feedback form and individual comments received.</p> <p>9.3 The Housing Manager advised the Management Committee that 104 tenants completed the feedback form, giving an overall 15% response rate. Of these responses, 100% confirmed they felt they had been provided with enough information to decide, whilst 84% agreed with the Association's proposal to increase rents by 3.3% and go ahead with Year 4 of the rent assimilation exercise.</p> <p>9.4 It was proposed by Wilma McCubbin that the recommendation, as set out in section 8 of the paper, to apply the 3.3% increase for the 2024/25 rents and to implement Year 4 of the rent assimilation exercise be approved. The motion was seconded by Andrew Marshall and it was unanimously approved by the Management Committee.</p> <p>9.5 The Housing Manager will oversee notifying Glasgow City Council's Housing Benefit Team of the 2025/2026 rent figures.</p> <p>9.6 The Housing Manager will also oversee the generation and issuing of the rent increase notification letters to all tenants in late February to provide the required notice period.</p>	<p>HM</p> <p>HM</p>
<p>10.0 Performance Management</p> <p><i>Performance Proforma</i></p> <p>10.1 The paper 'Performance Management: Quarterly Performance Management Proforma (to 31st December 2024)' was circulated to the Management Committee in advance of the meeting and its content noted.</p> <p>10.2 The Director advised that there had been a slippage in some of the Strategic and Operational Objectives owing to staff absence and cover having to be provided. It is intended that they will be achieved by the end of the financial year.</p> <p><i>Draft Information Technology Security Policy</i></p> <p>10.3 The paper 'Performance Management: Policy for Approval' and its appended Equalities Impact Assessment was circulated to the Management Committee in advance of the meeting.</p> <p>10.4 The Director explained that the Policy is not scheduled for formal review until 2028 however, at the recent internal audit on equalities it was recommended that the Policy should reference the security of equality data, and that communication should be in line with equality policy. Proposed amendments to the Policy are highlighted in red.</p>	

10.5	Following consideration, it was proposed by Michelle McNulty that the Policy, as presented, be adopted by the Association. The motion was seconded by Josephine Deacon and it was unanimously approved by the Management Committee.	
10.6	The Corporate Services Officer will update the Policy Bank and the website.	CSO
11.0	Housing Management Report	
11.1	The paper 'Housing Management Report Decree for Eviction' was circulated to the Management Committee in advance of the meeting. The Housing Manager advised that the purpose of the paper is to seek the Management Committee's approval for eviction, and to provide an update on previous two cases approved by the Management Committee.	
11.2	Following careful consideration of case reference 11877, it was proposed by [PERSONAL DATA REDACTED] that the Association proceeds with eviction. This motion was seconded by [PERSONAL DATA REDACTED] and it was unanimous approved by the Management Committee.	
11.3	The Housing Manager will implement the Management Committee's decision.	HM
11.4	The Management Committee noted the update provided in relation to the two cases previously reported.	
12.0	Factoring	
	Management Fee Review	
12.1	The paper 'Factoring Report: Management Fee Review' was circulated to the Management Committee in advance of the meeting.	
12.2	The Director advised that the paper provides the Management Committee with information in relation to a proposed increase to the Management Fee that the Association charges its factored owners.	
12.3	The Director explained that the Association currently charges its factored owners an annual Management Fee of £50 to cover the administration of costs of the factoring service it provides which are detailed in the paper. The charge of £50 has been in place for at least 12 years and has never been increased in that period.	
12.4	The Association's Factoring Policy states that the Management Fee must be reviewed annually, considering the costs incurred in the previous year and projected for the following year. Following a detailed review of the Management Fee, it has been concluded that the Association should increase the fee to £91 per owner from 2025/2026 to cover its administrative costs. It was noted that this level is comparable with amounts being charged by other local housing associations.	

12.5 Following consideration, Josephine Deacon proposed that the Management Fee be increased from £50 per owner to £91, from 1st April 2025. the motion was seconded by Iris Robertson and it was unanimously approved by the Management Committee.

12.6 The Director will oversee the Management Committee's decision and ensure that a letter is issued to owners to advise them of this change by 28th February 2025, in line with the Written Statements of Services.

Statistical Factoring Report

12.7 The paper 'Statistical Factoring Report (1st April 2024 to 31st December 2024)' was circulated to the Management Committee in advance of the meeting.

12.8 The Management Committee noted the content of this report.

13.0 Staffing

Staff Absence

13.1 The paper 'Staff Absence (1st April 2024 – 31st December 2024)' was circulated to the Management Committee in advance of the meeting.

13.2 The Management Committee noted the content of the paper.

Flexible Working Request

13.3 The Director advised that as noted at the last meeting of the Management Committee on 11th December 2024, a member of staff has made a flexible working request to reduce their days of work per week from 5 to 3. The request is being processed under the Association's Flexible Working Policy.

13.4 The Director advised that, following careful consideration of business needs, it has been concluded that the request can be approved. She will arrange for the necessary confirmation to be provided to the employee.

13.5 A member of the Management Committee noted that Wednesday afternoons, when the office is closed, are reserved for any staff training, and would the staff member still be able to attend such sessions. The Director advised that the employee has confirmed that they are able to accommodate this, subject to adequate notice.

14.0 Equalities

14.1 The Director advised that the Equal Opportunities and Human Rights Policy is due for review by May 2025. SE Training carried out the last review and she has approached this consultancy again to establish if there is capacity to conduct this year's review. It is anticipated that the review should be fairly 'light touch' (given the comprehensive review carried out in 2022 to reflect the Scottish Housing Regulator's guidance). Refresher equalities training is also required for staff and Committee members.

14.2	Following consideration, Andrew William Marshall proposed that the Association progresses discussions for SE Training to review the existing policy and deliver the required training. The motion was seconded by Alex Bruce and it was unanimously approved by the Management Committee	
14.3	The Director will oversee the Management Committee's decision.	Dir
15.0	Any Other Competent Business	
	<i>Draft Meeting Schedule 2025/2026</i>	
15.1	The Director advised that the meeting schedule for 2025/2026 has been drafted and circulated. This includes the proposed date of 4 th April 2025 for the annual Strategy Day.	
15.2	The Director reiterated that the Health and Safety Awareness training session for the Management Committee will be held on Wednesday 29 th January 2025 at 6.15pm. At the last external Health and Safety Audit, it was highlighted by the Auditor that the health and safety training session held in 2022 was poorly attended and therefore, good attendance at next week's session is required.	MC
	<i>Castlemilk Community Council Meeting</i>	
15.3	The Director advised that Maureen Cope has been in contact requesting that the Association gives a presentation to the Council on Thursday 13 th February 2025. She advised that she would attend to present.	Dir
	<i>Acquisition</i>	
15.4	The Director advised that there is a property in Stravanan Street which is due to come up for sale. She has made initial contact with Glasgow City Council (GCC) to find out if any funding is available to support the Association's purchase of it. GCC has advised that, 75% of the acquisition costs would be funded. The Director advised that, in order to benefit from this funding, it must be approved by the Health and Social Care Partnership and be made available to Section 5 Referrals.	
15.5	The Management Committee's approval is being sought to investigate it further. The Maintenance Manager will arrange to try and visit the property, and FMD Financial Services will check the financial position to determine viability. The Director advised that funding would not be available over Home Report value.	
15.6	A member of the Management Committee enquired as to the size of the property. The Director advised it has 3 bedrooms.	
15.7	Iris Robertson proposed that the acquisition of the property be explored further. The motion was seconded by Wilma McCubbin and it was unanimously approved by the Management Committee.	
15.8	The Director will implement the Management Committee's decision.	Dir

Castlemilk Pantry

- 15.9 The Director advised that a response has been received from Ardenglen Housing Association regarding what any financial contribution the Association made toward the Castlemilk Pantry would be used for.
- 15.10 Ardenglen Housing Association advised that all financial contributions from other housing associations would go towards the purchase of food to ensure that the pantry has enough quality food. Ardenglen Housing Association pays £8,000 per year to FareShare but the level of food and quality is not the same as it used to be. They are currently exploring other options as FareShare have recently announced more changes to memberships from 2025/2026, which could mean a further decrease in quality.
- 15.11 The Scottish Pantry Network is supporting the Pantry and it is currently working with Community Links Scotland (CLS) on an options appraisal for when the funding ends in 2026. CLS provides a range of community development services including finding project funding, business plans, and community consultation.
- 15.12 Ardenglen Housing Association has managed to secure funding for additional posts of a Financial and Digital Inclusion Assistant and an Energy Advisor, both of which have started at the Castlemilk Pantry recently. Both staff are available assist any member and will hopefully help to ease the Association's Welfare Rights officer's workload.
- 15.13 Wilma McCubbin proposed that the Association make a maximum financial contribution of £2,000 to the Castlemilk Pantry. The motion was seconded by Alex Bruce and it was unanimously approved by the Management Committee.
- 15.14 The Director will oversee the Management Committee's decision.

Dir

Stock Valuation

- 15.15 The Director advised that it is hoped to progress this before 1st April 2025, with money that has already been allocated in the 2024/2025 budget. She advised that it is a requirement of the Association's conditions with its lenders.
- 15.16 It involves valuation of the Association's stock currently secured with the Royal Bank of Scotland plus a desk top valuation of the rest of its' (unsecured) stock. The Director noted that although there are no new borrowing intentions at this time, it is useful to have an updated valuation of the Association's assets.
- 15.17 JLL have been used previously, in 2022, and are the experts in this field. The Director, therefore, recommended that, in line with the Procurement Policy, JLL be approached to carry out this work. It is estimated that it will cost in the region of £4,800.

15.18 Following consideration, it was proposed by Iris Robertson that JLL carries out the stock valuation. The motion was seconded by Andrew Marshall and it was unanimously approved by the Management Committee.

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

Dir

16.0 Date and Time of Next Meeting

16.1 The next meeting of the Management Committee will take place on Wednesday 26th February 2025 at 6.15pm, in the office and via MS Teams.

16.2 The meeting ended at 7.40pm.

Signed (Chairperson)

Date