

# 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 26<sup>th</sup> February 2025</b></p>
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| <p><b>1.0 Present</b><br/>Iris Robertson<br/>Josephine Deacon<br/>Andrew William Marshall<br/>Wilma McCubbin<br/>Michelle McNulty<br/>Sarah Jayne Newman</p> | <p>In Attendance:<br/>Alison Main (Director)<br/>Yvonne Rooney (Housing Manager)<br/>Ady Tester (Maintenance Manager)<br/>Sean O'Sullivan (FMD Financial Services for Agenda Items 4.0 and 5.0 via MS Teams)</p> |
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**2.0 Apologies**

- 2.1 Apologies were received from Geraldine Baird, Alex Bruce 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; and that Andrew Marshall 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 31<sup>st</sup> December 2024)**

- 4.1 The paper 'Management Accounts (to 31<sup>st</sup> December 2024)' and the associated Management Accounts file were circulated to the Management Committee in advance of the meeting.
- 4.2 Sean O'Sullivan shared the Management Accounts file on the screen and discussed each page in turn. It was noted that the budget for the nine month period to end December 2024 projected a surplus of around £84,446, with the actual surplus currently sitting at £231,144.
- 4.3 Sean O'Sullivan explained that there has been a saving on staffing costs over the year due to a maternity leave. Also, an overspend on reactive repairs had been offset by an underspend against budget on cyclical works. It was also noted that there is currently an underspend of £11,713 on Wider Role activities.
- 4.4 Sean O'Sullivan advised that there are no issues at present in terms of the budget, expenditure to date and loan covenants compliance.

Action

4.5	After careful consideration, it was proposed by Andrew William Marshall that the Management Accounts for the period from 1st April 2024 to 31 <sup>st</sup> December 2024 be approved. The motion was seconded by Wilma McCubbin and unanimously agreed by the Management Committee.	
<b>5.0</b>	<b>EVH Employers' Ballot</b>	
5.1	<i>[REDACTED DUE TO COMMERCIAL SENSITIVITY]</i>	
<b>6.0</b>	<b>Minutes of Management Committee Meeting of 21<sup>st</sup> January 2025</b>	
6.1	Sarah Jayne Newman proposed the Minutes of the Management Committee Meeting of 21 <sup>st</sup> January 2025 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.	
<b>7.0</b>	<b>Matters Arising from Minutes of the Management Committee Meeting of 21<sup>st</sup> January 2025</b>	
7.1	Re item 5.2; the Director advised that the final Amendment Agreement and other relevant documents have been received from the Royal Bank of Scotland and have been signed.	
7.2	Re item 5.5; the Director noted that the draft Business Plan Update will be discussed under Agenda Item 11.0.	
7.3	Re item 5.6; the Director confirmed that the cabinet for the defibrillator has been fixed to the external wall of the office and that the defibrillator will be installed in the next couple of days. There was discussion regarding the replacement and repair of the unit and the Director advised that she would ask the Corporate Services Officer to contact the British Heart Foundation for further information.	<b>Dir</b>
7.4	Re item 5.7; the Director noted that Maintenance Procurement will be discussed under Agenda Item 15.0.	
7.5	Re item 5.11; the Director advised that the Corporate Services Officer continues to oversee the setting up of Share's e-learning system for Management Committee members.	<b>CSO</b>
7.6	Re item 6.5; the Director confirmed that the changes to the Annual Return on the Charter will be discussed under Agenda Item 10.0.	
7.7	Re item 6.10; it was noted that members of the Management Committee interested in attending the 50 <sup>th</sup> anniversary of the first community-based housing associations should let the Director or Corporate Services Officer know as soon as possible (up to four spaces available).	<b>MC</b>
7.8	Re item 6.11; the Director advised that information on the event had been forwarded to the Management Committee on 24 <sup>th</sup> January 2025.	

- 7.9 Re Item 6.12; the Director confirmed that she will look out photographs from the Association's archive for the event.
- 7.10 Re item 7.3; the Notifiable Event will be discussed under Agenda Item 9.0.
- 7.12 Re item 9.5; the Director advised that Housing Manager submitted the 2025/26 rent information to Glasgow City Council within the required timescale.
- 7.13 Re item 9.6; the Director noted that the rent increase letters to tenants would be hand delivered by staff on 27<sup>th</sup> February 2025.
- 7.14 Re item 10.6; the Director advised that the Policy Bank has been updated.
- 7.15 Re item 11.3; the Director confirmed that the eviction action has been carried out.
- 7.16 Re Item 12.6; the Director advised that letters to owners regarding the increase to the Management Fee will also be issued on 27<sup>th</sup> February 2025.
- 7.17 Re Item 14.3; the Director has contacted SE Training to confirm matters in relation to our equalities work, with training for staff has been scheduled for 5<sup>th</sup> March 2025 and training for Committee on 4<sup>th</sup> April 2025.
- 7.18 Re Item 15.2; it was noted that the Health and Safety Training took place on 29<sup>th</sup> January 2025.
- 7.19 Re Item 15.3; the Director confirmed that she attended the Community Council meeting on 13<sup>th</sup> February 2025.
- 7.20 Re Item 15.8; the Director advised that Officer Bearers' approval had been sought to submit an offer for the property at **[PERSONAL DATA REDACTED]** by the closing date of 14<sup>th</sup> February 2025 (due to a decision having to be made out with the Management Committee cycle). Funding support was available from Glasgow City Council. It was noted that unfortunately, this offer was unsuccessful. Due to lack of progress with the accepted offer, further offers were invited by a new closing date of 25<sup>th</sup> February 2025. The Association re-submitted an offer which was again unsuccessful. The Director reported that interest in the property was significant and offers substantially over the Home Report value were received.
- 7.21 Re Item 15.14; the Director confirmed that she has contacted Ardenglen and advised that the Association will contribute £2,000 to the Pantry in 2025/26.
- 7.22 Re Item 15.19; the Director noted that matters are now being progressed by JLL in relation to the stock valuation.

## 8.0 Correspondence

***Letter received from Frances McMeeking, Assistant Chief Officer, Operational Care Services and Homelessness, Glasgow City Health and Social Care Partnership (GCHSCP) – received by email on 7<sup>th</sup> February 2025***

- 8.1 The Director highlighted that the letter thanks the Association for providing monthly lettings activity and lets to homeless households information. It also confirms that the Association has allocated 59.3% of lets to homeless households and sets out the GCHSCP's appreciation for the contribution made to the housing and homelessness emergency in the City.

***Email from GWSF regarding affiliation fee – received on 7<sup>th</sup> February 2025***

- 8.2 The Director advised that the affiliation fee for 2025/26 is £2,896. The benefits of membership were discussed and it was proposed by Iris Robertson that the Association renews its membership in 2025/26. This motion was seconded by Michelle McNulty and unanimously agreed by the Management Committee.

- 8.3 The Director will oversee the Management Committee's decision.

**Dir**

***Letter of Engagement for External Auditor - received by email on 10<sup>th</sup> February 2025***

- 8.4 The Director advised that this letter sets out the services to be provided by the External Auditor. The content has been reviewed by FMD Financial Services. It was proposed by Wilma McCubbin that the Director be granted approval to sign this letter on behalf of the Association. This motion was seconded by Josephine Deacon and unanimously agreed by the Management Committee.

- 8.5 The Director will arrange for the letter to be signed as soon as possible.

**Dir**

***Letter from the Scottish Housing Regulator (SHR) regarding Housing Emergency Data – received by email on 14<sup>th</sup> February 2025***

- 8.6 The Director advised that this letter sets out that the Scottish Government has asked the SHR to collect, on its behalf, information from all Registered Social Landlords on empty homes/voids. This is to provide the Scottish Government with up to date information on empty homes/voids in social housing, and to allow it to better understand the potential contribution of bringing empty homes/voids back in to use in tackling the housing emergency.

It was confirmed that the SHR is seeking a range of information on empty stock as at 28<sup>th</sup> February 2025 and to be submitted by 14<sup>th</sup> March 2025. The Housing Manager will oversee this submission. It was noted that the Association does not have any long term voids within our self-contained stock.

**HM**

***Newsletter from Office of the Scottish Charity Regulator (OSCR) advising of new charity regulations coming in from Summer 2025 – received by email on 19<sup>th</sup> February 2025***

- 8.7 The Director highlighted that the Newsletter sets out that the Association will need to provide details about Management Committee members to OSCR from this Summer. It was explained that these details will be kept securely and only used by OSCR to contact trustees where they need to. Management Committee members first and last names will be published on the Scottish Charity Register. This information is already on the Association's website. Also, full accounts will be available on the Scottish Charity Register at the end of the year. Again, it was noted that the Association already publishes these on our website.

**9.0 Notifiable Events**

- 9.1 The Director advised that a further offer made by the solicitor has now been accepted.
- 9.2 The Director noted that she has provided the Scottish Housing Regulator with this update and has received confirmation that the Notifiable Event is now closed.
- 9.3 There were no further Notifiable Events to discuss.

**10.0 Performance Management**

- 10.1 The paper 'Performance Management: Policies for Approval' and its attachments (draft documents and Equality Impact Assessments) were circulated to the Management Committee in advance of the meeting. Each draft Policy was considered in turn.

***Draft Committee Members Recruitment and Succession Strategy***

- 10.2 The Director explained that the Strategy has undergone minor changes following the Management Committee's decision at its awayday in August 2024 that the content was still relevant.
- 10.3 It was highlighted that in the earlier previous version of the Policy, the Association had set a target that by the 2021 AGM, up to one third of the Management Committee Members would be from out with our community (but are interested in the work of North View). This has been reviewed and it is now proposed that two members are recruited in line with this by the 2026 AGM to provide a more realistic and proportionate target. The Director confirmed that further documents (including an application form and recruitment pack) will need to be developed to support the Strategy.
- 10.4 Following consideration, it was proposed by Wilma McCubbin that the Strategy, as presented, be adopted by the Association. The motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.

10.5	The Corporate Services Officer will update the Policy Bank and the website.	CSO
	<b><i>Draft Adverse Weather Policy &amp; Procedure</i></b>	
10.6	The Director explained that this document has been reviewed to ensure that it reflects the most recent guidance from Employers in Voluntary Housing (EVH) and is to help the organisation plan its response to extreme weather conditions, like the recent Storm Eowyn.	
10.7	Following consideration, it was proposed by Iris Robertson that the Policy, as presented, be adopted by the Association. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.	
10.8	The Corporate Services Officer will update the Policy Bank and the website.	CSO
	<b><i>Draft Fire Safety Policy</i></b>	
10.9	The Maintenance Manager confirmed that this is a new Policy document recommended for approval. It has been developed in response to the recently completed Internal Audit on Tenant Safety and sets out how we will administer our responsibilities in relation to fire safety. He also noted that three members of staff have recently undertaken Fire Warden training to ensure we effectively manage fire safety matters in the office.	
10.10	Following careful review of its content, it was proposed by Andrew William Marshall that the Policy, as presented, be adopted by the Association. The motion was seconded by Josephine Deacon and was unanimously agreed by the Management Committee.	
10.11	The Corporate Services Officer will update the Policy Bank and the website.	CSO
	<b><i>Draft Gas Management Policy</i></b>	
10.12	The Director explained that this Policy has been reviewed to also respond to a recommendation made as part of the Internal Audit on Tenant Safety. It was noted that it includes information to address this.	
10.13	Following consideration, it was proposed by Iris Robertson that the Policy, as presented, be adopted by the Association. The motion was seconded by Wilma McCubbin and it was unanimously approved by the Management Committee.	
10.14	The Corporate Services Officer will update the Policy Bank and the website.	CSO
	<b><i>Scottish Housing Regulator's Annual Return on the Charter (ARC) Consultation Outcome</i></b>	
10.15	The content of the paper 'Scottish Housing Regulator's Annual Return on the Charter (ARC) Consultation Outcome (February 2025)' was circulated in advance of the meeting and the changes to the ARC for financial year 2025/26 (mainly around tenant health and safety) were noted by the Management Committee.	

<b><i>Entitlements, Payments &amp; Benefits Report</i></b>		
10.16	The 'Entitlements, Payments and Benefits' report for the period 1 <sup>st</sup> April 2023 to 31 <sup>st</sup> March 2024 was circulated prior to the meeting and the content was noted by the Management Committee.	
<b>11.0</b>	<b>Business Plan</b>	
11.1	The draft Business Plan Update for 2024/25 and appendices had been circulated in advance of the meeting.	
11.2	The Director advised that the final chapter on Financial Plans and Projections is still ongoing and will be presented in due course.	<b>Dir/ FMD</b>
11.3	The updated content reflects the Management Committee discussions on the Business Plan and the review of the strategic context (including objectives, PESTLE analysis, removal of key references to the pandemic) that took place at the awayday at the end of August 2024.	
11.4	After consideration, it was proposed by Iris Robertson that the draft Business Plan Update as presented be adopted by the Association. This motion was seconded by Sarah Jayne Newman and unanimously agreed by the Management Committee.	
11.5	The Director will oversee the implementation of this Update.	<b>Dir</b>
<b>12.0</b>	<b>Internal Audit</b>	
12.1	The paper 'Internal Audit Report from Quinn Internal Audit – Follow up review 2024/25' and the appended document from Quinn Internal Audit were circulated in advance of the meeting.	
12.2	The content of the document was discussed in detail, with the Management Committee noting two recommendations where work is still ongoing. The Director reiterated that refresher training on equalities has been scheduled for 5 <sup>th</sup> March 2025 for staff and 4 <sup>th</sup> April 2025 for Management Committee. She also confirmed that the factoring Management Fee has been reviewed, with letters notifying owners of the change to be delivered on 27 <sup>th</sup> February 2025. Completion of these actions will mean that all recommendations have been addressed.	
<b>13.0</b>	<b>Housing Management Report</b>	
13.1	The paper 'Housing Management Report' was circulated to the Management Committee in advance of the meeting.	
13.2	The Housing Manager explained the content of the paper. Under section 4.3 of the report, it was noted that the Key Performance Target should read 25 instead of 30.	

- 13.3 There was discussion regarding the two long term vacancies within the non self-contained stock (supported housing) and the associated rent loss. The Housing Manager explained that there is ongoing communication with the Glasgow City Health and Social Care Partnership and support provider, CIC, in relation to this.
- 13.4 At the last meeting between the Housing Manager and support providers on 21<sup>st</sup> February 2025, the support agencies agreed to share more information with the Association on the reasons for the difficulties in allocating the occupancies, resulting in long void periods.
- 13.5 The Management Committee noted that there has been a small increase in rent arrears (from 5.45% in Q2 to 5.57% in Q3), but that levels are still lower than at the end of 2023/24.
- 13.6 The gains generated by the Welfare Rights Service were noted, with a Management Committee member highlighting that the Welfare Rights Officer support to tenants had been acknowledged by the Job Centre.
- 13.7 The Housing Manager discussed changes that will be introduced within the Housing Management Team, with a move to a generic workload, based on 'patches' of stock, for the three Housing Officers. This would mean that each Housing Officer would deal with rent arrears, allocations, estate management, allocations and tenancy sustainment work for a set area of properties. This change is expected to help improve performance and provide better service delivery during periods of staff absence.

#### **14.0 Former Tenant Arrears**

- 14.1 The paper 'Former Tenant Arrears – Write Off' was circulated to the Management Committee in advance of the meeting.
- 14.2 The Housing Manager explained the content of the report and this was noted by the Management Committee. The Housing Manager confirmed that the budget for 2024/25 includes a provision of £38,497 for bad debts.
- 14.3 Following careful consideration of the cases set out in Appendix 1 of the report, it was proposed by Sarah Jayne Newman that the Association writes off a total of £29,605.54. This motion was seconded by Josephine Deacon and unanimously approved by the Management Committee.
- 14.4 The Housing Manager will implement the Management Committee's decision.

**HM**

#### **15.0 Procurement**



- 15.1 The Maintenance Manager discussed the content of the 'Procurement - Maintenance Framework 2025 (Update)' report, together with the appended report from Atkinson Partnerships circulated in advance of the meeting, in detail, explaining the proposed amendments to the process. He noted that Aquarius (out of hours service provider) should also be added to the Framework.
- 15.2 After consideration, it was proposed by Andrew William Marshall that the Association approves the inviting of tenders for new contractors/suppliers for the inclusion on the 2025-2029 Framework Lots, approves the separate tendering process for the gas maintenance contract and agrees the revised timescales set out. This motion was seconded by Michelle McNulty and unanimously agreed by the Management Committee. Furthermore, it was unanimously agreed that the Maintenance Manager would oversee matters up to the point of tenders being returned.
- 15.3 The Maintenance Manager will implement the Management Committee's decision.

MM

## 16.0 Health & Safety

- 16.1 The Director explained that three new staff members will undertake first aider training to ensure good cover for the office and tradesteam.

## 17.0 Any Other Competent Business

### ***Locality Plan Development Officer***

- 17.1 The Director explained that Maureen Cope has made initial contact with the Association regarding the possibility of the Association acting as the employer for a Development Officer post to take forward the Locality Plan. The post has secured funding for three years.
- 17.2 The Director had expressed some initial concerns regarding this, including physical office space and capacity to manage another staff member, and confirmed that the matter would be raised with the Management Committee.
- 17.3 Andrew William Marshall explained that the situation has now moved on and it is understood that Cassiltoun Housing Association would be in a position to take this forward.

### ***Final Budget***

- 17.4 The Director noted that the final budget for 2025/2026 will be presented at the Management Committee meeting on 26<sup>th</sup> March 2025.

### ***Strategy Day***

- 17.5 The Director confirmed that the Management Committee Strategy Day will take place on Friday 4<sup>th</sup> April 2025 in the Birgidale Complex. Scotland's Housing Network will be in attendance to present information to the Management Committee on the Association's performance and Stuart Eglinton of SE Training will deliver training on equalities.

**18.0 Date and Time of Next Meeting**

18.1 The next meeting of the Management Committee will take place on Wednesday 26<sup>th</sup> March 2025 at 6.15pm, in the office and via MS Teams.

18.2 The meeting closed at 8.15pm.

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

\_\_\_\_\_ Date