

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 26th March 2025</p>
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| <p>1.0</p> | <p>Present
Josephine Deacon
Christine Devine
Audrey Laird
Andrew William Marshall
Wilma McCubbin
Michelle McNulty
Sarah Jayne Newman</p> | <p>In Attendance:
Alison Main (Director)
Yvonne Rooney (Housing Manager)
Ady Tester (Maintenance Manager)
Julie Roy (Corporate Services Officer)
Sean O'Sullivan (FMD Financial Services for Agenda Items 4.0, 5.0 and 6.0 via MS Teams)</p> |
| <p>2.0</p> | <p>Apologies</p> | |
| | <p>2.1 Apologies were received from Iris Robertson.</p> <p>2.2 It was unanimously agreed by the Management Committee that Geraldine Baird be granted a three-month leave of absence.</p> <p>2.3 It was unanimously agreed that Josephine Deacon (Vice-Chairperson) would Chair the meeting in Iris Robertson's (Chairperson) absence.</p> | |
| <p>3.0</p> | <p>Declaration of Interest</p> | |
| | <p>3.1 It was noted that Christine Devine, Audrey Laird, and Andrew Marshall are members of the Management Committee of the Birgidale Complex and members of Castlemilk Community Council.</p> | |
| <p>4.0</p> | <p>Final Annual Budget 2025/2026</p> | |
| | <p>4.1 The paper 'Final Annual Budget 2025/2026' and the associated final budget file were circulated to the Management Committee in advance of the meeting. The content of these documents was presented and discussed in detail by Sean.</p> <p>4.2 The Director advised the Management Committee that the association will not renew its partnership with the Community Relations Team in 2025/2026 because the association had not needed to use it recently. If need for it is determined at a later date then the association can re-commence the partnership.</p> | |

Action

- 4.3 The Director advised that there had been consideration given to whether the association would continue Mary's Trust. She explained that there had been a lack of applications received that meet the criteria therefore there were no awards given in 2024/2025. She advised that three applications had been received; one to benefit a person not living in the area; one for garden improvements, and one for a holiday but with limited information provided.
- 4.4 The Director advised that she attended a meeting with the Jeely Piece Club to discuss costs for 2025/2026. The money the association gives the Jeely Piece Club every year makes up nearly 60% of the association's wider role budget. It has become difficult to justify this as that money is only benefitting a small number of the association's tenant's children, and many children attending and benefitting from the funding reside out with Castlemilk. Approximately 40 children attend at present, and they have consent forms for 34 of those. The Director has requested that they confirm what proportion of these children attend every or most weeks.
- 4.5 The Director advised that the Jeely Piece Club used to receive funding from other local housing associations, however over the years it was withdrawn and now only North View contribute.
- 4.6 Following consideration of the financial sustainability, the association will gradually begin to withdraw funding in 2025 with all funding to have ceased by 2026/2027.
- 4.7 A member of the Management Committee enquired as to how the surplus is used, and whether it was used to pay down loans. Sean explained that the association uses the surplus to reinvest, namely in the repair and maintenance of its properties.
- 4.8 Following careful consideration, it was proposed by Wilma McCubbin that the final budget for 2025/2026 be approved. The motion was seconded by Audrey Laird and it was unanimously agreed by the Management Committee.

5.0 Long Term Financial Projections

- 5.1 The paper titled 'North View HA Long Term Projections' and the accompanying financial projections file were circulated in advance of the meeting. The Director advised that the associated MS Excel file was emailed separately due to its complexity. The content of these documents were presented and discussed in detail by Sean.
- 5.2 The Director advised that the long-term projections form part of the Business Plan.
- 5.3 Following careful consideration, it was proposed by Christine Devine that the long-term financial projections be approved. The motion was seconded by Andrew Marshall and it was unanimously agreed by the Management Committee.

6.0 Five Year Financial Projections

- 6.1 The paper 'Five Year Budgets – Submission' and the appended draft 'Five Year Financial Projections (FYFP) 2024-2025' Return was circulated in advance of the meeting.
- 6.2 Sean advised that the submission is based on the first five years of the long-term financial projections discussed under Agenda Item 5.0.
- 6.3 After consideration, Josephine Deacon proposed that the Association submits the Return as presented. The motion was seconded by Wilma McCubbin and it was unanimously approved by the Management Committee.
- 6.4 The Director will oversee submission of the Return.

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7.0 Minutes of Management Committee meeting of 26th February 2025

- 7.1 Wilma McCubbin proposed the Minutes of the Management Committee Meeting of 26th February 2025 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.

8.0 Matters Arising from Minutes of the Management Committee Meeting of 26th February 2025

- 8.1 Re item 5.6; the Director advised the Employers in Voluntary Housing Pay Ballot Paper had been completed and submitted. 94% of members voted, and of those 89.5% were in favour of the 4% pay increase from 1st April 2025.
- 8.2 Re item 7.3; the Director advised that the British Heart Foundation have confirmed that in the event the defibrillator is vandalised or stolen, the association would be responsible for its repair or replacement.
- 8.3 Re item 7.5; the Director advised that the e-learning system is in progress. Due to it not being used for a length of time, accounts many have been deactivated and will need set up again. The Corporate Services Officer will continue to oversee it.
- 8.4 Re item 7.7; the Director advised that due to the popularity of the event, it was now sold out. The association has been placed on a waiting list and will be notified if spaces open.
- 8.5 Re item 8.3; the Director advised that the association's membership with the Glasgow West of Scotland's Forum of Housing Associations had been renewed for 2025/2026.
- 8.6 Re item 8.5; the Director advised that the Letter of Engagement for the External Auditor had been signed.

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- 8.7 Re item 8.6; the Director advised that the Housing Manager overseen the submission to the Scottish Housing Regulator.
- 8.8 Re item 10.5; the Corporate Services Officer updated the Policy Bank and the website.
- 8.9 Re item 10.8; the Corporate Services Officer updated the Policy Bank and the website.
- 8.10 Re Item 10.11; the Corporate Services Officer updated the Policy Bank and the website.
- 8.11 Re item 10.14; the Corporate Services Officer updated the Policy Bank and the website.
- 8.12 Re item 11.2; this will be discussed under Agenda item 13.0.
- 8.13 Re item 11.5; the Director advised that this would be discussed under Agenda Item 13.0..
- 8.14 Re item 14.4; the Director advised that the Housing Manager implemented the Management Committee's decision.
- 8.15 Re item 15.3; the Director advised that the Maintenance Manager implemented the Management Committee's decision.

9.0 Correspondence

Email from the Scotland Housing Network (SHN) re 2025/2026 Membership Renewal – received on 10th March 2025

- 9.1 The Director advised that fees are increasing by 3.5%. Renewal notices will be issued in early April 2025. The cost will be £1,525.18. The association has begun using the SHN's services more, including opportunities for benchmarking. A representative will also be attending the association's Strategy Day on 4th April 2025 to provide an overview of performance. The Director also attended their conference in 2024.
- 9.2 Following consideration, Audrey Laird proposed that the association renew its membership for 2025/2026. The motion was seconded by Andrew Marshall and the renewal was unanimously approved by the Management Committee.
- 9.3 The Director will oversee the renewal upon receipt of the renewal notice.

Letter from Michael Cameron, Chief Executive of the Scottish Housing Regulator (SHR) – received on 11th March 2025

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9.4 The Director advised that the letter sets out how the SHR has decided to continue with requests that landlords provide specific assurance on their compliance with relevant obligations in relation to tenant and resident safety. In the Annual Assurance Statement to be submitted this year the association must confirm whether it meets all duties in relation to tenant and resident safety, and that the Management Committee has obtained appropriate assurance about compliance with all relevant safety requirements including:

- gas safety;
- electrical safety;
- water safety;
- fire safety;
- asbestos;
- damp and mould and;
- lift safety

Email from the Scottish Housing Regulator (SHR) re new temporary Regulation Manager – received on 27th February 2025

9.5 The Director advised that the association has a new temporary Regulation Manager, Lynn Stewart, whilst Nicola McKeand is off on maternity leave.

10.0 Notifiable Events

10.1 The Director advised that there were no notifiable events.

11.0 Maintenance Report

11.1 The paper 'Maintenance Report' and the appended maintenance performance proforma were circulated to the Management Committee in advance of the meeting, and the content detailed by the Maintenance Manager.

11.2 The Maintenance Manager advised that kitchen replacements have been delayed owing to staff shortages. Therefore, going forward (in 2025/2026) the association will employ its contractors to replace kitchens to ensure targets are met.

11.3 The Maintenance Manager advised that due to the nature of the fascia and window replacement programme, ARGoMAS will be instructed to prepare the necessary method statements and risk assessments to ensure safe working practices. Tradesteam staff involved in the fascia and window replacement programme will also be provided with refresher Prefabricated Access Suppliers & Manufacturers Association (PASMA) training, to ensure safe working practices when using mobile access towers.

12.0 Performance Management

Protocol for Dealing with an Alleged Management Committee Code of Conduct Breach

12.1	The paper 'Protocol for Approval (March 2025)' and the appended draft 'Code of Conduct for Management Committee Members' and 'Protocol for Dealing with an Alleged Breach of the Management Committee Code of Conduct' were circulated to the Management Committee in advance of the meeting.	
12.2	The Director advised that in October 2024 following consultation, the Scottish Federation of Housing Associations (SFHA) published the revised Model Code of Conduct for Management Committee Members (circulated to the Management Committee for information) which the adoption and compliance of is a regulatory requirement.	
12.3	The SFHA 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 referred to. The Protocol does not form part of the Code but is a separate standalone formal written process.	
12.4	Following consideration, Andrew Marshall proposed the adoption of the Protocol for Dealing with an Alleged Breach of the Management Committee Code of Conduct. The motion was seconded by Christine Devine and adoption of the Protocol was unanimously approved by the Management Committee.	
12.5	The Corporate Services Officer will update the Policy Bank and the website and will circulate the Code of Conduct to the Management Committee for signing.	CSO
	<i>Policies for Approval</i>	
12.6	The paper 'Policies for Approval' and the appended draft documents (and Equality Impact Assessments) were circulated to the Management Committee in advance of the meeting.	
	<i>Tenancy Sustainment Policy</i>	
12.7	The Housing Manager advised that this is a new policy which has been drafted to support tenancy sustainment procedures introduced in 2024.	
12.8	Following consideration, it was proposed by Wilma McCubbin that the policy as presented be adopted by the association. The motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.	
12.9	The Corporate Services Officer will update the Policy Bank and the website.	CSO
	<i>Resident Involvement Strategy</i>	
12.10	The Housing Manager advised that proposed additions to the policy are highlighted in red and deletions are struckthrough.	

12.11	The Housing Manager highlighted that the association would begin to make use of online platforms to encourage tenants to share their views.	
12.12	Following consideration, it was proposed by Audrey Laird 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.	
12.13	The Corporate Services Officer will update the Policy Bank and the website.	CSO
	<i>Financial Regulations</i>	
12.14	The Director advised that the document had been updated with input from FMD Financial Services.	
12.15	Following consideration, it was proposed by Sarah Jayne Newman that the policy as presented be adopted by the association. The motion was seconded by Christine Devine, and it was unanimously approved by the Management Committee.	
12.16	The Corporate Services Officer will update the Policy Bank and the website.	CSO
	<i>Factoring Policy</i>	
12.17	The Director advised that the policy had been updated to reflect buildings insurance arrangements for owners.	
12.18	Following consideration, it was proposed by Sarah Jayne Newman that the policy as presented be adopted by the association. The motion was seconded by Michelle McNulty, and it was unanimously approved by the Management Committee.	
12.19	The Corporate Services Officer will update the Policy Bank and the website.	CSO
	<i>Factoring Arrears & Debt Recovery Policy</i>	
12.20	The Director advised there were no significant changes proposed.	
12.21	Following consideration, it was proposed by Wilma McCubbin 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.	
12.22	The Corporate Services Officer will update the Policy Bank and the website.	CSO
	<i>Wider Role Strategy</i>	
12.23	The Director advised that the policy was established in 2022. It has been reviewed to reflect current areas of work.	

12.24	Following consideration, it was proposed by Andrew Marshall 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.	
12.25	The Corporate Services Officer will update the Policy Bank and the website.	CSO
	<i>Value for Money Statement</i>	
12.26	The Director advised that this is a new Statement and the association has developed it in line with the Business Plan.	
12.27	She noted that putting the gas maintenance contract out to tender is an example of 'testing the market' to ensure value for money.	
12.28	Following consideration, it was proposed by Audrey Laird that the policy as presented be adopted by the association. The motion was seconded by Michelle McNulty, and it was unanimously approved by the Management Committee.	
12.29	The Corporate Services Officer will update the Policy Bank and the website.	CSO
	<i>Scheme of Delegation Policy</i>	
12.30	The Director advised that this is a new policy which has been introduced to supplement existing policies. It is based on Employer's in Voluntary Housing's Model Scheme of Delegation Policy.	
12.31	She recommended that it be scheduled for reviewed next year to ensure it meets requirements.	
12.32	Following consideration, it was proposed by Wilma McCubbin that the policy as presented be adopted by the association. The motion was seconded by Audrey Laird, and it was unanimously approved by the Management Committee.	
12.33	The Corporate Services Officer will update the Policy Bank and the website.	CSO
13.0	Business Plan	
13.1	The paper 'Business Plan Update 2024/25 (Chapter 11) and the appended Chapter 11 was circulated to the Management Committee in advance of the meeting.	
13.2	The Director advised that Chapter 11 of the Business Plan was previously referred to as Chapter 9, however the number was out in the Business Plan so it has now been corrected. She noted that FMD Financial Services has had significant input.	

13.3 She advised that the Business Plan 2023/2024 to 2025/2026 is now fully complete following the update. As noted previously, the 30-year projections form the basis for Chapter 11, and the projections outlined in Appendix 6.

13.4 Following consideration, the Business Plan 2023/2024 to 2025/2026, was proposed by Michelle McNulty. The motion was seconded by Christine Devine, and it was unanimously approved by the Management Committee.

14.0 Strategy & Development Funding Plan

14.1 The paper 'Strategy & Development Funding Plan [SDFP] Report' and the appended SDFP was circulated to the Management Committee in advance of the meeting.

14.2 The Director advised that the SDFP is submitted to Glasgow City Council (GCC) annually and sets out the amount of grant that the Association is seeking from GCC in 2025/2026 to support any development work, acquisitions, and Stage 3 Adaptations. It is due to be submitted by 25th April 2025.

14.3 Following consideration, Josephine Deacon proposed that the SDFP be submitted as presented. The motion was seconded by Christine Devine and the submission was unanimously approved by the management Committee.

14.4 The Director will oversee the submission.

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15.0 Health & Safety

15.1 The paper 'Health & Safety and the appended Policy Statement were circulated to the Management Committee in advance of the meeting.

15.2 The Director advised that, at the health and safety training session on 29th January 2025, ARGoMAS recommended that the Policy Statement be circulated to the Management Committee. It sets out that the Management Committee is responsible for the conduct and business of the association and the statutory duties placed on the management Committee as 'employer'. The Management Committee are required to sign their acceptance annually.

15.3 The Management Committee noted the content.

16.0 Equalities

16.1 The Director advised that the Equal Opportunities & Human Rights Policy is due for review in May 2025. As part of this, the equality monitoring forms (for Management Committee, housing applicants, and employees), the template equality impact assessment form, and the Equality Action Plan will also be reviewed.

- 16.2 An 'equalities working group' will be established to feed into the review, which would consist of Management Committee, and staff members. It is proposed that it meets on Friday 11th April 2025 from 10am to 11.30am/12pm. Management Committee members are invited to attend.
- 16.3. The Director advised that SE Training will deliver a refresher training session on Equalities at the Strategy Day on 4th April 2025, following a session which was delivered to staff on 5th March 2025.

Castlemilk Housing & Human Rights Lived Experience Group

- 16.4 The Director advised that the group made an oral submission to the United Nations on 12th February 2025 regarding lack of access to affordable food in Castlemilk and there being no supermarket.
- 16.5 The Director shared a video that the group had made.
- 16.6 She advised that the group will next meet on 7th April 2025 from 1.30pm in the Birgidale Complex, until approximately 3.30pm.

17.0 Any Other Competent Business

Corporation Tax

- 17.1 The Director advised that the association's previous external auditor, RSM, contacted the Director on 14th March 2025 to advise that they had received a letter from HMRC regarding Corporation Tax which they believe should have gone to the association's current external auditor, CT.
- 17.2 The letter sets out that the association must file a Tax Return for the period 1st April 2023 to 31st March 2024 before 31st March 2025. HMRC advised that they had written to the association on 21st April 2024, however this was not received.
- 17.3 The Director advised that the association is not liable to pay Corporation Tax. RSM advised that it may be the case that the association were selected to complete a Charity Tax Return for 2023/2024 as this occurs approximately every five years. They advised the Director to take the matter up with CT. The Director contacted CT who duly submitted the return on 21st March 2025. Unfortunately, the association has had to pay for this service to avoid charges and further action, totalling £1,650.

Employers in Voluntary Housing's (EVH) Annual Conference 16th -18th May 2025 at DoubleTree by Hilton Dunblane Hydro

- 17.4 The Director advised that the Corporate Services Officer will contact Management Committee members next week to get the details of those wishing to attend this year.

Scottish Federation of Housing Associations' (SFHA) Annual Conference 10th-11th June 2025 at Radisson Blu Hotel, Glasgow

- 17.5 The Director advised that if any members of the Management Committee would like to attend, they should contact the Corporate Services Officer.

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Strategy Day

- 17.6 The Director advised that the Strategy Day is scheduled for Friday 4th April 2025 from 9.30am to approximately 2pm in the Birgidale Complex.

New Company Van

- 17.7 The Maintenance Manager advised that a new company van had been purchased to replace an existing one, which the repair of had become uneconomical.

Insurance

- 17.8 The Maintenance Manager advised that the new insurance policy with Zurich Municipal will be in place from 1st April 2025 at an uplifted cost to ensure adequate cover.

Disaster Recovery Plan

- 17.9 The Director advised that this was intended to be in place by 31st March 2025 however, this has not been possible. It will be discussed further at the Strategy Day.

Glasgow West of Scotland Forum of Housing Associations (GWSF)

- 17.10 As noted previously, the Director apologised explaining that the special lunch event hosted by GWSF in conjunction with Employers in Voluntary Housing, Share, and Glasgow City Council on 29th April 2025 had unfortunately sold out before she could book places for the Management Committee.

- 17.11 The association has however been placed on the waiting list so that if spaces open up, she will be notified.

18.0 Date and Time of Next Meeting

- 18.1 The next meeting of the Management Committee will take place on Wednesday 23rd April 2025 at 6.15pm, in the office and via MS Teams.

- 18.2 The meeting closed at 8.15pm.

Signed (Chairperson)

Date