

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 28th May 2025</p>
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1.0	Present	In Attendance:
	Iris Robertson	Alison Main (Director)
	Josephine Deacon	Yvonne Rooney (Housing Manager)
	Christine Devine	Julie Roy (Corporate Services Officer)
	Audrey Laird	Sean O'Sullivan (FMD Financial Services) (for Agenda
	Andrew William Marshall	Items 4.0, 5.0, & 6.0)
	Wilma McCubbin	
	Michelle McNulty	
	Sarah Jayne Newman	
2.0	Apologies	Action
2.1	The Director advised that Geraldine Baird has request a further three-month leave of absence from the Management Committee due to ongoing health issues.	
2.2	Iris Robertson proposed that Geraldine Baird be granted a further three-month leave of absence. The motion was seconded by Audrey Laird and the request was unanimously approved by the Management Committee.	
3.0	Declaration of Interest	
3.1	It was noted that Iris Robertson, Christine Devine, Audrey Laird, and Andrew William Marshall are members of the Management Committee of the Birgidale Complex, and of the Castlemilk Community Council.	
4.0	Management Accounts (for the period to 31st March 2025)	
4.1	The paper 'Management Accounts (to 31 st March 2025)' 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 year end to 31 st March 2025 projected a surplus of around £370k, with the actual surplus currently sitting at £381k. Therefore, there is an overall positive variance of £11k.	

- 4.3 Sean O'Sullivan advised that the budget for 2024/2025 assumed that £130k of the tradesteam staff costs would be spent on component replacements. As at year end, however, only £44k of those costs has been allocated to component replacement meaning that the balance gets charged to the Statement of Comprehensive Income and has impacted various ratios. He confirmed that there is no effect on the cash position, however the matter requires review by the Maintenance Manager to ensure projections going forward are as accurate as possible. The Director explained that this can in part be attributed to staff absences in the department during 2024/2025.
- 4.4 A member of the Management Committee asked for clarification in relation to 'bad debts'. The Director explained that these are receivables which can no longer be collected (former tenant rent arrears). She confirmed that the Management Committee considers and approves cases for write-off each year and provision for this is included in the annual budget.
- 4.5 A member of the Management Committee enquired as to what reactive maintenance figure relates to. The Director advised that these are day-to-day repairs required to the stock. She went on to say that due to nature of these, it can be difficult to predict the volume of these over the year and for example, during periods of adverse weather, such as Storm Eowyn, there was damage to properties that the Association needs to repair.
- 4.6 A member of the Management Committee enquired as to whether the £381k surplus would influence the rent increase in 2026/2027. The Director and Sean O'Sullivan advised that accounting adjustments will be made on this figure and is not all 'cash'. The surplus is continually invested into the Association's housing stock and is incorporated in the Association's projections.

5.0 Loan Portfolio Return to Scottish Housing Regulator

- 5.1 The paper 'Loan Portfolio Return Report' and the associated Return was circulated to the Management Committee in advance of the meeting.
- 5.2 Sean explained that the Association is required to submit a Loan Portfolio Return to the Scottish Housing Regulator (SHR) by the end of June each year. It is used to inform the SHR about Registered Social Landlords' borrowing and other funding arrangements they have in place.
- 5.3 A member of the Management Committee noted that the Association is not due to settle the Allia loan until 2035 and as per the conditions of the loan, no payments are made by the Association toward the loan balance until then. They enquired as to how much the Association will be due to pay when it is due for settlement in 2035.

Sean explained that a total of £269k in interest has accrued on the £2m facility and this will continue to be added until 2035.

5.4	It was proposed by Josephine Deacon that the Loan Portfolio Annual Return (as presented) be approved for submission to the Scottish Housing Regulator. This motion was seconded by Christine Devine and unanimously agreed by the Management Committee	
5.5	FMD Financial Services will oversee the submission.	FMD
6.0	Treasury Management Report	
6.1	The paper 'Treasury Management Report' and the associated appendices were circulated to the Management Committee in advance of the meeting.	
6.2	Sean advised that, as per the Treasury Management Policy, it is a requirement to report on treasury management operations to the Management Committee, at least once per year.	
6.3	The Management Committee noted the content of the report.	
7.0	Minutes of Management Committee Meeting of 30th April 2025	
7.1	Iris Robertson proposed the Minutes of the Management Committee Meeting of 30 th April 2025 to be a true record of the meeting. This motion was seconded by Andrew William Marshall and the Minutes were unanimously approved by the Management Committee.	
8.0	Matters Arising from Minutes of the Management Committee meeting of 30th April 2025	
8.1	Re item 4.6; the Director will continue to liaise with Quinn Internal Audit in relation to arrangements for implementation of the Plan for 2025/2026.	
8.2	Re item 4.11; the Director advised that the management responses to the Rent Arrears Internal Audit were submitted to the Internal Auditor on 7 th May 2025. The responses have also been incorporated into the Internal Audit Tracker Report.	
8.3	Re item 6.2; the Corporate Services Officer is still in the process of setting up the e-learning system for Management Committee.	CSO
8.4	Re item 8.3; the Director is still to liaise with Scotland's Housing Network regarding a presentation for staff on the Association's performance.	Dir
8.5	Re item 9.3; the Corporate Services Officer has publicised the scheme on the Association's website and social media.	
8.6	Re item 11.2; the Director advised that the Work Programme would be discussed under Agenda Item 13.0.	
8.7	Re item 12.5; the Maintenance Manager is still to organise the signing of the Tender Register.	MM

8.8	Re item 12.7; the 12.7; the Maintenance Manager has overseen the implementation of the new Maintenance Framework and Underlying Contracts.	
8.9	Re item 13.4; the Director advised that the allocation of the special let has been made.	
8.10	Re item 15.2; the Director advised that the Harassment Risk Assessment would be covered under Agenda Item 22.0.	
8.11	Re item 16.1; the Director advised that there has been no update yet from Glasgow City Council regarding the grant for medical adaptations.	Dir
8.12	Re item 16.2; the Director advised that she has been advised that the security release should be finalised in a matter of days.	Dir
8.13	Re item 16.8; the Director advised that the Neonatal Care and Leave Policy will be presented to the Management Committee at its next meeting on 25 th June 2025.	Dir
8.14	Re item 16.9; the Director advised that the reviewed Terms and Conditions for employees had been circulated.	
9.0	Correspondence	
	<i>Application for Membership</i>	
9.1	The Director advised that an application for share membership of the Association had been received from [PERSONAL DATA REDACTED]	
9.2	Following consideration, the application was approved by Iris Robertson. The motion was seconded by Sarah Jayne Newman and the application was unanimously approved by the Management Committee.	
9.3	The Corporate Services Officer will oversee the issue of the share membership certificate, along with a copy of the Rules and a Fair Processing Notice.	CSO
	<i>Letter received from the Scottish Housing Regulator (SHR) re the Scottish Government's collection of cladding data – received via email on 19th May 2025</i>	
9.4	The Director advised that the Scottish Government has asked the SHR to issue the letter on its behalf asking Registered Social Landlords to complete returns providing information on cladding associated with any properties that they own that are between 11 and 18 metres high, and over 18 metres.	
9.5	The return is to be submitted directly to the Scottish Government by 23 rd June 2025.	

- 9.6 The Director advised that the Association does not have any properties over 11 metres high and therefore, will submit 'nil' in its return.

Dir

10.0 Notifiable Events

- 10.1 The Director confirmed that there were no Notifiable Events to report. However, she advised that there has been a missed gas safety check during 2024/2025, which has been reported in the Annual Return on the Charter. The Scottish Housing Regulator has been notified of this separately and the matter has not been treated as a Notifiable Event. She confirmed that more information will be provided under Agenda Item 12.0.

11.0 Report from Sub-Committee

- 11.1 The paper 'Report from Sub-Committee Meeting (May 2025)' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content of this report.

12.0 Annual Return on the Charter

- 12.1 The paper 'Annual Return on the Charter Submission' and the appended Annual Return on the Charter (ARC) 2024-2025, ARC validation report from Visual Stat Solutions (VSS), and Stock Profile Return 2024-2025 were circulated in advance of the meeting.
- 12.2 To provide the Management Committee with more information on the key areas of the ARC 2024-2025, the Director delivered a PowerPoint presentation of aspects of the Association's performance during the year.
- 12.3 The Director highlighted the 10.10% percentage of days lost through staff sickness absence between 1st April 2024 and 31st March 2025 which, as forecast, is significantly higher than the previous year. She advised that this is, in part, due to a number of long-term absences due to sickness. Senior staff continue to monitor staff absence within their departments, ensuring that Return to Work interviews are conducted.
- 12.4 The Director highlighted the instance in 2024-2025 where the Association did not meet its duty to complete a gas safety check on time. During the ARC reporting and validation process, it was established that this was due to a data input error. The matter was raised at the meeting of the Audit, Risk and Compliance Sub-Committee on 14th May 2025, and reported to the Scottish Housing Regulator on 20th May 2025 (after trying to make contact on 14th May 2025 and 19th May 2025). The Chairperson was also made aware of the matter.

12.5	The Director explained that the property at which the gas safety check was showing as being missed, was due to be inspected by 17 th June 2023, but due to the Association's servicing cycle (to ensure sufficient time for access etc), it was completed early, on 19 th April 2023. From this date, HomeMaster generated a 'next due date' of 19 th April 2024. Again, due to the servicing cycle, it was completed early again – on 22 nd February 2024. This date, however, was entered into the system incorrectly as 22 nd April 2024. As a result, the 'next due date' generated was 22 nd April 2025 instead of 22 nd February 2025. The 2025 check was carried out on 12 th March 2025, which on the system appeared to be in advance of the due date due to the data input error. The error meant that the check was 18 days late.	
12.6	The Director advised that if the Association was utilising the MOT style of certification allowed under the legislation, and used by some other organisations, then the check would have been deemed to have been completed within timescale. The Association does not, however, use this approach in its administration of gas servicing.	
12.7	The Director assured the Management Committee that going forward, in order to minimise the risk of another data input entry, (i) another member of staff will check all gas safety check dates entered into HomeMaster and (ii) a report on gas checks which is available on the HomeMaster system will be run and scrutinised on a regular basis by maintenance staff in order to try to identify any errors.	
12.8	The Director advised that the appended ARC validation report details the outcome of VSS's external verification that the information provided in the ARC 2024-2025 is accurate and reflects the SHR's technical guidance. VSS has an excellent understanding of the HomeMaster software and its reporting frameworks and have analytical expertise. On that basis, Audrey Laird proposed that VSS be appointed by the Association for data validation of its 2025-2026 ARC. The motion was seconded by Michelle McNulty and the appointment was unanimously approved by the Management Committee. The Director will liaise with VSS regarding this.	Dir
12.9	Following consideration, the ARC 2024-2025, as presented, was approved for submission by Wilma McCubbin. The motion was seconded by Michelle McNulty, and the submission was unanimously approved by the Management Committee.	
12.10	The Director will oversee submission of the ARC 2024-2025 by 31 st May 2025.	Dir
12.11	The Director advised that Appendix 3 of the ARC reports details of the Association's Stock Profile information for submission to the SHR. This must be submitted annually alongside the ARC.	

- 12.12 Following consideration, it was proposed by Christine Devine that the Stock Profile information 2024-2025 be submitted to the SHR. The motion was seconded by Andrew William Marshall and it was unanimously approved by the Management Committee.
- 12.13 The Director will oversee the submission of the Stock Profile Information 2024-2025 by 31st May 2025.

13.0 Performance Management

Performance Proforma

- 13.1 The paper 'Performance Management – Quarterly Performance Management Proforma (to 31st March 2025)' was circulated to the Management Committee in advance of the meeting.
- 13.2 The Director reported satisfaction figures for condition of property upon let for January, February and March 2025 that were not available when the papers were circulated. The figures discussed provided overall figures for the year of – 69.2% very satisfied, 23.1% satisfied and 7.7% fairly dissatisfied.
- 13.3 In addition, the Director also highlighted that previously 14 stock condition surveys had been reported for April 2024, which was incorrect. The total number of surveys carried out in 2024/2025 was 37. Windows were fitted in a total of 32 properties and 3 new kitchens had been installed.
- 13.4 The Director also corrected that 32 new flat entrance doors had been installed plus 24 uPVC doors to main door flats (rather than the overall number of 34 reported in the circulated pro forma).

Work Programme 2025/2026

- 13.5 The paper 'Work Programme 2025/2026 - May 2025' was circulated to the Management Committee in advance of the meeting.
- 13.6 She advised that the document is drafted annually, incorporating key tasks, policy reviews etc to be carried out and is used by Senior Staff over the course of the year.
- 13.7 The Management Committee noted the content.

14.0 Housing Management Report

- 14.1 The paper 'Housing Management Report' and the appended '2024/25 Annual Lettings Plan Final Figures', 'Gross Rent Arrears as % of Rent Due (£) Figures to end of the Financial Year 2024/25', and 'Decree for Eviction Detail' were circulated to the Management Committee in advance of the meeting.

- 14.2 The Housing Manager advised that the purpose of the paper is to provide the Management Committee with an update on key housing management issues and performance for the financial year 2024/2025. She advised it also includes information on a flexible working request received from the Welfare Rights Officer, and to approve an eviction.

Annual Lettings Plan 2025/26

- 14.3 The Housing Manager advised that the Management Committee agreed that 55% of lets in 2025/2026 be made to Section 5 (i.e. homeless) applicants. This is lower than the 60% of North View lets that were allocated to homeless applicants in 2024/2025. She advised that as the quota requested from Glasgow Council HSCP last year was 67%, they may ask the Association to consider increasing this figure at some point during the year.

Voids and Lets

- 14.4 The Housing Manager confirmed that reducing the amount of rental income lost through properties being empty remains a high priority for both Housing Management and Maintenance departments. However, performance in void loss dipped by the end of 2024/2025.

The Housing Manager advised that rental income lost on the supported accommodation properties at 292 Ardencraig Road and 30/32 Stravanan Road has increased in recent years. Due to the specialist nature of the accommodation, the allocation process is co-ordinated by Social Work and this results in significant void periods.

As per the ARC 2024/2025 submission, the Housing Manager has submitted figures for rent loss for all properties (mainstream and non self-contained), whilst providing information to show performance net of the non self-contained properties. The Housing Manager advised that this is to demonstrate the impact the non self-contained properties have on performance.

Flexible Working Request

- 14.5 The Housing Manager advised that a flexible working request had been received from **[PERSONAL DATA REDACTED]**

The employee has requested consideration of a flexible and hybrid working arrangement. They have requested a compressed working week, working the same number of hours per week (35) but compressing those hours into 4 days, with Monday being a non-working day.

The Housing Manager advised that the employee already has a degree of flexible working, based on an agreement made prior to the most recent Housing Manager. She has discussed with the employee the change in providing the **[PERSONAL DATA REDACTED]**, and the employee has advised that there has been a shift to **[PERSONAL DATA REDACTED]** which can be carried out remotely. In addition, the employee has asked that their request be granted due to **[PERSONAL DATA REDACTED]**

The Housing Manager advised that whilst Management Committee approval is not required for a flexible working request, Committee are being asked to note the request due to a change in service delivery. It is intended that the request will be approved on a six month trial basis to allow a review of how the change impacts demand for the service.

Extract for Decree case

- 14.6 The Housing Manager outlined the case for eviction, which she is seeking the Management Committee's approval to implement.

The outstanding rent arrears, as of 22nd May 2025, total £4,274.34. The account has been in arrears since the tenancy began in July 2023. The tenant has failed to maintain a repayment arrangement or make any regular payment towards their rent account.

A member of the Management Committee enquired as to why the arrears had been allowed to accumulate to such a degree with action not taken sooner. The Housing Manager advised that it can take a period of time to get cases booked to court and then for the court to grant an eviction order. She explained that if the tenant seeks support, including legal representation, and offers repayment arrangements the court will not grant an eviction. She did, however, advise that legal action could be pursued quicker and agreed to speak to the team regarding this.

The Housing Manager emphasised that eviction is always the last resort considered by the Association and is only taken when all other options have failed.

- 14.7 Following consideration, **[PERSONAL DATA REDACTED]** approved the recommendation to proceed with eviction. The recommendation was seconded by **[PERSONAL DATA REDACTED]** and it was unanimously approved by the Management Committee. The Housing Manager will implement the Management Committee's decision.

HM

15.0 Staffing

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

16.0 Expenses Report

- 16.1 The paper 'Senior Staff & Committee Expenses Report (1st April 2024 to 31st March 2025)' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.
- 16.2 The Corporate Services Officer will publish details of the expenses on the website.

CSO

17.0 Training Report

- 17.1 The paper 'Training Report (1st April 2024 to 31st March 2025)' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.

18.0 Data Breaches Report

- 18.1 The paper 'Report on Personal Data Breaches (1st April 2024 to 31st March 2025)' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.

19.0 Entitlements, Payments & Benefits Report

- 19.1 The paper 'Entitlements, Payments & Benefits (1st April 2024 to 31st March 2025)' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.

20.0 Factoring Report

- 20.1 The paper 'Statistical Factoring Report (1st April 2024 to 31st March 2025)' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.

21.0 Health & Safety

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

22.0 Equalities

- 22.1 The Director advised that work was ongoing in relation to the review of the Equal Opportunities and Human Rights Policy, alongside the completion of the sexual harassment risk assessment (which as noted under Agenda Item 8.0 will be presented to the Management Committee at its meeting on 25th June 2025).
- 22.2 The Director advised that the next meeting of the Lived Experience Group is at 1.30pm on 10th June 2025 in the office of Craigdale Housing Association.
- 22.3 She advised that the Lived Experience group has been shortlisted for a Tenant Participation Advisory Service award. The award event will be held on 20th June 2025 in the evening.
- 22.4 The Group will also be taking part in the Glasgow and West of Scotland Forum of Housing Association's Regeneration Conference on 20th June 2025 from 9am to 4pm.
- 22.5 A member of the Management Committee advised that they had heard about the Share Governing Body event at Seamill Hydro.

Dir

Some information was included in the Share training bulletin circulated by email on 28th May 2025 and it was agreed that the Corporate Services Officer will find out more information and circulate it to the Management Committee. Should anyone wish to attend they can let her know.

MC

23.0 Any Other Competent Business

Civic Reception

- 23.1 The Director advised that Iris Robertson, Chairperson, will be representing the Association at a Civic Reception held in the City Chambers to mark the 50th Anniversary of the Jeely Piece Club, on 30th May 2025.

Annual Assurance Statement

- 23.2 The Director advised that she is seeking approval for to continue to work with Mullholland Housing Consultancy to review and assess the Association's compliance with regulatory and legal requirements, prior to submission of the Annual Assurance Statement (AAS) by 31st October 2025.
- 23.3 Andrew William Marshall proposed that the Association continue to work with Mullholland Housing Consultancy for its 2025 AAS submission. The motion was seconded by Josephine Deacon and the appointment was unanimously approved by the Management Committee.

24.0 Date and Time of Next Meeting

- 24.1 The next meeting of the Management Committee will take place on Wednesday 25th June 2025 at 6.15pm, in the office and via MS Teams.
- 24.2 The meeting ended at 8pm.

_____ Signed (Chairperson) _____ Date