

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 25th June 2025</p>

- | | | |
|-------------------|---|---|
| <p>1.0</p> | <p>Present
 Iris Robertson
 Josephine Deacon
 Christine Devine
 Audrey Laird
 Andrew William Marshall
 Michelle McNulty
 Sarah Jayne Newman</p> | <p>In Attendance:
 Alison Main (Director)
 Ady Tester (Maintenance Manager)
 Julie Roy (Corporate Services Officer)
 Julie-Ann Cloherty (SHARE) (observing)</p> |
| <p>2.0</p> | <p>Apologies</p> | |
| <p>2.1</p> | <p>The Director advised that Alex Bruce has requested a five-month leave of absence due to family commitments.</p> | |
| <p>2.2</p> | <p>Sarah Jayne Newman proposed that Alex Bruce be granted a five-month leave of absence. The motion was seconded by Andrew William Marshall and the request was unanimously agreed by the Management Committee.</p> | |
| <p>3.0</p> | <p>Declaration of Interest</p> | |
| <p>3.1</p> | <p>It was noted that Iris Robertson, Christine Devine, Audrey Laird, and Andrew William Marshall are members of Castlemilk Community Council, and that Iris Robertson, Christine Devine, and Audrey Laird are members of the Management Committee of the Birgidale Complex.</p> | |
| <p>4.0</p> | <p>Minutes of Management Committee Meeting of 28th May 2025</p> | |
| <p>4.1</p> | <p>Michelle McNulty proposed the Minutes of the Management Committee Meeting of 28th May 2025 to be a true record of the meeting. This motion was seconded by Josephine Deacon and the Minutes were unanimously approved by the Management Committee.</p> | |
| <p>5.0</p> | <p>Matters Arising from Minutes of the Management Committee meeting of 28th May 2025</p> | |
| <p>5.1</p> | <p>Re item 5.5; FMD Financial Services submitted the Association's Loan Portfolio Annual Return on 29th May 2025.</p> | |

Action

5.2	Re item 8.3; the Corporate Services Officer advised that the e-learning system has been set up. Management Committee members have been sent a link to set a password for their account. Members were asked to ensure they did this by 1pm the following day before the link expires.	MC
5.3	Re item 8.4; the Director has still to liaise with Scotland's Housing Network regarding a presentation for staff on the Association's performance.	Dir
5.4	Re item 8.7; the Maintenance Manager will organise the signing of the Tender Register.	MM
5.5	Re item 8.11; the Director advised that there has been no update yet from Glasgow City Council regarding the grant allocation for medical adaptations.	Dir
5.6	Re item 8.12; the Director advised that there has been a delay with the security release but she has been advised that it should be finalised shortly.	Dir
5.7	Re item 8.13; the Director advised that the Neonatal Care Leave and Pay Policy will be presented under Agenda Item 8.0.	
5.8	Re item 9.3; the Corporate Services Officer issued the share membership certificate, along with a copy of the Rules and a Fair Processing Notice to the new Member.	
5.9	Re item 9.6; the Director advised that the cladding return was submitted to the Scottish Government, confirming that the Association has zero properties over 11 metres high.	
5.10	Re item 12.8; the Director advised that Visual Stat Solutions have been contacted to put arrangements in place for the validation of the Association's 2025-2026 Annual Return on the Charter.	
5.11	Re item 12.10; the Director advised that on 29 th May 2025, the day after the Annual Return on the Charter (2024-2025) was presented to the Management Committee, an error had been identified in the return.	
	<p>The Director advised that the total number of reactive repairs completed during the reporting year was reported as 2,439 under Indicator 10 on page 20 of the return. However, this was incorrect as a total of three repairs had been excluded from the figure as they had been incorrectly categorised. This reduced the figure to 2,436, bringing the percentage of reactive repairs carried out in the last year completed right first time to 99.34% and not 99.22%.</p> <p>Subsequently, the Director contacted the Office Bearers that day and it was agreed that the change be made to the return to ensure that the correct figure is submitted. The Director then emailed all members of the Management Committee to advise them of the matter.</p>	

	<p>The Director also confirmed that the Association has received an email from the Scottish Housing Regulator on 20th June 2025 advising that following a data integrity check carried out on the Annual Return on the Charter submission, they are seeking confirmation that figures provided under Indicator 18 are correct. The Director advised that the void loss figure includes non self contained properties and these are excluded from other indicators. The Housing Manager will oversee the response to this query.</p>	HM
5.12	<p>Re item 12.13; the Stock Profile Information 2024-2025 was submitted on 29th May 2025, along with the Annual Return on the Charter.</p>	
5.13	<p>Re item 14.7; the Director advised that the eviction was carried out on 12th June 2025.</p>	
5.14	<p>Re item 16.2; the expenses for 2024-2025 were published on the Association's website.</p>	
5.15	<p>Re item 22.1; the Director advised that the Equal Opportunities and Human Rights Policy would be discussed under Agenda Item 13.0.</p>	
5.16	<p>Re item 22.5; the Director advised that the Corporate Services Officer will book the three Management Committee members wishing to attend onto the convention.</p>	CSO
6.0	Correspondence	
	<p><i>Email from Employers in Voluntary Housing (EVH) re Scottish Housing Association's Pension Scheme (SHAPS) Group Membership – received 11th June 2025</i></p>	
6.1	<p>EVH has confirmed that it will continue the Group going forward. This is important in light of the anticipated funding deficit (based on the latest valuation), and thus a requirement for a return to deficit reduction payments for employers from April 2026 (to be confirmed over the course of Summer 2025).</p> <p>Group membership costs £395 plus VAT and runs to the end of May 2028. It includes attendance at two information sessions and access to a specialist.</p> <p>Following consideration, Audrey Laird proposed that the Association continues with its membership. The motion was seconded by Josephine Deacon and membership was unanimously approved by the Management Committee.</p>	
6.2	<p>The Director will oversee arrangements.</p> <p><i>Email from Glasgow and West of Scotland Forum of Housing Associations (GWSF) re Board nominations – received 13th June 2025</i></p>	Dir

6.3	GWSF is seeking committee members of housing associations to join its own Board. It meets five times per year. Anyone who is interested in joining should contact the Director or the Corporate Services Officer who will put them in touch with GWSF.	MC Dir
6.4	Iris Robertson asked the Director to let her know when the meetings will be held as she may consider joining.	
	<i>Email from Glasgow and West of Scotland Forum of Housing Associations (GWSF) re Annual General Meeting and Open Meeting – received 25th June 2025</i>	
6.5	GWSF have provided notice of their AGM on 20 th August 2025. This will be followed by an Open Meeting featuring a panel of MSPs (which will look at party housing priorities for after the May 2026 elections).	
7.0	Notifiable Events	
7.1	The Director confirmed that there were no Notifiable Events to report.	
8.0	Performance Management	
8.1	The paper ‘Performance Management: Policies for Approval’ and the appended policies and their Equality Impact Assessments (where applicable) were circulated to the Management Committee in advance of the meeting.	
	<i>Notifiable Events Policy</i>	
8.2	The Director advised that this is the scheduled review of the Policy, which takes account of revised Statutory Guidance on Notifiable Events, introduced in 2024.	
	Following consideration, Michelle McNulty proposed the adoption of the Policy as presented. The motion was seconded by Iris Robertson and it was unanimously approved by the Management Committee.	
8.3	The Corporate Services Officer will update the Policy Bank and website.	CSO
	<i>Flexible Working Policy</i>	
8.4	The Director advised that the Policy has been reviewed to reflect legislative changes, in that employees can now make up to two flexible working requests in a 12-month period.	
	The Policy has also been updated to state that line managers (the Director, Housing Manager, and Maintenance Manager) will now deal with requests, instead of only the Director, as they are best placed to consider the capacity within their own departments.	
	Following consideration, Andrew William Marshall proposed the adoption of the Policy as presented. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.	

8.5	The Corporate Services Officer will update the Policy Bank and website.	CSO
	<i>Neonatal Care Leave and Pay Policy</i>	
8.6	The Director advised that it is a new Policy, based on a model prepared by Employers in Voluntary Housing. It has been developed following the introduction of new legislation in April 2025.	
	Following consideration, Audrey Laird proposed the adoption of the Policy. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.	
8.7	The Corporate Services Officer will update the Policy Bank and website.	CSO
	<i>Dignity at Work Policy</i>	
8.8	The Director advised that this is a new Policy, based on a model prepared by Employers in Voluntary Housing. It has been developed in conjunction with the review of the Equal Opportunities and Human Rights Policy, and includes a risk assessment and action plan for harassment (including sexual harassment), which are based on work carried out by a working group including staff and members of the Management Committee.	
	Following consideration, Andrew William Marshall proposed the adoption of the Policy as presented. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee	
8.9	The Corporate Services Officer will update the Policy Bank and website.	CSO
	<i>Attendance and Absence Management Policy</i>	
8.10	The Director advised that this Policy has been reviewed to update a section in relation to fertility treatment, and also to include a new section on neonatal care leave and pay, in line with the new Policy that has been presented for approval. It also clarifies that staff should notify their line manager of their absence by telephone.	
	Following consideration, Josephine Deacon proposed the adoption of the Policy as presented. The motion was seconded by Christine Devine and it was unanimously approved by the Management Committee	
8.11	The Corporate Services Officer will update the Policy Bank and website.	CSO
	<i>Factoring Arrears and Debt Recovery Policy</i>	
8.12	The Director advised that the Policy has been reviewed to remove the outdated cost for obtaining a Notice of Potential Liability. She noted that that no changes were necessary to the existing Equalities Impact Assessment.	
	Following consideration, Audrey Laird proposed the adoption of the Policy as presented. The motion was seconded by Iris Robertson and it was unanimously approved by the Management Committee.	

8.13	The Corporate Services Officer will update the Policy Bank and website.	CSO
	<i>Financial Procedures</i>	
8.14	The Director advised that the Procedures are reviewed annually and following review by FMD Financial Services, the Finance Officer and Director this year, no changes to the current document are proposed. Following consideration, Christine Devine proposed the adoption of the Policy as presented. The motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.	
8.15	The Corporate Services Officer will update the Policy Bank and website.	CSO
9.0	Maintenance Report	
9.1	The paper 'Maintenance Report' and the appended maintenance performance proforma and gas inspection quality control forms from Alba Gas were circulated to the Management Committee in advance of the meeting.	
9.2	The Maintenance Manager advised that there is an error in section 3.1, and it should read 214 and not 216 Castlemilk Drive.	
9.3	The Maintenance Manager confirmed that window replacement work at Area C (2-8 Stravanan Road and 204-214 Castlemilk Drive) will involve the bays above the close entrances. He also advised that cyclical paintwork has started at Phase 3 (Stravanan Road and Stravanan Gardens). Non-slip paint on floors of identified closes will also be carried out. Bathroom replacement work at Area K has been progressing well.	
9.4	In terms of Health and Safety, the Maintenance Manager highlighted that the PASMA and IPAF training recently completed is valid for five years.	
9.5	The Maintenance Manager outlined the further content of the paper, providing an update gas servicing, gas audits, legionella temperature testing, annual smoke detector testing, electrical inspection condition reports, insurance claims, and damp and mould cases.	
9.6	The Maintenance Manager noted that the Management Committee had been provided with a sample of gas inspection quality control forms which Alba Gas complete. He advised that they are completed by the contractor at every service. They are very detailed and provide the Association with the engineer's opinion and observations regarding the condition of the boiler system.	
9.7	Michelle McNulty and Sarah Jayne Newman left the meeting at 7.10pm.	
10.0	Management Committee Appraisals	

- 10.1 The paper 'Management Committee Appraisals 2025' and the appended survey was circulated in advance of the meeting. Julie-Ann Cloherty was in attendance to discuss the content of the paper and to deliver a PowerPoint presentation on the appraisal process for 2025.
- 10.2 The Director advised that Olwyn Gaffney from SHARE will be leading on the Management Committee appraisals.
- 10.3 The content of the paper and the presentation was noted by the Management Committee.
- 10.4 The Director will liaise with Julie-Ann Cloherty and Olwyn Gaffney in order to progress the appraisal process, with the surveys due to be sent out on Friday 27th June 2025.

11.0 Development Report

- 11.1 **[COMMERCIALLY SENSITIVE INFORMATION REDACTED]**

12.0 Health & Safety

- 12.1 There were no matters to discuss under this Agenda Item.

13.0 Equalities

Castlemilk Housing & Human Rights Lived Experience Board

- 13.1 The Director advised that the Castlemilk Housing and Human Rights Lived Experience Board won the Tenant Participatory Advice Scotland's award for 'Good Practice in Involving Tenants in a Current Issue Award'. The awards ceremony took place on 20th June 2025. Representatives from the Board also did a plenary session at the Glasgow West of Scotland's Forum of Housing Association's (GSWF) conference on the same date.

Equal Opportunities and Human Rights Policy

- 13.2 The paper 'Equal Opportunities & Human Rights Policy Review' and the appended draft Policy (with changes highlighted in yellow), template Equalities Impact Assessment form, Action Plan, and the reviewed Policy's completed Equality Impact Assessment was circulated to the Management Committee in advance of the meeting.
- 13.3 The Director advised that the documents have been reviewed by SE Training to ensure that the Association can demonstrate that it considers equality and human rights issues when making decisions, in the design and review of its policies, and in its day-to-day operations.
- 13.4 Following consideration, Audrey Laird proposed that the Policy as presented be adopted. The motion was seconded by Josephine Deacon and it was unanimously approved by the Management Committee.

13.5	The Corporate Services Officer will make the necessary updated to the Policy Bank and the website.	CSO
14.0	Any Other Competent Business	
	<i>Four Meeting Rule</i>	
14.1	The Director reminded the Management Committee that if they miss four meetings in a row, they will automatically be removed from the Management Committee as per the Rules.	
14.2	There was an instance whereby Alex Bruce missed four regular Management Committee meetings in a row (February, March, April, and May) but had attended the Strategy Day on 4 th April 2025. Advice was sought from TC Young, and due to the nature of the Strategy Day (minutes being taken, minutes being approved, and decisions being made) it was determined that it counted as a meeting. Therefore, on that basis, only three regular meetings were missed.	
	<i>Factoring Annual Update</i>	
14.3	The Director advised that she is currently working on the Association's 2024/2025 annual update submission. It is in a new format and must be submitted by 30 th June 2025.	Dir
	<i>Summer Newsletter</i>	
14.4	The Director advised that she is preparing the Summer Newsletter for it to be sent to the publishers for graphic design. It will be circulated during week commencing 14 th July 2025.	Dir
	<i>Skip Weekend</i>	
14.5	The Director advised that the Skip Weekend has been programmed for 25 th July 2025, and will be publicised in the upcoming Newsletter.	Dir
	<i>Performance Analysis Visit (PAV) by Scotland's Housing Network</i>	
14.7	The Director proposed that the PAV is delivered at an Away Day on Friday 3 rd October 2025. She explained that September is busy due to the Annual General Meeting.	
	<i>External Audit</i>	
14.8	The Director advised that the External Audit is currently ongoing. It was initially scheduled that the year end accounts be presented to the Management Committee for approval at the meeting on 3 rd September 2025. However, due the audit being carried out slightly earlier this year, they should be ready for the scheduled Management Committee meeting on 27 th August 2025.	Dir
	<i>Community Relations Agreement Update</i>	

- 14.9 The Director advised that it had been agreed by the Management Committee that the Association not renew its membership. Unfortunately, a three month notice period is required and due to the timing of the Association notifying Glasgow City Council, a three-month charge is payable. This has not been budgeted for so the Association has tried to make use of it by requesting any Police Scotland disclosure information that would help in managing ongoing anti-social behaviour.

Area Meetings

- 14.10 The Director advised that the area meetings will commence next month. Dates are to be confirmed and notifications will be hand delivered.

15.0 Date and Time of Next Meeting

- 15.1 The next meeting of the Management Committee will take place on Wednesday 25th August 2025 at 6.15pm, in the office and via MS Teams.

- 15.2 The meeting ended at 8pm.

_____ Signed (Chairperson) _____ Date