

# 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 24<sup>th</sup> September 2025</b></p>
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| <p><b>1.0</b></p> | <p><b>Present</b><br/>Josephine Deacon<br/>Christine Devine<br/>Audrey Laird<br/>Andrew William Marshall<br/>Michelle McNulty<br/>Sarah Jayne Newman</p>  | <p><b>In Attendance:</b><br/>Alison Main (Director)<br/>Ady Tester (Maintenance Manager)<br/>Julie Roy (Corporate Services Officer)</p> |
| <p><b>2.0</b></p> | <p><b>Apologies</b></p>   |   |
|                   | <p>2.1 Apologies were received from Wilma McCubbin and Iris Robertson.</p>  |   |
| <p><b>3.0</b></p> | <p><b>Declaration of Interest</b></p>   |   |
|                   | <p>3.1 It was noted that Christine Devine, Audrey Laird, and Andrew William Marshall are members of Castlemilk Community Council, and that Christine Devine, and Audrey Laird are members of the Management Committee of the Birgidale Complex.</p>                         |   |
| <p><b>4.0</b></p> | <p><b>Minutes of Management Committee Meeting of 27<sup>th</sup> August 2025</b></p>  |   |
|                   | <p>4.1 Christine Devine proposed the Minutes of the Management Committee Meeting of 27<sup>th</sup> August 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.</p> |   |
| <p><b>5.0</b></p> | <p><b>Matters Arising from the Minutes of the Management Committee meeting of 27<sup>th</sup> August 2025</b></p>   |   |
|                   | <p>5.1 Re item 4.7; the Financial Statements, and relevant letters were signed by the Chairperson, Vice-Chairperson and Secretary, and then scanned and emailed to FMD Financial Services.</p>  |   |
|                   | <p>5.2 Re item 7.1; Josephine Deacon advised she had been unable to reset her password. The Corporate Services officer will contact Share for another link to be sent. Audrey Laird was provided with an iPad.</p>  | <p><b>CSO</b></p>   |
|                   | <p>5.3 Re item 7.2; the Director has still to confirm with Scotland's Housing Network regarding arranging a presentation for staff.</p>   | <p><b>Dir</b></p>   |

5.4	Re item 7.3; the Maintenance Manager advised that he had not yet arranged the signing of the Tender Register. He will contact Management Committee members upon return from his upcoming annual leave.	MM
5.5	Re item 8.3; the Director advised that Share is still preparing the Learning and Development Plan and the Individual Learning Statements.	Share
5.6	Re item 12.3.2; the Policy Bank and website have been updated.	
5.7	Re item 12.3.4; the Policy Bank and website have been updated.	
5.8	Re item 12.3.6; the Policy Bank and website have been updated.	
5.9	Re item 12.3.8; the Policy Bank and website have been updated.	
5.10	Re item 14.3; <b>[COMMERICALLY SENSITIVE INFORMATION REDACTED]</b>	MM
5.11	Re item 15.1; the draft Lone Working Risk Assessment is to be reviewed.	Dir
5.12	Re item 14.3; the Director is liaising with Mullholland Housing Consultancy regarding the Business Plan update and work in relation to the Annual Assurance Statement.	
<b>6.0</b>	<b>Minutes of Management Committee Meeting of 17<sup>th</sup> September 2025</b>	
6.1	Christine Devine proposed the Minutes of the Management Committee Meeting of 17 <sup>th</sup> September 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.	
<b>7.0</b>	<b>Matters Arising from the Minutes of the Management Committee meeting of 17<sup>th</sup> September 2025</b>	
7.1	There were no matters arising.	
<b>8.0</b>	<b>Correspondence</b>	
	<b><i>Letter from the Scottish Housing Regulator (SHR) re National Report on the Charter – received via email on 29<sup>th</sup> August 2025</i></b>	
8.1	The Director confirmed that the letter notifies the Association that the SHR has published its report on social landlord's performance against the standards and outcomes of the Scottish Social Housing Charter.	
8.2	The Director advised that detailed performance information can be accessed on the SHR's website and via the 'SHR Update – September 2025' emailed to Committee members on 24 <sup>th</sup> September 2025.	

***Letter from the Scottish Public Services Ombudsman re update of its Statement of Complaints Handling Principles – received via email on 1<sup>st</sup> September 2025***

- 8.3 The Director noted that the letter advises that the principles have been updated and approved by the Scottish Government in June 2025.
- 8.4 The Director advised that the Association follows the Model Complaints Handling Procedures for Registered Social Landlords

***Notification of Share's Annual General Meeting (AGM) – received via email on 1<sup>st</sup> September 2025***

- 8.5 The Director noted that the AGM will take place at Share's offices on 9<sup>th</sup> October 2025 at 9.30am either in person or remotely.
- 8.6 She advised that if members of the Management Committee would like to attend, they should contact herself or the Corporate Services Officer.

**MC**

***Notification of the Glasgow West of Scotland's Forum of Housing Association's Annual Conference – received via email on 15<sup>th</sup> September 2025***

- 8.7 The Director confirmed that the conference will take place on Tuesday 25<sup>th</sup> November 2025 at the Radisson Blu Hotel in Glasgow.
- 8.8 The Director advised that if any members of the Management Committee would like to attend, they should contact herself or the Corporate Services Officer.

**MC**

**9.0 Notifiable Events**

- 9.1 The Director advised that there were no Notifiable Events to report.

**10.0 Report from Sub-Committee**

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

**11.0 Performance Management**

***Policies for approval***

- 11.1 The covering paper 'Performance Management – Policies for Approval' and the appended draft policies were circulated to the Management Committee in advance of the meeting.

***Entitlements, Payments and Benefits Policy***

11.2 The Director advised that Appendix B of the Policy has been amended to reflect the Association's 2025-2029 Maintenance Framework. The Management Committee will be provided with an annual update of the use (if any) of contractors and suppliers (by the Management Committee and employees) listed in Appendix B along with all other declarations of interests from the Management Committee and employees. No amendments to the Policy's existing Equalities Impact Assessment are required.

11.3 Following consideration, the Policy, as presented, was approved by Audrey Laird. The motion was seconded by Andrew William Marshall and the Policy was unanimously approved by the Management Committee.

11.4 The Corporate Services Officer will update the Policy Bank and website.

**CSO**

***Data Protection:- Data Retention Policy***

11.5 The Director advised that the Policy has been amended to state that employees' Code of Conduct, Declarations of Interest, and equalities monitoring forms are retained for 6 years from the end of employment. Other minor wording changes have also been made.

11.6 Following consideration, the Policy, as presented, was approved by Michelle McNulty. The motion was seconded by Audrey Laird and the Policy was unanimously approved by the Management Committee.

11.7 The Corporate Services Officer will update the Policy Bank and website.

**CSO**

**12.0 Maintenance Report**

12.1 The paper 'Maintenance Report' and the appended performance proforma (1<sup>st</sup> April 2025 to 31<sup>st</sup> August 2025) were circulated to the Management Committee in advance of the meeting.

12.2 The Maintenance Manager discussed the report in detail, highlighting that the window replacement programme at Area C (2-8 Stravanan Road and 204-214 Castlemilk Drive) is making good progress, as is the kitchen replacement work at 33-49 Dunagoil Road and 101 Stravanan Road (Area O). It was noted that the bathroom replacement programme at 1-7 Dunagoil Road and 230 Castlemilk Drive (Area K) is also ongoing. He highlighted that although good progress is being made, some difficulty has been encountered in gaining access to some properties in order to carry out replacements.

12.3 The Maintenance Manager confirmed that the facia replacement work at the Stravanan Road 5 apartment properties (Area E) is now complete.

12.4 Feedback received from tenants has been very positive, with a high level of satisfaction expressed both regarding the quality of the finished works and the manner in which work was undertaken.

<p>12.5 The Maintenance Manager advised that there were missing statistics in the proforma, which will be presented to the Management Committee in the next scheduled quarterly update. He advised that this was due to staff absence.</p>	<p><b>MM</b></p>
<p><b>13.0 Internal Audit</b></p>	
<p>13.1 The paper 'Internal Audit – Risk Management' and the appended Report from Quinn Internal Audit was circulated to the Management Committee in advance of the meeting.</p>	
<p>13.2 The Director advised that Internal Audit on the Association's Risk Management was carried out on 30<sup>th</sup> July 2025, and final report is presented to the Management Committee to note the content and approve the responses to the recommendations made.</p>	
<p>13.3 The Management Committee noted that the Report from Quinn Internal Audit sets out a summary of their findings, together with an audit opinion of 'Reasonable Assurance', meaning that <i>"controls are present, and for the most part, effective. Some areas need improvement to ensure consistent mitigation of risks. The weaknesses identified do not indicate a systemic issue, but can't be ignored"</i>. The Director confirmed that ten recommendations are set out in the Report (two of which are Priority 2 and eight are Priority 3), with draft comments to each set out for Management Committee's consideration.</p>	
<p>13.4 Following consideration, Josephine Deacon proposed the approval of the Association's responses to the recommendations. The motion was seconded by Sarah Jayne Newman and the responses were unanimously approved by the Management Committee.</p>	
<p>13.5 The Director will oversee the submission of the Association's responses to Quinn Internal Audit.</p>	<p><b>Dir</b></p>
<p><b>14.0 Health &amp; Safety</b></p>	
<p>14.1 The Director advised that there were no matters to report.</p>	
<p><b>15.0 Staffing</b></p>	
<p>15.1 The Director advised that she attended an event hosted by Employers in Voluntary Housing (EVH) on 17<sup>th</sup> September 2025, regarding the new Employments Rights Bill that is currently at the final stages in the House of Commons.</p>	
<p>15.2 A member of the Management Committee enquired as to whether this would apply to only Scotland. The Director advised that it applies to the whole of the UK.</p>	

15.3	The Director shared the PowerPoint presentation that was presented to attendees at the EVH event, with the Management Committee. The presentation, included a road map outlining when key changes will be introduced.	
15.4	The Director confirmed that she will keep Management Committee appraised of matters in relation to implementation of the new legislation.	Dir
<b>16.0</b>	<b>Equalities</b>	
	<b><i>Castlemilk Lived Experience and Human Rights Group</i></b>	
16.1	The Director advised that the Castlemilk Lived Experience and Human Rights Group met on 23 <sup>rd</sup> September 2025 at North View's offices. The next meeting is scheduled to take place on 21 <sup>st</sup> October 2025 at 1.30pm, at Craigdale Housing Association's office.	
	<b><i>Stage 3 Adaptation Funding</i></b>	
16.2	The Director advised that an offer of funding for additional Stage 3 resources has been received from Glasgow City Council (a total of £42,000) and this is allowing the Association to respond to the significant number of Occupational Therapist recommendations received to date this year. It was noted that ten applications have been received since 1 <sup>st</sup> April 2025.	
<b>17.0</b>	<b>Any Other Competent Business</b>	
	<b><i>Decree Report</i></b>	
17.1	The paper 'Decree Report' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content and it was discussed in detail.	
17.2	Following careful consideration, <b>[PERSONAL DATA REDACTED]</b> proposed that the Association proceed with eviction. The motion was seconded by <b>[PERSONAL DATA REDACTED]</b> and the eviction was unanimously approved by the Management Committee.	
17.3	The Director noted advised that the Housing Manager will implement the Management Committee's decision.	HM
	<b><i>Co-optee</i></b>	
17.4	The Director advised that one of the Association's members, Chinemere Doris Nwanoro, has expressed an interest in joining the Management Committee. As the AGM has passed, this would be in the capacity of a co-optee. The Director met with Doris on 23 <sup>rd</sup> September 2025 to discuss this further and provide her with a form to confirm her eligibility to join the Management Committee, which has now been returned.	HM
17.5	The Management Committee unanimously approved Doris Nwanoro being co-opted onto the Management Committee. The Director will contact Doris to advise of this decision.	Dir

<b><i>Jeely Piece Club</i></b>		
17.6	The Director advised that she has on several occasions, contacted the Jeely Piece Club asking for the number of children from the Windlaw area attending the play club on Wednesdays. They have not provided this information to date.	Dir
17.7	A discussion took place regarding the situation.	
17.8	The Director will continue to chase the matter up, and the Management Committee will be kept informed.	
<b><i>Director's appraisal</i></b>		
17.9	The Director advised her appraisal is due to be carried out, and asked which members of the Management Committee would like to be involved in this.	Dir/MC
17.10	Josephine Deacon, Audrey Laird, Andrew William Marshall, and Sarah Jayne Newman indicated that they would conduct it. It was agreed that a time and date would be arranged, aside from a Wednesday or Thursday afternoon.	
<b><i>Autumn newsletter</i></b>		
17.11	The Director advised that the newsletter was distributed that day. Owing to timescales being tight due to unforeseen absence, there had been no time to present a draft to the Management Committee before it was finalised.	MC
<b><i>Freedom of Information &amp; Environmental Information Requests</i></b>		
17.12	The Director advised that since 1 <sup>st</sup> April 2019, 23 Freedom of Information and 4 Environmental Information requests had been made. She advised that this was a relatively low number, and this could be attributed to the Association proactively publishing information on its website.	
<b><i>Strategy Day</i></b>		
17.13	The Director confirmed that the Strategy Day is scheduled for Friday 3 <sup>rd</sup> October 2025 from 9.30am in the Birgidale Complex. It will finish early afternoon, and lunch will be provided afterwards.	
<b>18.0</b>	<b>Date and Time of Next Meeting</b>	
18.1	The next meeting of the Management Committee will take place on Wednesday 22 <sup>nd</sup> October 2025 at 6.15pm, in the office and via MS Teams.	
18.2	The meeting ended at 7.45pm.	

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