

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

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 22nd October 2025

1.0 Present

Josephine Deacon
Andrew William Marshall
Michelle McNulty
Sarah Jayne Newman
Doris Nwanoro

In Attendance:
Alison Main (Director)
John Mulholland (Mulholland Housing Consultancy –
via MS Teams)

2.0 Apologies

- 2.1 Apologies were received from Christine Devine, Audrey Laird and Iris Robertson.
- 2.2 The Director noted that Alex Bruce has requested an extension to his leave of absence for personal reasons. The Management Committee unanimously agreed that a further extension of three months should be approved.

3.0 Declaration of Interest

- 3.1 It was noted that and Andrew William Marshall is a member of the Castlemilk Community Council.

4.0 Minutes of Management Committee Meeting of 24th September 2025

- 4.1 Michelle McNulty proposed the Minutes of the Management Committee Meeting of 24th 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.

5.0 Matters Arising from the Minutes of the Management Committee meeting of 24th September 2025

- 5.1 Re item 5.2; the Director confirmed that she will check the position regarding a new link for Josephine Deacon.
- 5.2 Re item 5.3; the Director noted that she has still to confirm with Scotland's Housing Network regarding arranging a presentation for staff.
- 5.3 Re item 5.4; the Director advised that the Maintenance Manager will arrange for the Tender Register to be signed.

Action

Dir

Dir

MM

5.4	Re item 5.5; it was noted that the Learning and Development Plan will be discussed under Agenda Item 16.	
5.5	Re item 5.10; [COMMERICALLY SENSITIVE INFORMATION REDACTED]	
5.6	Re item 5.11; the Director confirmed that the review of the draft Lone Working Risk Assessment has to be finished.	Dir
5.7	Re item 8.6; the Director noted that no members of the Management Committee had requested the details to attend Share's AGM on 9 th October 2025..	
5.8	Re item 8.8; the Director reminded the Management Committee of the Glasgow and West of Scotland Forum of Housing Association's annual conference on 25 th November 2025.	
5.9	Re item 11.4; the Policy Bank and website have been updated.	
5.10	Re item 11.7; the Policy Bank and website have been updated	
5.11	Re item 12.5; the Director noted that the missing maintenance statistics will be presented in the next scheduled quarterly update in December 2025.	MM
5.12	Re item 13.5; the Director confirmed that the response to the Internal Audit Report on Risk Management has been sent to the Internal Auditor.	
5.13	Re item 15.4; the Director confirmed that no further information in relation to the Employment Rights Bill has been received.	
5.14	Re item 17.3; the Director explained that the eviction is not proceeding as a Minute for Recall has been received. The case will call to court on 29 th October 2025 and thereafter, a Proof Hearing may be held. It was also noted that the tenant is now in a Trust Deed arrangement.	
5.15	Re item 17.5; the Director confirmed that she had contacted Doris to advise of the Management Committee's decision and was attending her first meeting tonight.	
5.16	Re item 17.8; the Director advised that she had sent a further email on 1 st October 2025 regarding the number of children from our area attending the playclub but has had no response as yet. Another email was sent today to chase this up. The Management Committee will be kept updated on matters.	Dir
5.17	Re item 17.10; the Director noted that her appraisal will be discussed under Agenda Item 15.	
5.18	Re item 17.13; it was noted that the Strategy Day took place on 3 rd October 2025 as planned.	

6.0	Minutes of Strategy Day of 3rd October 2025	
6.1	Andrew William Marshall proposed the Minutes of the Strategy Day Meeting of 3 rd October 2025 to be a true record of the meeting. This motion was seconded by Sarah Jayne Newman and the Minutes were unanimously approved by the Management Committee.	
7.0	Matters Arising from the Minutes of the Strategy Day of 3rd October 2025	
7.1	Re item 5.10; the Director confirmed that a date for a Business Planning session with staff will be arranged.	Dir
7.2	Re item 6.2; it was noted that John Mulholland was present at the meeting to present his paper in relation to the work undertaken in assessing compliance with the regulatory requirements under Agenda Item 10.	
7.3	Re item 6.5; the Director advised the draft Action Plan will also be discussed under Agenda Item 10.	
7.4	Re item 7.3; the Director reported that she will work on the preparation of further data to feed into Scotland's Housing Network's indicators.	Dir
8.0	Correspondence	
	<i>From the Scottish Housing Regulator re Stakeholder Communications Research – received by email on 30th September 2025</i>	
8.1	The Director confirmed that the email advises that the SHR has commissioned a short independent survey to get feedback on its regulatory publications, analysis and other communications. The Director will oversee a response to this survey.	Dir
9.0	Notifiable Events	
9.1	The Director advised that there were no Notifiable Events to report.	
10.0	Annual Assurance Statement	
10.1	John Mullholland was in attendance to discuss this Agenda Item.	
10.2	The papers 'Assurance Review Report' and 'Draft Annual Assurance Statement (October 2025)' with the appended draft Annual Assurance Statement and Assurance Action Plan (October 2025) were circulated to the Management Committee in advance of the meeting.	
10.3	John Mulholland provided a summary of the content of the 'Assurance Review Report' paper, highlighting the work that he carried out in relation to assessing compliance this year and highlighting key areas examined, including equalities, tenant and landlord safety, internal audit and external audit.	

- 10.4 John Mulholland advised that, based on evidence produced and reviewed, his overall assessment is that the Association is Fully Compliant in relation to:
- i. the relevant Regulatory Requirements set out in Chapter 3 of the Regulatory Framework;
 - ii. the SHR's Standards of Governance and the Financial Management;
 - iii. all relevant standards and outcomes in the Scottish Social Housing Charter; and
 - iv. all relevant legislative duties.
- 10.5 The Director went on to advise that a draft AAS had been prepared for the Management Committee's for consideration, approval for adoption, submission to the SHR, publication on the Association's website, and inclusion in the Annual Report for 2024/2025. She noted that the wording has again been formulated around guidance issued by the Scottish Federation of Housing Associations and includes specific assurance around tenant health and safety. The Management Committee noted that information on electrical safety and damp and mould will be included in new Annual Return on the Charter indicators due to be submitted to the Scottish Housing Regulator in May 2026.
- 10.6 She also explained the content of the Action Plan that has been developed to ensure the Association's continuing compliance. Doris Nwanoro asked how the Action Plan will be implemented and monitored. The Director noted that it includes non-material areas for improvement, some of which are already part of the work programme for the year and highlighted as 'amber' on the evident bank and references to future legislative changes. She confirmed that progress will be monitored via the Audit, Risk and Compliance Sub-Committee on a quarterly basis. On page 3 of the Action Plan, it was noted that the date should read '28th February 2026'.
- 10.7 With no further questions from the Management Committee, the Management Committee thanked John Mulholland for his contribution and he left the meeting.
- 10.8 The Director shared the Association's evidence bank to support the Annual Assurance Statement on the screen and each area and standard was discussed extensively in turn, with the Management Committee noting the supporting evidence in place. This included information around resident health and safety (including the Association's 'Compliance – Residents' Health & Safety' quarterly report to the Audit, Risk and Compliance Sub-Committee).
- 10.9 The Director reiterated that the evidence bank is dynamic framework, maintained by the Director and Corporate Services Officer on an ongoing basis.

10.10	There was discussion that the Management Committee's training log includes all events that have involved learning for members, including conferences.	
10.11	Following the review of the evidence bank and agreement that it provided appropriate confidence, it was proposed by Josephine Deacon that the AAS for 2025 be approved for adoption, submission to the SHR, publication on the Association's website, and inclusion in the Annual Report for 2024/2025. The motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.	
10.12	The Director will oversee the signing of the AAS by the Chairperson, its submission to the SHR, and its inclusion in the Annual Report for 2024/2025. The Corporate Services Officer will then oversee its publication on the website.	Dir/ CSO
10.13	Following careful consideration, it was proposed by Andrew William Marshall that the Association adopts the Assurance Action Plan, as presented. This motion was seconded by Sarah Jayne Newman and unanimously approved by the Management Committee. The Director will ensure that progress with the Action Plan is presented to and monitored by the Audit, Risk and Compliance Sub-Committee.	Dir
10.14	It was also unanimously agreed by the Management Committee that the Association continues to carry out an annual self-assessment against the Regulatory Standards.	
11.0	Performance Management	
	<i>Performance Pro-forma</i>	
11.1	The 'Performance Management – Quarterly Performance Management Proforma (to 30 th September 2025)' was circulated in advance of the meeting. The Management Committee noted the content of the paper.	
11.2	The Director advised that the missing Maintenance related statistics will be reported at the November 2025 Management Committee meeting.	Dir
12.0	Housing Management Report	
12.1	The paper '2025/26 Area Meetings Report' was circulated to the Management Committee in advance of the meeting.	
12.2	The content of the report was discussed and noted by the Management Committee.	
12.3	It was proposed by Sarah Jayne Newman that a further round of meetings be held in 2026/2027. This motion was seconded by Doris Nwanoro and unanimously agreed by the Management Committee. The Director confirmed that the Maintenance Manager and Housing Manager will make the necessary arrangements for this.	

<p>12.4 There was discussion regarding arrangements for the meetings, with a Sarah Jayne Newman suggesting that the grouping of streets be reviewed to ensure that adjacent areas are invited to attend the same meetings.</p> <p>12.5 Andrew William Marshall also suggested that the Association explores the possibility of sending a text reminder of the meetings to residents to help achieve higher attendance rates.</p> <p>12.6 It was also proposed that the Association includes a further article in its next Newsletter regarding the costs being incurred by the Association in responding to fly tipping in the area and to promote the use of the 'MyGlasgow' app by residents.</p>	Dir	
<p>13.0 Factoring</p> <p>13.1 The paper 'Statistical Factoring Report (1st April 2025 to 30th September 2025)' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.</p>		
<p>14.0 Health & Safety</p> <p>14.1 The Director advised that there was one accident on 15th October 2025, when a member of staff sustained a deep cut to their left index finger. They were treated at the office by a first aider and then attended A&E for further treatment. Details of the incident have been recorded.</p>		
<p>15.0 Staffing</p> <p>15.1 The paper 'Director's Appraisal 2025' was circulated to the Management Committee in advance of the meeting.</p> <p>15.2 The Management Committee noted the content of this report.</p> <p>15.3 The Director confirmed that the write up of the appraisal has been circulated to the Management Committee members who took part in the process. She requested that any comments are forwarded to her as soon as possible before it is signed off by the Chairperson.</p>	MC	
<p>16.0 Training</p> <p>16.1 The paper 'Learning & Development Plan (October 2025)' and the appended Plan were circulated to the Management Committee in advance of the meeting.</p> <p>16.2 The Director advised that the Learning and Development Plan has been developed by Share, based on the information obtained through the Management Committee's appraisal process which concluded in August 2025. The Director noted that every Management Committee member received their Individual Learning Statement via email on 15th October 2025.</p>		

<p>16.3 Following consideration, the Learning and Development Plan for Management Committee was proposed for adoption by Andrew William Marshall. The motion was seconded by Josephine Deacon and it was unanimously approved by the Management Committee.</p> <p>16.4 The Director will oversee the implementation of the Learning and Development Plan.</p>	Dir
<p>17.0 Equalities</p> <p><i>Data Collection</i></p> <p>17.1 The Director advised that further analysis of equalities monitoring forms is ongoing at present, with a report due to be prepared for presentation at the next Management Committee meeting.</p> <p><i>Castlemilk Lived Experience and Human Rights Group</i></p> <p>17.2 The Director advised that the Castlemilk Lived Experience and Human Rights Group last met on 21st October 2025.</p> <p>17.3 Andrew William Marshall advised that the next meeting is scheduled for 25th November 2025 and a special event will take place on Human Rights Defenders Day on 9th December 2025. Plans for this are being developed and it is expected that local politicians and Human Rights experts will be invited, along with local residents.</p>	
<p>18.0 Any Other Competent Business</p> <p><i>Co-optee</i></p> <p>18.1 The Director advised that Wilma McCubbin, Management Committee member, had missed four meetings as of 24th September 2025 due to personal reasons and has, therefore, under the Rules been removed from the Committee. It was noted that Wilma is keen to continue her involvement with the Association and that this would need to be in the capacity of a co-optee.</p> <p>18.2 The Management Committee unanimously approved Wilma McCubbin being co-opted onto the Management Committee. The Director will contact Wilma to advise of this decision. .</p>	

Freedom of Information Policies

18.3 The Director advised that the suit of Freedom of Information policies is due for review. Following consultation with Information Law Solutions, the Association's advisor on FOI and Data Protection, however, they have confirmed that no changes are required to the existing documents (the current documents are still being used) at this time. The Director noted that they have recommended holding off on the review until matters are finalised regarding the Freedom of Information Reform (Scotland) Bill. The Bill is currently at Stage 2 so there is still some time left before it is finalised and comes into force.

18.4 The Director, therefore, recommended that the current documents are presented to Management Committee for approval with no changes and then carry out a further review once provisions of the Bill are confirmed. This was unanimously agreed by the Management Committee.

Housing Bill

18.5 The Director reported that final approval of the Housing (Scotland) Bill by the Scottish Parliament was granted on 30th September 2025, following debate regarding a large number of proposed amendments. She confirmed that Share has provided a briefing note on changes and this was circulated to Management Committee members on 15th October 2025. The Bill must still receive Royal Assent before provisions can come into force and some aspects may also require secondary legislation.

18.6 The Director will keep the Management Committee apprised of matters regarding this new legislation.

Dir

Financial Conduct Authority Annual Return

18.7 The Director confirmed that FMD Financial Services submitted that required annual return for financial year 2024/2025 to the FCA on 12th October 2025.

Long Service

18.8 The Director advised Susan Leggat, Housing Officer, will have worked at the Association for 30 years on 30th October 2025. It was unanimously agreed that the Association should mark this occasion, in line with the Entitlement, Payments and Benefits Policy.

18.9 The Director will make arrangements for a presentation.

Dir

19.0 Date and Time of Next Meeting

19.1 The next meeting of the Management Committee will take place on Wednesday 26th November 2025 at 6.15pm, in the office and via MS Teams.

19.2 The meeting ended at 8.15pm.

Signed (Chairperson)

Date