

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 26th November 2025

1.0 Present

Josephine Deacon	In Attendance:
Andrew William Marshall	Alison Main (Director)
Wilma McCubbin	Yvonne Rooney (Housing Manager)
Michelle McNulty	Ady Tester (Maintenance Manager)
Sarah Jayne Newman	Julie Roy (Corporate Services Officer)
Doris Nwanoro	Sean O’Sullivan (FMS Financial Services Ltd) (for
Iris Robertson	Agenda Item 8.0)

2.0 Apologies

2.1 Apologies were received from Christine Devine and Audrey Laird.

3.0 Declaration of Interest

3.1 It was noted that Andrew William Marshall and Iris Robertson are members of the Castlemilk Community Council. Andrew William Marshall is a volunteer at the Castlemilk Wellbeing Hub, and Iris Robertson is a member of the Birgidale Complex’s Management Committee.

4.0 Minutes of Management Committee Meeting of 22nd October 2025

4.1 Andrew William Marshall proposed the Minutes of the Management Committee Meeting of 22nd October 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.

5.0 Matters Arising from the Minutes of the Management Committee meeting of 22nd October 2025

5.1 Re item 5.1; the Corporate Services Officer contacted Share to request a password reset for Josephine Deacon. Josephine advised she had not received this. The Corporate Services Officer will follow up with Share.

Action

CSO

5.2	Re item 5.2; the Director advised that she is still to confirm with Scotland's Housing Network regarding the staff presentation.	Dir
5.3	Re item 5.3; the Director advised that the Maintenance Manager is still to arrange the signing of the Tender Register.	MM
5.4	Re item 5.6; the Director confirmed that the review of the draft Lone Working Risk Assessment has still to be completed.	Dir
5.5	Re item 5.11; the Director advised that this would be discussed under Agenda Item 10.0	
5.6	Re item 5.16; the Director advised that this would be discussed under Agenda Item 13.0.	
5.7	Re item 7.1; the Director advised that this training session will be held on 3 rd December 2025 in the afternoon.	Dir
5.8	Re item 7.4; the Director advised that she would work on the preparation of further data to feed into Scotland's Housing Network's indicators.	Dir
5.9	Re item 8.1; the Director advised that the survey had been responded to.	
5.10	Re item 10.12; the Director advised that the Annual Assurance Statement had been signed by the Chairperson, submitted to the Scottish Housing Regulator, and had been included in the Annual Report 2024/2025. It has also been published on the Association's website.	
5.11	Re item 10.13; the Director advised that Assurance Action Plan was presented to and monitored by the Audit, Risk and Compliance Sub-Committee at its last meeting on 19 th November 2025 and will continue to be at every quarterly meeting going forward.	
5.12	Re item 11.2; the Director advised that this would be discussed under Agenda Item 10.0.	
5.13	Re item 12.6; the Director advised that the draft of the upcoming Winter newsletter is in progress.	Dir
5.14	Re item 15.3; the Director advised that she is awaiting any comments from those members of the Management Committee involved in the appraisal.	MC
5.15	Re item 16.4; the implementation of the Learning and Development Plan is ongoing.	

- 5.16 Re item 18.2; the Director advised that she contacted Wilma McCubbin to advise her of the Management Committee's decision.
- 5.17 Re item 18.6; the Director advised that there were no updates available on the new Housing Bill.
- 5.18 Re item 18.9; the Director advised that the presentation took place on 30th October 2025.

6.0 Correspondence

- 6.1 The Director advised there was no correspondence to report.

7.0 Notifiable Events

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

8.0 Management Accounts (for the period to 30th September 2025)

- 8.1 Sean O'Sullivan was present at the meeting to discuss this Agenda Item.
- 8.2 The paper 'Management Accounts (to 30th September 2025)' and the associated Management Accounts file were circulated to the Management Committee in advance of the meeting, which Sean O'Sullivan proceeded to cover in detail.
- 8.3 Sean highlighted that the budget to September 2025 projected a deficit of around £87K for the six-month period. However, based on the results to date, there is an actual surplus of around £135K, leaving a positive variance of around £222K. He noted that this is largely due a timing difference for maintenance related costs.
- 8.4 A member of the Management Committee enquired as to what depreciation meant in the Statement of Financial Position. Sean explained that depreciation is an accounting adjustment that allocates the cost of an asset (i.e. the Association's properties) over its useful life. He noted that it does not mean the properties are decreasing in monetary value, as reflected in the stock valuations instructed by the Association.
- 8.5 Following consideration, the Management Accounts for the period to 30th September 2025 were proposed by Andrew William Marshall. The motion was seconded by Josephine Deacon and was unanimously approved by the Management Committee.
- 8.6 Sean O'Sullivan left the meeting.

9.0 Report from Sub-Committee Meeting

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

10.0 Performance Management

Performance pro-forma

- 10.1 The paper 'Quarterly Performance Management Proforma Update (to 30th September 2025)' was circulated in advance of the meeting.
- 10.2 The Director advised that the report sets out maintenance performance statistics that, due to staff absence, were unavailable when the quarterly pro-forma was circulated at the last Management Committee meeting on 22nd October 2025.
- 10.3 The Management Committee noted the content.

Office of the Scottish Charity Regulator (OSCR) Return 2025

- 10.4 The paper 'OSCR Annual Return 2025' and the appended draft Return was circulated to the Management Committee in advance of the meeting.
- 10.5 The Director explained that the Association is required to submit an Annual Return to OSCR by 31st December 2025 every year. She also noted that as reported at the Management Committee meeting in February 2025, OSCR now also requires the Association to provide details about Management Committee members. The Director explained that the information is kept securely and only used by the OSCR to contact trustees when necessary. Only the Management Committee's names are published on the OSCR's website, which is also published on the Association's website.
- 10.6 Following consideration, Michelle McNulty approved the Annual Return for submission. The motion was seconded by Wilma McCubbin and it was unanimously approved by the Management Committee.
- 10.7 The Director will oversee the submission of the Annual Return.

Dir

Policies for Approval

- 10.8 The paper 'Policies for Approval' and the appended draft policies 'Rechargeable Repairs Policy' and 'Legionella Management Policy' and their updated Equality Impact Assessments were circulated to the Management Committee in advance of the meeting.

10.9 The Maintenance Manager outlined the amendments made to the policies, highlighting the most significant amendment to the Rechargeable Repairs Policy which is the addition of a new section 'Tampering with Safety Equipment & Fittings'. He advised that there have been instances of tenants disabling or removing fire safety equipment (such as door closers, or window safety catches). If the Policy is approved, tenants would now be recharged for the full cost of repair or replacement of the equipment.

10.10 Following consideration, the draft Rechargeable Repairs Policy was approved by Sarah Jayne Newman. The motion was seconded by Doris Nwanoro and it was unanimously approved by the Management Committee. The draft Legionella Management Policy was approved by Sarah Jayne Newman. The motion was seconded by Josephine Deacon and it was unanimously approved by the Management Committee.

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

CSO

11.0 Housing Management Report

11.1 The paper 'Housing Management Report' and the appended resident involvement strategy questionnaire was circulated to the Management Committee in advance of the meeting.

11.2 The Housing Manager provided an update on the Annual Lettings Plan 2025/2026, voids and re-lets, gross rent arrears, legal action, and the welfare rights service. She advised that all figures are collated on the basis of what is submitted to the Scottish Housing Regulator in the Annual Return on the Charter.

11.3 The Housing Manager noted that lets to homeless referrals increased to 33% but are still below the 55% quota set at the beginning of the financial year. It is anticipated that lets to this group will increase in the remainder of the year.

11.4 The Housing Manager provided an update on the Tenant Grant Fund. Housing Management staff have made 49 referrals for tenants with the highest arrears, including single-person households. It is, however, unlikely every tenant will be awarded funding, but it is hoped that the most serious cases receive support to avoid the need for legal action and eviction.

11.5 A member of the Management Committee enquired as to whether this fund will be offered again in the future. The Housing Manager advised it is highly unlikely, and it has been put in place by the Scottish Government to help prevent tenants, particularly families, being made homeless due to rent arrears.

11.6 The Housing Manager explained that in March this year, Management Committee gave their approval for a survey to be carried out in relation to the Residents Involvement Strategy asking residents how they would like to be involved with the Association. Housing Management carried out a telephone survey, whereby 32 residents gave their views on Resident Involvement in August 2025.

11.7 The survey respondents and residents who attended the Area Meetings were invited to a first Resident Panel meeting on 11th November 2025, but no residents attended.

11.8 She explained that due to previous attempts to engage residents had had limited success and participation levels remaining low, the Management Committee are being asked to approve offering a small incentive, such as a £10 gift voucher, to residents who attend a future Residents' Panel meeting.

11.9 A detailed discussion took place regarding this proposal. After careful deliberation, it was agreed by the Management Committee that instead of a voucher, a light lunch should be offered at the meeting to encourage participation in the Resident Panel meeting.

11.10 The Housing Manager will oversee the Management Committee's decision.

11.11 Iris Robertson left the meeting.

12.0 Asset Management Strategy

12.1 The paper 'Asset Management Strategy Update 2025/2026' and the appended draft Asset Management Strategy were circulated to the Management Committee in advance of the meeting.

12.2 The Director advised that it is the scheduled annual update of the Strategy, which has been carried out by Gail Sherriff, alongside Senior Staff.

HM

12.3 There was discussion regarding the Social Housing Net Zero Standard (which has been delayed and due to be published) and the challenges that this will bring for housing associations, particularly around funding and technology.

12.4 Following consideration, the draft Strategy was proposed for adoption by Michelle McNulty. The motion was seconded by Andrew William Marshall and it was unanimously approved by the Management Committee.

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

CSO

13.0 Wider Role

Jeely Piece Club

13.1 ***[COMMERICALLY SENSITIVE INFORMATION REDACTED]***

Birgidale Complex

13.6 The Director advised that an email was received from the Complex on 3rd November 2025 requesting donations (such as selection boxes and/or tombola prizes) to help them raise funds to help support the community centre and local people.

13.7 The Director advised that there are sufficient funds within the Association's Wider Role budget for 2025/2026 to support this, noting that last year, the Association donated £500 toward its Christmas Pantomime.

13.8 It was proposed by Andrew William Marshall that the Association donate 100 selection boxes, labelled to show that they have been donated by the Association. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.

13.9 The Director will oversee arrangements.

Dir

James Dornan MSP Annual Coffee Morning and Toy Collection

13.10 The Director advised that the coffee morning is being held on 5th December 2025 and approval is being sought to make a donation of new toys up to value of £30.

13.11 Josephine Deacon proposed that the Association makes the donation to the collection. This motion was seconded by Andrew William Marshall and it was unanimously agreed by the Management Committee.

13.12 The Director will oversee arrangements.

Dir

14.0 Health & Safety

14.1 The Director advised that the external audit, to be conducted by ACS, has been scheduled for 3rd February 2026.

15.0 Equalities

15.1 The paper 'Data Collection Update (November 2025)', and the appended tenants' equalities monitoring form, was circulated to the Management Committee in advance of the meeting. The content of the report was noted by the Management Committee.

15.2 The Director confirmed that data will continue to be collected, analysed and reported to the Management Committee, identifying any reasonable adjustments that we could make to services to respond to the findings.

15.3 The Director explained that staff and Management Committee members have been given equalities monitoring forms to complete and return anonymously to the Corporate Services Officer. To date, eight forms have been received from staff and five from Management Committee members. Reminders will be issued to everyone, asking people who have not completed the form to do so as soon as possible. Analysis of this information will then be carried out.

Dir/CSO

16.0 Any Other Competent Business

Fire Safety Inspections – Windlaw Lodge and Area O (Dungoil Road)

16.1 The Maintenance Manager provided an update on the recent fire safety inspections that were carried out at Windlaw Lodge and Area O and noted that reports are awaited.

Salaries

16.2 ***[COMMERICALLY SENSITIVE INFORMATION REDACTED]***

Employers in Voluntary Housing's (EVH) variations

16.3 The Director advised that the approved variations are a new concept which allows full members of EVH the flexibility to vary from the full member terms and conditions of employment on specific areas which have been agreed by the Joint Negotiating Committee.

16.4 EVH has prepared a briefing note on this, bringing together information regarding what the approved variations are and the process that must be followed if a full member chooses to adopt them.

16.5 The Director highlighted that no full member employer is obliged to adopt any of the approved variations.

16.6 The Director outlined the approved variations around annual leave, bereavement leave and full-time equivalent:

Rent Increase Considerations for 2026/2027

16.7 The Director advised that work is underway in relation to the draft budget for 2026/2027. In line with the Association's financial projections, this is based on a rent increase of 4.6% (October CPI plus 1%). Further details will be presented to the Management Committee at its next meeting on 10th December 2025.

Dir/HM

Christmas and New Year Closure

16.8 The Director recommended that, as per arrangements adopted in previous years, the office closes at 4.30pm on Tuesday 23rd December 2025, and re-opens at 8.30am on Tuesday 6th January 2026 in line with Employers in Voluntary Housing's public holiday arrangements.

16.9 Employees will be required to use annual leave/time off in-lieu on the days that the office will be closed that are not public holidays (Wednesday 24th December 2025, Tuesday 30th December 2025, and Wednesday 31st December 2025)

Management Committee Member Resignation

16.10 The Director advised that Geraldine Baird has submitted her resigned from the Management Committee due to personal reasons. The Director read out the notification that had been received from Geraldine Baird to confirm the matter. The Management Committee noted the valued contribution made by Geraldine to the organisation over the years.

17.0 Date and Time of Next Meeting

17.1 The next meeting of the Management Committee will take place on Wednesday 10th December 2025 at 6.15pm, in the office and via MS Teams.

17.2 The meeting ended at 8.15pm.

_____ Signed (Chairperson) _____ Date