

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 28th January 2026

1.0 Present

Josephine Deacon
Alex Bruce
Audrey Laird
Andrew William Marshall
Wilma McCubbin
Michelle McNulty
Sarah Jayne Newman
Doris Nwanoro

In Attendance:
Alison Main (Director)
Yvonne Rooney (Housing Manager)
Julie Roy (Corporate Services Officer)

2.0 Apologies

2.1 Apologies were received from Iris Robertson.

3.0 Declaration of Interest

3.1 It was noted that Andrew William Marshall is a member of the Castlemilk Community Council and a volunteer at the Castlemilk Wellbeing Hub; and Audrey Laird is a member of the Birgidale Complex's Management Committee.

4.0 Minutes of Management Committee Meeting of 10th December 2025

4.1 Wilma McCubbin proposed the Minutes of the Management Committee Meeting of 10th December 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.

5.0 Matters Arising from Minutes of Management Committee Meeting of 10th December 2025

5.1 Re item 5.6; the Director advised that this would be discussed under Agenda Item 8.0.

Action

5.2	Re item 7.1; the Management Committee will be provided with an overview of Share's E-Learning website.	Dir/CSO
5.3	Re item 7.2; the presentation took place earlier in the day.	
5.4	Re item 7.4; the lone working risk assessment is still being reviewed by senior staff and is expected to be finalized next week.	Dir
5.5	Re item 7.6; there is a Senior Staff Planning Day scheduled, during which further data will be prepared to feed into the Scottish Housing Network's indicators.	
5.6	Re item 7.8; the Management Committee requested that the email regarding the appraisal be re-sent.	Dir
5.7	Re item 7.11; the Housing Manager advised that the first Residents' Panel meeting will be scheduled for next week.	HM
5.8	Re item 7.13; COMMERICALLY SENSITIVE INFORMATION REDACTED]	
5.9	Re item 7.14; the Director advised that the Association had shared a Facebook post to that effect.	
5.10	Re item 7.16; the Management Committee were asked to return any equalities monitoring forms they had not yet completed and returned.	MC
5.11	Re item 8.2; the Director has submitted the Association's response.	
5.12	Re item 8.7; the Director overseen the renewal of the Association's EVH membership.	
5.13	Re item 10.5; the Policy Bank and website have been updated.	
5.14	Re item 11.10; the Policy Bank and website have been updated.	
5.15	Re item 12.3; the Association will oversee donations to the Castlemilk Pantry.	Dir

6.0 Correspondence

Letter from the Scottish Housing Regulator regarding update to Complaints and Serious Concerns factsheets – received via email on 16th December 2025

- 6.1 The Director confirmed that the letter advises that updated versions of the factsheets have been published. The Association's website has now been updated with this new information and hard copies of the new factsheet are available in the office reception area.

Letter from the Scottish Housing Regulator (SHR) regarding submission of annual accounts – received via email on 18th December 2025

- 6.2 The Director advised that the letter sets out the current Memorandum of Understanding in place between the SHR and the Office of the Scottish Charity Regulator (OSCR) regarding annual accounts and outlines upcoming changes to that. It was noted that the Association already includes a link to its accounts in its annual return.

Email from the Scottish Federation of Housing Associations (SFHA) regarding Entitlements, Payments and Benefits Policy – received via email on 9th January 2026

- 6.3 The SFHA has published its revised model Entitlements, Payments and Benefits Policy, which has been agreed upon by the Scottish Housing Regulator. This will be adapted for the Association and the draft presented to the Management Committee for consideration at its next meeting.

Dir

Email from SHARE regarding 2026/27 membership renewal – received on 27th January 2026

- 6.4 The Director advised that Corporate membership costs £2,750 per year, which covers the Management Committee, and Individual membership (for staff) costs £175 per person. This currently includes Senior Staff, the Corporate Services Officer, and the Finance Officer. Other staff members can be added during the year if necessary.

- 6.5 It was proposed by Andrew William Marshall that the Association renews its membership for 2026/27. The motion was seconded by Michelle McNulty and it was unanimously agreed by the Management Committee.

- 6.6 The Director will oversee the renewal.

Dir

7.0 Notifiable Events

- 7.1 The paper 'Notifiable Event Report' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content of the paper.

- 7.2 The Director explained the content of the paper in detail, confirming that it relates to a tenant testing positive for Legionnaires' Disease in hospital and sets out the action taken by the Association in relation to testing and liaison with the Scottish Housing Regulator (SHR) and public health bodies.
- 7.3 The Management Committee noted that the Notifiable Event submission in relation to the case was made to the SHR on 12th December 2025 and the Director confirmed that updates on the situation were provided as they became available.
- 7.4 It was further noted that the test results (from two sets of samples taken at the tenant's home) were negative for Legionella, meaning that the infection has not been contracted from the water systems in the property.
- 7.5 The Director advised that a copy of the Minutes from this evening's meeting (once available and approved) will be forwarded to the Scottish Housing Regulator for information in relation to the Notifiable Event.

Dir

8.0 2026/27 Rent Increase Consultation

- 8.1 The paper 'Results of the Annual (2026/27) Tenant Rent Consultation' and the appended rent consultation newsletter were circulated to the Management Committee in advance of the meeting.
- 8.2 The content of the report was discussed in detail, including the full and unedited responses to each question on the feedback form and individual comments received.
- 8.3 The Housing Manager advised the Management Committee that 104 tenants completed the feedback form, giving a 15% overall response rate. Out of the 104 responses, 103 tenants confirmed they felt they had been provided with enough information to decide, whilst 70% agreed with the Association's proposal to increase rents by 4.6% and proceed with the final year of the rent assimilation exercise.
- 8.4 The Director confirmed that the Glasgow and West of Scotland Forum of Housing Associations (GWSF) had, after the time of writing the report, confirmed the average rent increase being applied across 55 member housing organisations is 5.4%. It was also noted that the 14 housing associations, whose average 3 apartment rent for 2024/25 was between £95 and £105 (North View's is £102.63), are increasing their rents by an average of 5.3% and within the Association's peer group, increases range from 5.0% to 5.8%.

8.5 It was proposed by Wilma McCubbin that the recommendation to apply a 4.6% increase for the 2026/27 rents and to implement the final year of the rent assimilation exercise be approved. The motion was seconded by Audrey Laird and it was unanimously approved by the Management Committee.

8.6 The Housing Manager will oversee notifying Glasgow City Council's Housing Benefit Team of the 2026/2027 rent figures. She will also oversee the generation and issuing of rent increase notification letters to all tenants to provide the required notice period.

HM

9.0 Performance Management

Performance pro-forma

9.1 The paper 'Quarterly Performance Management Proforma (to 31st December 2025)' was circulated to the Management Committee in advance of the meeting.

9.2 The Director advised that at the time of writing the report, the complaints statistics for 1st October to 31st December 2025 were unavailable. She advised the figures had now been collated and details were shared on the screen for the Management Committee's information.

9.3 The Director highlighted that the percentage of 'repairs right first time' statistics reported for Quarter 1 and 2 of 2025 have been adjusted following an interim validation exercise. She advised that this mistake was due to an update from HomeMaster, which changed an automated process into a manual one and reported that the correct figures are 99.14% for Quarter 1 and 99.83% for Quarter 2. This was noted by the Management Committee.

Draft Policies

9.4 The paper 'Policies/Statements for Approval' and the appended draft 'Risk Management Strategy', draft 'Energy Efficiency Position Statement' and related equalities impact assessments were circulated in advance of the meeting.

9.5 The Director explained that the Energy Efficiency Position Statement is a new document, developed to confirm that the Association is committed to improving the energy performance of its stock and to provide information in relation to work carried out to reflect this.

9.6 Following consideration, Andrew William Marshall proposed the draft document for adoption. The motion was seconded by Wilma McCubbin and it was unanimously approved by the Management Committee.

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

CSO

9.8 The draft Risk Management Strategy is a review of the current Strategy. The Director advised that it was sent to the Association's Internal Auditor for comment, and the draft presented to the Management Committee incorporates comments received.

9.9 Following consideration, Sarah Jayne Newman proposed the draft Strategy for adoption. The motion was seconded by Michelle McNulty and it was unanimously agreed by the Management Committee.

10.0 Internal Audit

10.1 The paper 'Internal Audit: Review of Tenancy Sustainment', the associated Internal Audit Report, and the Association's draft management response to the Internal Auditor's recommendations were circulated in advance of the meeting.

10.2 The Housing Manager advised that the Internal Audit was carried out by Cameron Audit (formally known as Quinn Internal Audit), in line with the Audit Plan set for the year.

10.3 The Housing Manager advised that the audit opinion was 'high assurance', with a total of 7 recommendations made, as set out in the appended report.

10.4 The Housing Manager advised that the Association's draft management response is set out at Appendix 2 for consideration and that she is seeking the Management Committee's approval to submit this to Cameron Audit.

10.5 Following consideration, Wilma McCubbin approved the Association's draft management response for submission to the Internal Auditor. The motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.

10.6 The Housing Manager will oversee this submission.

HM

11.0 Housing Management Report

11.1 The paper 'Succession Refusal & Request for Special Let' was circulated to the Management Committee in advance of the meeting.

11.2 The Housing Manager explained that the Management Committee's approval is being sought to use discretion, under the Allocations Policy, to allow a succession applicant to remain resident in a property they are currently living in and were living in with the tenant prior to their death.

11.3 A member of the Management Committee sought clarification as to the special let circumstances and whether a Scottish Secure Tenancy would apply. The Housing Manager advised that the tenant did not notify the Association that the person was living in the property with them so, therefore, under the current legislation could not succeed to the property. However, on the basis that the person has provided strong evidence regarding residence in the property (including from Glasgow City Council and the Department for Work and Pensions), the Association can use discretion under the Allocations Policy to treat it as a special let, which would be allocated on the basis of a Scottish Secure Tenancy.

11.4 Following careful consideration, it was proposed by Andrew William Marshall that the person be allocated the property as a special let. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.

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

HM

12.0 Factoring

Statistics

12.1 The paper 'Statistical Factoring Report (1st April 2025 to 31st December 2025)' was circulated to the Management Committee in advance of the meeting.

12.2 The Management Committee noted the content of the report.

Management Fee 2026/27 Review

12.3 The paper 'Factoring Report – Management Fee Review' was circulated to the Management Committee in advance of the meeting.

12.4 The Director advised that as per the Factoring Policy, the Management Fee charged to owners is reviewed annually, taking into account the costs incurred in the previous year in providing the service. Factored owners need to be notified of any increase by 28th February every year, with it being applied from 1st April.

12.5 The Director confirmed that the Management Fee charged in 2025/26 was £91. The Finance Officer has reviewed the information available and on this basis has determined that a Management Fee of £95.12 (charged to each owner) is sufficient to cover costs of administering the factoring service.

12.6 The Director noted that, as detailed in section 4.0 of the report, the proposed Management Fee for 2026/27 is broadly comparable with the amounts charged by other housing associations in 2024/2025.

12.7 Following consideration, Josephine Deacon proposed that the Association increases the Management Fee to £95.12 for 2026/27. The motion was seconded by Audrey Laird and it was unanimously approved by the Management Committee.

12.8 The Director will oversee the notification to all owners.

Dir

13.0 Health & Safety

External Audit

13.1 The Director advised that the Health and Safety External Audit is scheduled for 3rd February 2026. The Corporate Services Officer has been collating evidence, with all information to be provided to the External Auditor in advance for review.

Reception

13.2 The Director advised that there have been instances of some tenants presenting both in and out of the office with challenging behaviour. In one recent case, the decision to close the automatic entrance door was taken.

13.3 Staff working in reception have commented that they feel that the low design of the reception desk leaves them vulnerable. The Director advised that during the Covid-19 pandemic a full height screen was installed at reception to help keep staff and visitors safe. It was then removed some time ago when restrictions lifted.

13.4 The Director recommends that a high quality, Perspex screen be installed across the entire reception desk (to approximately head height). The screen could incorporate a space for documents, deliveries etc.

13.5 The Director advised that the screens in the two interview rooms have remained in place and have provided protection for staff when faced with challenging behaviour. The Association, as an employer, has a legal duty to protect the health, safety and welfare of staff at work as far as reasonably practical. Management Committee members commented on this important responsibility and the need to respond to staff concerns.

13.6 The Director advised that work is ongoing in relation to the lone working risk assessment. It is highlighted in the risk assessment that body cameras can be used to provide extra protection for staff when outside the office. The Director noted that these are now widely used across various sectors who deal with members of the public and could be an extra measure the Association could take to protect staff.

13.7 Following consideration, Wilma McCubbin proposed that a screen be installed at reception as proposed, and that a body camera be purchased. The motion was seconded by Alex Bruce and it was unanimously approved by the Management Committee.

13.8 The Director and the Maintenance Manager will oversee arrangements.

Dir/MM

14.0 Equalities

14.1 The Director advised that it had been reported in the media that the Castlemilk Housing and Human Rights Lived Experience Group had been awarded the House of Commons Early Day Motion, in recognition of its efforts to secure a supermarket for Castlemilk.

14.2 The Director also noted that Castlemilk has been awarded £20million in funding from the UK Government as part of its Pride in Place programme. The framework for the use of this funding has not been determined yet, however, the Management Committee will be kept informed of progress.

Dir

15.0 Any Other Competent Business

Item 15.1-15.5 **[COMMERICALLY SENSITIVE INFORMATION REDACTED]**

Medical Adaptations

15.6 The Director advised that the Association 'carried forward' three applications for adaptations from last financial year and has received a further 12 since 1st April 2025. This equates to 24 individual adaptations – 12 for handrails, 4 for low access showers, 1 for an over bath shower, 4 for other plumbing related works, and 1 for door alterations.

The Director advised that a total of £26,272.31 has been secured against an increased Grant Planning Target of £42,000. All outstanding works are in progress and invoices awaited.

Audit, Risk & Compliance Sub-Committee

15.7 The Director advised the Audit, Risk and Compliance Sub-Committee is scheduled to meet on 11th February 2026 and requested that this be rescheduled to 18th February 2026, as Senior Staff are meeting for a planning day on 11th February and as part of this, they will be working on operational risk information.

15.8 The Management Committee confirmed the change of date.

Draft budget

15.9 The Director advised that the budget for 2026/27 is being finalised for presentation to the Management Committee before the end of March 2026.

15.10 She advised that a response is still awaited from the Royal Bank of Scotland (RBS) regarding a change to the interest cover covenant (to ensure additional headroom). This was further discussed at the Annual Review Meeting with RBS on 27th January 2026 and further information will be provided to support this.

16.0 Date and Time of Next Meeting

16.1 The next meeting of the Management Committee will take place on Wednesday 25th February 2026 at 6.15pm, in the office and via MS Teams.

16.2 The meeting closed at 7.50pm.

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_____ Signed (Chairperson)

_____ Date