

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 25th February 2026

1.0 Present

Josephine Deacon	In Attendance:
Alex Bruce	Alison Main (Director)
Audrey Laird	Yvonne Rooney (Housing Manager)
Andrew William Marshall	Julie Roy (Corporate Services Officer)
Michelle McNulty	Sean O’Sullivan (FMD Financial Services Ltd) (for
Sarah Jayne Newman	Agenda Items 4.0 and 5.0)

2.0 Apologies

2.1 No apologies were received.

2.2 The Director advised that a letter of resignation from the Management Committee has been received from Christine Devine. It was noted that this was due to personal reasons and the Management Committee commented on her valued contribution to the organisation over the years.

2.3 The Director advised that Iris Robertson has requested a three-month leave of absence, until end May 2026, for personal reasons. It was proposed by Alex Bruce that the request be approved by the Management Committee. The motion was seconded by Audrey Laird and the request was unanimously approved by the Management Committee.

2.4 The Director will notify Iris Robertson of the Management Committee’s decision.

2.5 The Director noted that as Iris Robertson is Secretary, she is awaiting confirmation from TC Young solicitors regarding fulfilling this position during the leave of absence. The Management Committee will be advised of the advice received.

Action

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Dir

3.0 Declarations of Interest

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

4.0 Management Accounts (for the period to 31st December 2025)

- 4.1 Sean O'Sullivan was present at the meeting to discuss Agenda Item 4.0.
- 4.2 The paper 'Management Accounts (to 31st December 2025)' and the associated Management Accounts file were circulated to the Management Committee in advance of the meeting, which Sean proceeded to cover in detail.
- 4.3 Sean O'Sullivan highlighted that the budget for the period projected a surplus of around £64K for the nine-month period. However, based on the results to date there is an actual surplus of around £333K, resulting in a positive variance of around £269K. He spent time explaining this variance, noting that income lost due to voids is lower than projected, management costs are lower and savings have been achieved through new framework agreement in place for gas and plumbing works.
- 4.4 A member of the Management Committee enquired about the Association's Wider Action spend to date, and what is included in that. The Director advised that it includes the Association's funding of the Wednesday play club, some general tenant participation activities, Castlemilk Pantry, the Castlemilk Housing and Human Rights Lived Experience Group, and the trip for residents.

The Director advised that more information on the play club and The Jeely Piece Club will be provided under Agenda Item 7.0.

- 4.5 Sean O'Sullivan noted the expenditure on the tradesteam's vans to date is over budget, with £8.5K having been spent on one van between 1st April 2025 and 31st December 2025 including MOT and Road Tax. The Director advised that the vans are all between 7 and 11 years old, which means they are more likely to need repair. Options for the fleet will be reviewed by the Maintenance Manager.
- 4.6 Following consideration, the Management Accounts for the period to 31st December 2025 were proposed by Andrew William Marshall. The motion was seconded by Josephine Deacon and the Management Accounts were unanimously approved by the Management Committee.

5.0 Final Annual Budget 2026/2027

5.1 The paper 'Final Annual Budget 2026/2027' and the associated final budget file were circulated to the Management Committee in advance of the meeting. The content of these documents was presented and discussed in detail by Sean.

5.2 Sean advised that there are very few changes from the draft budget, explaining the key amendments and main assumptions applied.

5.3 **[COMMERICALLY SENSITIVE INFORMATION REDACTED]**

5.4 The Director advised that the covenant change to allow for greater headroom on the interest cover covenant has been approved by the Royal Bank of Scotland (RBS) for 2026/27. RBS has confirmed that no further amendments will be granted. The legal process for this change is now progressing. The Management Committee will be kept apprised of matters.

5.5 Following careful consideration, it was proposed by Alex Bruce that the final budget for 2026/2027 be approved. The motion was seconded by Audrey Laird and it was unanimously agreed by the Management Committee.

5.6 Sean O'Sullivan left the meeting.

6.0 Minutes of Management Committee Meeting of 28th January 2026

6.1 Michelle McNulty proposed the Minutes of the Management Committee Meeting of 28th January 2026 to be a true record of the meeting. This motion was seconded by Alex Bruce and the Minutes were unanimously approved by the Management Committee.

7 .0 Matters Arising from Minutes of Management Committee Meeting of 28th January 2026

7.1 Re item 5.2; the Management Committee will be provided with an overview of Share's E-Learning website.

7.2 Re item 5.4; the Director advised that the lone working risk assessment has been finalised, and a staff briefing session will be arranged.

7.3 Re item 5.6; the Director's appraisal was re-sent and it has now been signed off.

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| <p>7.4 Re item 5.7; the Housing Manager advised that the first Resident's Panel meeting was held on 3rd February 2026. A further meeting is scheduled for 17th March 2026. The Housing Manager advised the Management Committee that four residents attended. A member of the Management Committee commented that the Panel is a good opportunity to encourage tenants to join the Management Committee.</p> | |
| <p>7.5 Re item 5.8; the Director advised that she met with the Jeely Piece Club on 23rd February 2026 (rescheduled from 12th February 2026) to discuss the reduced funding allocation from the Association in 2026/27, which had been notified to the Jeely Piece Club by email in early January 2026. She discussed with them, as per the Management Committee's instruction, the possibility of approaching other local housing associations regarding funding contributions alongside North View. The representative intimated that it was unlikely the other housing associations would be interested due to the low number of children from these areas attending. The Management Committee noted that they would still like the Director to approach the other organisations directly to determine if this is a project they would be able to support. The Director will make contact and a further update will be provided to the Management Committee.</p> | Dir |
| <p>7.6 At the meeting with the Jeely, the £4,000 allocation for 2026/27 was discussed and it was recommended by the staff that in the absence of other funding, this be used to support the delivery of key events (such as Halloween and Christmas parties) for a fixed number of tenants' children (with tickets provided to North View for distribution). This approach was unanimously approved by the Management Committee, and the Director will liaise with the Jeely regarding this.</p> | Dir |
| <p>7.7 Re item 5.10; the Management Committee were reminded to return any equalities monitoring forms they had not yet completed and returned.</p> | MC |
| <p>7.8 Re item 5.15; the Director advised that donations will be arranged shortly.</p> | Dir |
| <p>7.9 Re item 6.3; the Director advised that the revised policy would be discussed under Agenda Item 11.0.</p> | |
| <p>7.10 Re item 6.6; the Director advised that the Association's membership with Share for 2026/27 has been progressed and the invoice awaited.</p> | |
| <p>7.11 Re item 7.5; the Director advised that a copy of the approved Minutes of the meeting of 28th January 2026 will be forwarded to the Scottish Housing Regulator.</p> | Dir |

7.12 Re item 8.6; the Housing Manager advised that the notification of the 2026/27 rent increases, to tenants and Glasgow City Council, is in progress	HM
7.13 Re item 9.7; the Policy Bank and website have been updated.	
7.14 Re item 10.6; the Housing Manager advised that the draft management response will be submitted to Cameron Audit.	HM
7.15 Re item 11.5; the Housing Manager advised that the Special Let has been made.	
7.16 Re item 12.8; the Director advised that all owners have been notified.	
7.17 Re item 13.8; the Director noted that the specification for the reception screen is being finalised with the supplier.	MM
7.18 Re item 14.2; the Director advised that no updates have been communicated yet regarding Pride in Place Programme. A member of the Management Committee advised that, as part of the Castlemilk Housing and Human Rights Lived Experience Group, he has been informed that Castlemilk residents will receive a flyer next week with more information.	
7.19 Re item 15.5; The Director advised that the funding application is due to be submitted and the Management Committee will be kept apprised of matters.	Dir
8.0 Correspondence	
<i>Email from The Pension Trust (TPT) regarding the Scottish Housing Associations Pension Scheme (SHAPS) Employer Committee Update – received 30th January 2026</i>	
8.1 <i>[COMMERICALLY SENSITIVE INFORMATION REDACTED]</i>	
8.2 <i>[COMMERICALLY SENSITIVE INFORMATION REDACTED]</i>	
<i>Email from the Office of the Charity Regulator (OSCR) regarding important changes to the Scottish Charity Register from 9th March 2026 – received 20th February 2026</i>	

8.3 The Director advised that the email provided further notification that from 9th March 2026:

- the first and last names of charity trustees will be displayed on the charity's Register entry (with no other personal information being published); and
- every accounts document as part of a charity's online annual return submitted to OSCR will be published in full, with no redactions, on the Scottish Charity Register.

8.4 The Director advised that this email was forwarded to the Management Committee so that they can see an example of how their details will appear on the Register.

9.0 Notifiable Events

9.1 The Director clarified that, in reference to the Notifiable Event submitted in December 2025, the approved minutes of the Management Committee meeting of 28th January 2026 will be forwarded to the Scottish Housing Regulator.

Dir

10.0 Report from Sub-Committee

10.1 The paper 'Report from Sub-Committee Meeting (February 2026)' was circulated to the Management Committee in advance of the meeting. The content was noted.

11.0 Performance Management

11.1 The paper 'Policies for Approval' detailing the proposed amendments along with the appended draft policies and Equalities Impact Assessments were circulated to the Management Committee in advance of the meeting.

Draft Entitlements, Payments and Benefits Policy

11.2 The Director advised that this draft policy is a model policy, revised by the Scottish Federation of Housing Associations (SFHA) in January 2026. The revisions have been developed by Linda Ewart on behalf of the SFHA following a comprehensive review process, which included the convening of a small working group to review all the revisions. The Scottish Housing Regulator has also confirmed that the policy meets the regulatory expectations.

11.3 The Director advised that all the changes are indicated in the draft document.

11.4 She confirmed that there are several revisions that have been made to the policy which should be noted by the Management Committee. The document will also be circulated to staff and a briefing on the document will also be provided.	Dir
11.5 Following consideration, the revisions to the draft policy, as presented, were proposed for adoption by Andrew William Marshall. The motion was seconded by Sarah Jayne Newman and they were unanimously approved by the Management Committee.	
11.6 The Policy Bank and the website will be updated.	CSO
<i>Draft Committee Member's Role Policy</i>	
11.7 The Director advised that this is a scheduled review of the policy.	
11.8 Following consideration, the revisions to the draft policy, as presented, was proposed for approval by Alex Bruce. The motion was seconded by Audrey Laird and they were unanimously approved by the Management Committee.	
11.9 The Policy Bank and website will be updated.	CSO
<i>Draft Committee Training Policy</i>	
11.10 The Director advised that this is also a scheduled review of the policy.	
11.11 Following consideration, the revisions to the draft policy, as presented, was proposed for adoption by Josephine Deacon. The motion was seconded by Michelle McNulty and they were unanimously approved by the Management Committee.	
11.12 The Policy Bank and website will be updated.	CSO
<i>Draft Abandonment Policy</i>	
11.13 The Housing Manager advised that this is a new policy that sets out the legal and procedural framework for investigating and recovering properties where a tenant appears to have left without formally ending their tenancy.	
11.14 The Housing Manager explained that the Association can serve an Abandonment Notice when there are reasonable grounds for believing that either a property is unoccupied, or the tenant does not intend to occupy it as their principal residence.	

11.5 The Housing Manager explained that the policy clearly sets out the steps the Association will follow to help prevent unlawful eviction, ensures thorough investigation and fair decision-making; and minimises the time properties remain empty so that they can be reallocated to households in need.

11.6 Following consideration, the draft policy as presented was proposed for adoption by Josephine Deacon. The motion was seconded by Andrew William Marshall and it was unanimously approved by the Management Committee.

11.7 The Policy Bank and website will be updated.

CSO

12.0 Housing Management Report

12.1 The paper 'Housing Management Report' and the appended Annual Lettings Plan 2025/26 were circulated to the Management Committee in advance of the meeting and the content was discussed in detail.

12.2 The Housing Manager provided an update on the Annual Lettings Plan 2025/2026, voids and re-lets, gross rent arrears, legal action, the Tenant Grant Fund, and the Welfare Rights service.

12.3 The Housing Manager highlighted that, as at 31st December 2025, the average number of days to re-let properties was 18, well below the key performance target of 25 days.

12.4 The Housing Manager advised that, to date, Housing Officers have secured £19,000 from the Tenant Grant Fund, made available from the Scottish Government to reduce tenants at risk of legal action and eviction due to rent arrears. As a result, gross rent arrears have reduced to the end of quarter 3, currently sitting at 4.26%, with only two cases at court and one eviction carried out in the year compared to seven in 2024/25.

12.5 The Housing Manager referred to the appended Annual Lettings Plan 2025/26, advising that the quota originally set for lets to section 5 homeless referrals had not been achieved by the end of the third quarter owing to a higher than usual refusal rate on offers. The focus is on achieving the quota by the end of the financial year. She advised that tenants passing away is now the main reason for properties being returned for re-let, outnumbering tenants moving to alternative accommodation.

12.6 The Housing Manager also noted that one vacancy remains within one of the CIC supported units and the Association continues to work with the Glasgow City Health and Social Care Partnership regarding this.

12.7 The Housing Manager highlighted that the Welfare Rights Officer has dealt with 403 cases during the period 1st April 2025 to 31st December 2025, compared with 201 for the same period in 2024/25.

12.8 A member of the Management Committee enquired as to the possibility of a local Welfare Rights forum. The Housing Manager advised that this has not been explored, with the Welfare Rights Officer currently linking in at a national level, and she would discuss the capacity for this with the Welfare Rights Officer.

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13.0 Former Tenant Rent Arrears

13.1 The paper 'Former Tenant Rent Arrears Write-Offs' was circulated to the Management Committee in advance of the meeting.

13.2 The Housing Manager explained the content of the report, and this was noted by the Management Committee. The Housing Manager confirmed that the budget for 2025/26 includes a provision of £39,811 for bad debts.

13.3 It was explained that the request for approval to write off former tenant debt follows extensive action to recover the debt and is proposed when it is highly unlikely that the Association will recoup the arrear and it is uneconomical to continue to pursue

13.4 Following careful consideration of the cases set out in Appendix 1 of the report, it was proposed by Sarah Jayne Newman that the Association writes off a total of £29,824. This motion was seconded by Alex Bruce and unanimously agreed by the Management Committee.

13.5 The Housing Manager will implement the Management Committee's decision.

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14.0 Internal Audit

14.1 The Director advised that an initial draft Internal Audit Plan 2026/27 was discussed at the Audit, Risk and Compliance Sub-Committee meeting on 18th February 2026.

14.2 The Director advised that Cameron Audit will present, for Management Committee's consideration, an updated draft Plan at the meeting on 25th March 2026.

15.0 Health & Safety

- 15.1 The Director advised that the Health and Safety external audit report was received on 17th February 2026. It is currently being reviewed and will be presented to the Management Committee at its meeting on 25th March 2026.

Dir

16.0 Equalities

- 16.1 The Director advised that the Castlemilk Housing and Human Rights Lived Experience Board met on 24th February 2026. The next meeting is scheduled for 24th March 2026.

17.0 Any Other Competent Business

Insurance renewal

- 17.1 The Director advised that the insurance renewal for 2026/27 has been received from Zurich Municipal and discussed the range of increases being applied to different elements of the policy.
- 17.2 The Director advised that overall the sums insured for the Association increased by 4.2% from 2025/26 and an overall rate increase of 3.52%, equating to an increase of £8,434.69 on last year's premium, with the majority of the increase being attributed to the 5% increase on the property sums insured to reflect the increase in build costs.

- 17.3 ***[COMMERICALLY SENSITIVE INFORMATION REDACTED]***
[COMMERICALLY SENSITIVE INFORMATION REDACTED]

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

Strategy Day

- 17.5 The Director advised that the Strategy Day is scheduled to be held on Friday 10th April 2026 commencing at 9.30am. She advised it was initially scheduled for Friday 3rd April 2026, however, this is a public holiday. A landlord health and safety training session will be included on the agenda.

Play areas

- 17.6 The Director advised that Zurich Municipal inspected the play areas in the backcourts at 2-6 Ardmaleish Road, 190-194 Castlemilk Drive, 3-5 Lenihall Terrace, and 21-31 Lenihall Drive. They identified rotting timber and other defects at two slides. Arrangements are now being made to remove the play areas, as they present a potential serious risk and liability.

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Public Holiday

- 17.7 The Director advised that Employers in Voluntary Housing has contacted its members to advise that the Joint Negotiating Council (JNC) met on 12th February 2026 and discussed the additional bank holiday for the World Cup which has now been agreed by the Scottish Government. The JNC has agreed that Monday 15th June 2026 would be added to EVH's list of public holidays but that it is at the discretion of the Management Committee of each (full) member whether to honour it.
- 17.8 The Director advised that staff present at the Meeting have an interest in the matter and cannot be involved in the discussion and decision-making.
- 17.9 Following consideration, it was proposed by Andrew William Marshall proposed that the Association approves Monday 15th June 2026 as an additional public holiday. The motion was seconded by Josephine Deacon and was unanimously approved by the Management Committee.
- 17.10 It was agreed that the Director would inform staff and ensure the office closure on the day is communicated to tenants.

Dir

18.0 Date and Time of Next Meeting

- 18.1 The next meeting of the Management Committee will take place on Wednesday 25th March 2026 at 6.15pm, in the office and via MS Teams.
- 18.2 The Meeting ended at 8.15pm.

_____ Signed (Chairperson) _____ Date