

NORTH VIEW Housing Association

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

<p>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 March 2026</p>
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1.0 Present

Josephine Deacon	In Attendance:
Alex Bruce	Alison Main (Director)
Audrey Laird	Yvonne Rooney (Housing Manager)
Andrew William Marshall	Ady Tester (Maintenance Manager)
Wilma McCubbin	Julie Roy (Corporate Services Officer)
Michelle McNulty	Alex Cameron (Cameron Audit Ltd) (for Agenda I Item 4.0)
Sarah Jayne Newman	Sean O’Sullivan (FMD Financial Services Ltd) (for Agenda Items 5.0 and 6.0)
Doris Nwanoro (via MS Teams)	

2.0 Apologies

2.1 No apologies were received.

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 the Castlemilk’s Locality Plan; and Audrey Laird is a member of the Birgidale Complex’s Management Committee.

4.0 Internal Audit

4.1 The paper ‘Internal Audit’ and the appended draft ‘Internal Audit Annual Plan 2026/27’ were circulated to the Management Committee in advance of the meeting. The Director advised that Alex Cameron from Cameron Audit Ltd was in attendance to discuss the content of the paper with the Management Committee.

4.2 The Director, Housing Manager, Maintenance Manager, and Corporate Services Officer declared an interest as staff members and left the meeting. Alex Cameron discussed the Internal Audit Plan for 2026/27 with the Management Committee.

Action

4.3 Following consideration, Andrew William Marshall proposed the Internal Audit Plan for adoption. This motion was seconded by Wilma McCubbin and it was unanimously agreed by the Management Committee.

4.4 Alex Cameron thanked the Management Committee and left the meeting.

4.5 The Director, Housing Manager, Maintenance Manager, and Corporate Services Officer re-joined the meeting.

4.6 The Director confirmed that she will liaise with Cameron Audit Ltd regarding the implementation of the Plan for 2026/27.

Dir

4.7 The Director advised that the Internal Audit report on responsive repairs was received on 23rd March 2026, with Substantial Assurance and no recommendations made. A copy will be circulated, and presented to the Management Committee at its next meeting.

Dir

5.0 Long Term Financial Projections

5.1 Sean O’Sullivan presented the Long-Term Financial Projections and the accompanying Excel file via PowerPoint, which had been circulated to the Management Committee in advance of the meeting. The main assumptions were explained in detail.

5.2 Sean O’Sullivan explained the importance of the Long-Term Financial Projections, including compliance with the Regulatory Standards and highlighted that Year 1 of the Projections represents financial year 2026/27.

5.3 Referring to the Statement of Comprehensive Income, he pointed out the surplus/(deficit) information, noting that drops in surpluses are linked to higher Major Repairs expenditure.

5.4 Sean O’Sullivan also discussed the sensitivity analysis process undertaken. He explained that current global instability is likely to have an adverse impact on future inflation and lending rates.

5.5 It was also noted that the new Social Housing Net Zero Standard, which is awaited, will be a consideration in future long-term projections.

5.6 Following consideration, it was proposed by Audrey Laird that the long-term financial projections, as presented, be approved. The motion was seconded by Michelle McNulty and the projections were unanimously approved by the Management Committee.

6.0 Five Year Financial Projections

- 6.1 The paper 'Five Year Financial Projections' and the appended draft return was circulated in advance of the meeting. Sean advised that the return is based on the first five years of the Long-Term Financial Projections, discussed under Agenda Item 5.0.
- 6.2 After consideration, Josephine Deacon proposed that the Association submits the return, as presented, to the Scottish Housing Regulator. The motion was seconded by Alex Bruce and it was unanimously approved by the Management Committee.
- 6.3 FMD Financial Services will oversee submission of the Return to the Scottish Housing Regulator.

FMD

7.0 Minutes of the Management Committee Meeting of 25th February 2026

- 7.1 The Director advised that the Agenda Item reads '26th February 2026' but should read '25th February 2026'.
- 7.2 Andrew William Marshall proposed the Minutes of the Management Committee meeting of 25th February 2026 to be a true record of the meeting. The motion was seconded by Audrey Laird and the Minutes were unanimously approved by the Management Committee.

8.0 Matters Arising from Minutes of Management Committee Meeting of 25th February 2026

- 8.1 Re item 2.4; the Director advised that Iris Robertson had been informed.
- 8.2 Re item 2.5; the Director advised that TC Young advised her that, in accordance with Rule 59.1 of the Rules, *'if the Secretary cannot carry out his/her duties, the Committee, or in an emergency the Chairperson, can ask another Office Bearer or employee to carry out the Secretary's duties until the Secretary returns'*.

The Director advised that, on the basis of this advice, if duties are required from the Secretary then another Office Bearer or employee can be asked to carry out these duties during Iris Robertson's leave of absence.

- 8.3 Re item 5.4; the Director advised that there is currently no update on the legal process to finalise the amendments to the interest cover covenant.

8.4 Re item 7.1; the Director advised that there have been changes made to Share's E-Learning system. This means that the Corporate Services Officer will need training on the platform before providing the Management Committee with an overview on how to use it. This will be arranged.	CSO
8.5 Re item 7.2; the Director advised that a staff briefing session will be arranged over the next few weeks.	Dir
8.6 Re item 7.5; the Director advised that this would be covered under Agenda Item 14.0.	
8.7 Re item 7.6; members of the Management Committee queried the £4,000 allocation in the 2026/27 budget, noting that tickets to events hosted by the Club typically cost approximately £6 and to ensure the £4,000 is utilized, there would need to be more events held by the Club (aside from Halloween and Christmas parties). The Director advised that there would almost certainly be various events held throughout the year and that there would be no cost to the families of the children attending. She noted that she had emailed the Jeely on 25 th March 2026 to request a meeting to discuss a programme of events and a response is awaited.	
<p>It was suggested that the Association hosts its own events. The Director advised that there are important matters to consider with regards to disclosure checks, health and safety and insurance implications. She advised that the matter can be discussed more under Agenda Item 14.0.</p>	
8.8 Re item 7.7; the Director reminded the Management Committee to complete and return any outstanding equalities monitoring forms.	
8.9 Re item 7.8; the Director advised that donations will be arranged in due course.	Dir
8.10 Re item 7.11; the Director advised that a copy of the approved Minutes of the Management Committee meeting of 28 th January 2026 had been forwarded to the Scottish Housing Regulator on 26 th February 2026.	
8.11 Re item 7.12; the Director confirmed that the rent increase notification information for Glasgow City Council was completed on 27 th February 2026.	
8.12 Re item 7.14; the Housing Manager advised that the management response was sent to Cameron Audit Ltd.	
8.13 Re item 7.17; the Director advised that the screen has now been installed.	

- 8.14 Re item 7.19; the Director advised that there was no update in relation to the funding application as yet.
- 8.15 Re item 9.1; the Director reiterated that a copy of the approved minutes of the Management Committee meeting of 28th January 2026 had been forwarded to the Scottish Housing Regulator.
- 8.16 Re item 11.4; the Director advised that a copy of the Entitlements Payments and Benefits Policy had been circulated to staff, and a briefing session will be held within the next few weeks.
- 8.17 Re item 11.6; the Policy Bank and website were updated.
- 8.18 Re item 11.9; the Policy Bank and website were updated.
- 8.19 Re item 11.12; the Policy Bank and website were updated.
- 8.20 Re item 11.6; the Policy Bank and website were updated.
- 8.21 Re item 12.8; the Director advised that, at present, there are no plans for Castlemilk Welfare Rights services to formally meet. It was noted that North View's Welfare Rights Officer is in regular contact with other local providers and also at a national level.
- 8.22 Re item 13.5; the Housing Manager advised that the former tenant rent arrears had now been written off.
- 8.23 Re item 15.1; the Director advised that this would be discussed under Agenda Item 15.0.
- 8.24 Re item 17.4; **[COMMERICALLY SENSITIVE INFORMATION REDACTED]**
- 8.25 Re item 17.6, the Director advised that the play areas had now been cleared. A member of the Management Committee questioned what would happen to the areas now (for example, planting trees). The Maintenance Manager advised that they would just be maintained as grassed areas going forward.
- 8.26 Re item 17.10; the Director confirmed that the office closure on 15th June 2026 will be widely notified nearer the time.

Dir

9.0 Correspondence

- 9.1 The paper 'Correspondence' and the appended letter from the Glasgow City Health and Social Care Partnership (GCHSCP) dated 27th February 2026 were circulated to the Management Committee in advance of the meeting.
- 9.2 The Management Committee noted the content of the letter and request from GCHSCP for RSLs to provide 67% of their lets to homeless households. A discussion took place regarding the housing emergency and the impact of allocating a high proportion of lets to homeless referrals has on other applicant groups.
- 9.3 The Management Committee noted that North View's Annual Lettings Plan for 2025/26 committed 55% of all lets in the year to Section 5 homeless cases, which, they commented, is a higher percentage than many of its peers.
- 9.4 The Director advised that the Annual Lettings Plan is approved every year by the Management Committee. The Management Committee will discuss and agree an Annual Lettings Plan for 2026/27 at its Strategy Day on 10th April 2026.

Email from the Scottish Housing Regulator (SHR) re Engagement Plan – received 16th March 2026

- 9.5 The SHR contacted the Association to advise that, following their annual risk assessment for all Registered Social Landlords, it has been confirmed that a standard Engagement Plan will be issued on 2nd April 2026. The information has been provided on a confidential basis and has not yet been circulated externally.

Email from the Scottish Federation of Housing Associations (SFHA) re Member Engagement Report – received 20th February 2026

- 9.6 It was noted that the SFHA has produced a report detailing the services it provides and how the Association has engaged with events and resources during 2025/26. The Director advised that this is helpful information, and staff will be encouraged to sign up to the SFHA's website, events bulletin, newsletter and relevant forums.
- 9.7 The Director confirmed that the cost of membership for 2026/27 is £9,185. The Director recommended renewal and confirmed that 97% of all housing associations in Scotland are members, and for smaller associations it also provides valuable resources such as model policies and guidance. Also, as part of the Association's recruitment and succession work, there is the OnBoard service which helps organisations recruit to their Management Committees. A member of the Management Committee noted that they think it would be beneficial for the Association to look at recruiting persons living outwith the area to the Management Committee.
- 9.8 Following consideration, Alex Bruce proposed that the Association renews its membership with the SFHA. The motion was seconded by Wilma McCubbin and the renewal was unanimously approved by the Management Committee.
- 9.9 The Director will oversee the renewal process.

Dir

Email from Scotland's Housing Network (SHN) re membership renewal

- 9.10 The Director advised that SHN's membership fee for 2026/27 is increasing by 4% from the previous year to around £2,141 inclusive of VAT. She advised that this is another valuable resource, providing performance analysis visits, online resources, information sessions, benchmarking, etc.
- 9.11 Following consideration, Andrew William Marshall proposed that the Association renews its membership. The motion was seconded by Audrey Laird and the renewal was unanimously approved by the Management Committee.
- 9.12 The Director will oversee the renewal of the Association's membership.

Dir

Email from the Scottish Housing Regulator (SHR) re Annual Assurance Statement (AAS) – received 19th March 2026

- 9.13 The Director confirmed that the email provided advice on preparation of the next AAS, due to be submitted by 31st October 2026.

9.14 The Director advised that this year the SHR is asking Registered Social Landlords (RSLs) to provide specific assurance on two areas:

- Data on homes; and
- Compliance with the Scottish Government's minimum site standards for gypsy and traveler sites.

9.15 In relation to data on homes that applies to North View, the SHR is asking all RSLs to confirm in their 2026 AAS that they have comprehensive, good quality, and up-to-date information on the construction, components, and condition of their properties. If RSLs do not have this information in place they should confirm their plans to develop this information and when they anticipate having them in place.

9.16 Doris Nwanoro left the meeting.

10.0 Notifiable Events

10.1 The Director again noted that a copy of the approved minutes of the Management Committee meeting of 28th January 2026 were submitted to the Scottish Housing Regulator. The Notifiable Event is now closed and there are no other Notifiable Events to report.

10.2 Wilma McCubbin left the meeting.

11.0 Performance Management

Policy for approval

11.1 The paper 'Performance Management' and the appended draft Fire Safety Policy and its associated Equalities Impact Assessment were circulated to the Management Committee in advance of the meeting.

11.2 The Maintenance Manager advised that the Policy was introduced in February 2025 in response to a recommendation made as part of an Internal Audit on tenant safety. He noted that this is the scheduled review of the Policy and no changes are being proposed.

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

11.4 The Policy Bank and the website will be updated.

CSO

12.0 Maintenance Report

- 12.1 The paper 'Maintenance Report' and the appended maintenance performance management proforma and report from Ogilvie Fire Protection were circulated to the Management Committee in advance of the meeting.
- 12.2 The Maintenance Manager advised that the report is to provide the Management Committee with an update on key maintenance matters and performance in 2025/2026 (1st April 2025 to 28th February 2026). The Management Committee noted the content of the paper.
- 12.3 The Maintenance Manager advised that the Association, and the sector as a whole, is continuing to experience significant and sustained increases in material costs, and more recently, the global conflict which has contributed to a sharp rise in global oil prices, which has had an direct and immediate impact on construction costs. The Association will continue to monitor market conditions closely and if necessary, review its programme delivery to ensure that resources are being utilised as efficiently as possible.
- 12.4 The Maintenance Manager advised that he attended a Construction, Design and Management (CDM) forum at EVH on 25th March 2026.
- 12.5 The Maintenance Manager confirmed that the annual external contractor gas audit was carried out in December 2025, and the report was received on 25th March 2026. He advised that no significant issues were identified.
- 12.6 The Maintenance Manager advised that on 24th March 2026 it was discovered, through the new HomeMaster reporting framework, that some properties do not have a valid EICR, and that others have missed their renewal anniversary dates. It is not yet fully understood how this compliance issue has occurred. Data is currently being checked by Maintenance staff to gain a full, accurate understanding of the magnitude of the issue and the number of properties involved. The Director noted that she will contact the Scottish Housing Regulator as soon as possible with clear information on the position and discuss this as a Notifiable Event. The Director confirmed that Management Committee will be kept informed, and if necessary, an Office Bearers Group may be convened before the next meeting of the Management Committee.
- 12.7 A member of the Management Committee enquired as to whether the HomeMaster system issues reminders for when EICRs are due. The Maintenance Manager advised that it does, although is dependent on the quality of the information initially loaded on the system.

Dir/MM

12.8 The Maintenance Manager advised that Ogilvie Fire conducted an assessment of loft separation remediation at Dunagoil Road, a copy of which is included in the papers. The Maintenance Manager advised that the concrete and solid brick construction provides strong fire resistance, however, the inspection by Ogilvie revealed the presence of unauthorised, non-standard openings cut directly through the walls which are intended to separate individual dwellings. Ogilvie has set out in detail the immediate remedial steps to be taken, and the associated costs. The Management Committee noted the detailed content and remedial action to be taken. The Maintenance Manager will arrange for the work to be progressed as soon as possible.

13.0 Housing Management Report

13.1 The paper 'Housing Management Report' 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.

13.3 Following careful consideration, Sarah Jayne Newman proposed that the Association uses discretion under the Allocation Policy (section 6.2) to allow the succession applicant to be permitted to remain resident in the property. The motion was seconded by Andrew William Marshall and it was unanimously approved by the Management Committee.

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

HM

14.0 Wider Role Report

14.1 The Director advised that the meeting was approaching the two hour point and in accordance with the Rules and as the Standing Orders had not been set aside, she proposed that this Agenda Item be discussed at the Strategy Day on 10th April 2026 instead. The Management Committee noted this and the Director confirmed this would be reflected on the Agenda.

Dir

14.2 A member of the Management Committee discussed that the Association could purchase Easter eggs to distribute to tenants before it closes for Easter, as part of its Wider Role/community engagement work and this was unanimously agreed by the Management Committee. The Director advised that this could be arranged and it was decided that approximately 100 Easter eggs be purchased for distribution, and it could be publicised on social media.

Dir

15.0 Health and Safety

- 15.1 The paper 'Health and Safety Report' paper, the appended report from ACS and the Action Plan arising from it were circulated to the Management Committee in advance of the meeting. The Director advised that, as noted in the report from ACS, there were six actions arising.
- 15.2 The Director recommended that progress with the Action Plan be monitored via the Audit, Risk and Compliance Sub-Committee. This was unanimously agreed by the Management Committee.

16.0 Date and Time of Next Meeting

- 16.1 The next meeting of the Management Committee will take place on Wednesday 22nd April 2026 at 6.15pm, in the office and via MS Teams.
- 16.2 The Meeting ended at 8.15pm.

_____ Signed (Chairperson) _____ Date