

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 April 2026

1.0 Present

Josephine Deacon
Alex Bruce
Audrey Laird
Andrew William Marshall
Michelle McNulty
Sarah Jayne Newman

In Attendance:
Alison Main (Director)
Julie Roy (Corporate Services Officer)

2.0 Apologies

- 2.1 Apologies were received from Wilma McCubbin.
- 2.2 The Director advised that Iris Robertson has requested a further one month leave of absence, until end June 2026, for personal reasons. It was proposed by Andrew William Marshall 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.

Action

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 Minutes of the Management Committee Meeting of 25th March 2026

- 4.1 Michelle McNulty proposed the Minutes of the Management Committee meeting of 25th March 2026 to be a true record of the meeting. The motion was seconded by Alex Bruce and the Minutes were unanimously approved by the Management Committee.

5.0 Minutes of the Management Committee Meeting of 25th March 2026

- 5.1 Re item 4.6; the Director confirmed that she will liaise with Cameron Audit Ltd regarding implementation of the Internal Audit Plan for 2026/27.

Dir

- 5.2 Re item 4.7; the Internal Audit report will be discussed under Agenda Item 12.0.
- 5.3 Re item 6.3; the Director advised that the Five Year Financial Projections Return was submitted to the Scottish Housing Regulator on 26th March 2026.
- 5.4 Re item 8.4; the Corporate Services Officer received refresher training on the E-Learning system and Management Committee will receive refresher training if needed in due course.
- 5.5 Re item 8.5; the Director advised that a staff briefing session on the lone working risk assessment will be scheduled over the next few weeks.
- 5.6 Re item 8.9; the Director advised that the Maintenance Manager will oversee donations to the Castlemilk Pantry in due course.
- 5.7 Re item 8.16; the Director advised that a staff briefing session on the Entitlements, Payments and Benefits Policy will be scheduled within the next few weeks, to be delivered alongside the lone working risk assessment.
- 5.8 Re item 8.24; ***[COMMERCIALLY SENSITIVE INFORMATION REDACTED]***
- 5.9 Re item 9.9; the Director confirmed that the Association's Scottish Federation of Housing Associations membership was renewed for 2026/27.
- 5.10 Re item 9.12; the Director noted that the Association's Scottish Housing Network membership was renewed for 2026/27.
- 5.11 Re item 11.4; the Director advised that the Policy Bank and website were updated.
- 5.12 Re item 12.6; the Director confirmed that the Electrical Installation Inspection Reports matter will be discussed under Agenda Item 9.0.
- 5.13 Re item 13.4; the Director advised that the Housing Manager implemented the Management Committee's decision.
- 5.14 Re item 14.1; the Director advised that Wider Role was discussed at the Strategy Day on 10th April 2026.
- 5.15 Re item 14.2; the Director advised that the Association purchased Easter eggs for distribution and it was publicised on social media, the website, and flyers were placed around the office. She advised that there had not been a significant uptake, with many eggs remaining so they are now being distributed to tenants who come into the office.

CSO

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M/M

Dir

6.0 Minutes of Management Committee Meeting of 10th April 2026

6.1 Josephine Deacon proposed the Minutes of the Management Committee meeting of 10th April 2026 to be a true record of the meeting. The 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 10th April 2026

7.1 Re item 5.10; the Director advised that the Annual Lettings Plan for 2026/27 has been implemented and will be monitored by the Management Committee.

7.2 Re item 6.4; the Director advised that the slides from **[PERSONAL DATA REDACTED]** presentation had been circulated to the Management Committee on 16th April 2026.

7.3 Re item 7.11; the Director advised that the performance proforma will be updated to reflect the objectives and key performance targets for 2026/27. Performance from 1st April 2026 to 30th June 2026 will be presented at the Management Committee meeting on 26th August 2026.

7.4 Re item 8.4; the Director will oversee Optimum Compliance's appointment.

Dir

7.5 Re item 9.3; the Director provided an update on the current wider role activities:

Jeely Piece Club

She met with a representative from the Jeely that day to discuss events that can be delivered during the year. The Jeely have advised that they will draft a programme which will be presented to the Management Committee at its next meeting.

Dir

[COMMERCIALLY SENSITIVE INFORMATION REDACTED]

[COMMERICLALY SENSITIVE INFORMATION REDACTED]

[COMMERCIALLY SENSITIVE INFORMATION REDACTED]

Urban Roots/Castlemilk Youth Complex

The Director advised that she is meeting with representatives from Urban Roots on 7th May 2026, and Castlemilk Youth Complex on 29th April 2026, to discuss how the Association could work with them. The Management Committee will be kept updated on matters.

Dir

Litter Picks

The Director advised that she has emailed the Head Teacher of John Paul II Primary School to explore opportunities for working with the school on litter picking initiatives. She will contact Glasgow City Council to find out about how the Association would now also take forward this type of work with tenants.

Dir

7.6 The Management Committee will be kept informed of developments regarding the Association's Wider Role activities.

Dir

7.7 Re item 10.1; Social Housing Safety Network Scotland membership will be discussed under Agenda Item 13.0.

8.0 Correspondence

8.1 There were no matters to discuss.

9.0 Notifiable Events

9.1 The paper 'Notifiable Event Report' and the appended Action Plan was circulated to the Management Committee in advance of the meeting.

9.2 The Director explained the content of the paper in detail. She advised that the appended Action Plan identifies further key actions the Association proposes to take to ensure that Electrical Inspection Condition Reports (EICRs) are completed on time in the future.

9.3 A member of the Management Committee enquired as to whether the situation was caused by human error, or whether it was due to the HomeMaster system. The Director advised that the error was due to both factors and a comprehensive exercise to prepare a new dataset for EICRs has been undertaken. She advised the Management Committee that, as set out in the Action Plan, new procedures have been introduced for staff in the Maintenance team to follow when administering Electrical Inspection Condition Reports. The Maintenance Manager will ensure that procedures are followed correctly, through regular monitoring and oversight.

9.4. All staff will be provided with refresher training on the Annual Return on the Charter, with a focus on tenant health and safety. Staff in the Maintenance team will be provided with refresher training on the use of the Component and Compliance modules in HomeMaster, to prevent data errors arising between each module.

9.5 Following consideration, Andrew William Marshall proposed that the Action Plan, as presented, be implemented. The motion was seconded by Michelle McNulty and the implementation was unanimously approved by the Management Committee.

9.6 The Director confirmed that the Management Committee will be informed of any developments related to the Notifiable Event and provided with regular progress updates in relation to the Action Plan.

Dir

10.0 Policy Reviews

10.1 The paper 'Policy Reviews' and the appended draft policies with their associated Equalities Impact Assessments were circulated to the Management Committee in advance of the meeting.

Draft Employee Usage of Information and Communication Technology Policy

10.2 The Director advised that proposed changes to the policy are highlighted for the Management Committee's review.

10.3 Following consideration, it was proposed by Josephine Deacon that the amendments to the policy be adopted. The motion was seconded by Audrey Laird and the amendments were unanimously approved by the Management Committee.

10.4 The Policy Bank and website will be updated.

CSO

Expenses and Allowances for Committee Members Policy

10.5 The Director confirmed that proposed changes to the policy are highlighted for the Management Committee's attention.

10.6 The Director advised that the policy details the expenses and allowances set for Committee members in carrying out their roles.

10.7 Following consideration, it was proposed by Josephine Deacon that the policy, as presented, be agreed. The motion was seconded by Michelle McNulty and the amendments were unanimously approved by the Management Committee.

10.8 The Policy Bank and the website will be updated.

CSO

Scheme of Delegation

10.9 The Director advised that proposed changes to the policy are highlighted for the Management Committee's consideration.

10.10 The Director advised that this policy is reviewed annually. Amendments being proposed are minimal.

10.11 Following consideration, Audrey Laird proposed that the amendments to the document to the policy be approved. The motion was seconded by Alex Bruce and the amendments were unanimously agreed by the Management Committee.

10.12	The Policy Bank and the website will be updated.	CSO
11.0	Engagement Plan	
11.1	The paper 'Engagement Plan Report' and the appended Engagement Plan (from 1 st April 2026 to 31 st March 2027) were circulated to the Management Committee in advance of the meeting.	
11.2	The Director advised that the Engagement Plan is published annually by the Scottish Housing Regulator (SHR), and sets out their work with the Association, what the Association needs to do, what it must send to the SHR, what the SHR will do, and the Association's regulatory status.	
11.3	The Director advised that the Engagement Plan for the Association's regulatory status is 'Compliant', meaning that the Association meets all regulatory requirements, including the Standards of Governance and Financial Management. She advised that any amendments to be applied to it during the year would be communicated to the Association.	
11.4	The Management Committee noted the content of the Engagement Plan. The Director advised that a copy is included in the Summer Newsletter every year.	Dir
11.5	The Director also confirmed that it will be published on the website.	CSO
12.0	Internal Audit	
12.1	The paper 'Internal Audit (Responsive Repairs)' and the appended Internal Audit Report were circulated to the Management Committee in advance of the meeting.	
12.2	The Director advised that the Internal Audit on responsive repairs was carried out by Cameron Audit Ltd, the Association's Internal Auditor, on 16 th February 2026. The Internal Audit concluded with an audit opinion of 'Substantial Assurance', meaning ' <i>very strong controls; isolated low-impact improvements only</i> '. No recommendations were made. The Management Committee noted the content of the report.	
12.3	Following consideration, Andrew William Marshall proposed that the Association sends the Internal Auditor a response confirming Management Committee's review of the report. The motion was seconded by Josephine Deacon and the response unanimously approved by the Management Committee.	
12.4	The Director will oversee submission of the response.	Dir
12.5	The Director advised she received an email from Cameron Audit Ltd on 20 th April 2026, following up on progress with recommendations made from Internal Audits to date.	

12.6 It was proposed by Audrey Laird that the Director drafts a response to be presented to the Audit, Risk and Compliance Sub-Committee. The motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.

The Director will prepare a response for the Audit, Risk, and Compliance Sub-Committee's approval.

Dir

13.0 Health & Safety

13.1 The Director advised that Housing H&S Compliance UK Ltd has developed a network, Social Housing Safety Network Scotland, led by a number of health and safety professionals who are competent across all areas of tenant health and safety.

13.2 The Director advised that membership costs £695 plus VAT, but the Association is being offered a 20% discount. The network would provide self-assessment checklists, information on legislation (including a tracker), service to review policies, discounted training, resources, guides and briefing, webinars/in-person events, member forums etc.).

13.3 It was proposed by Andrew William Marshall that North View becomes a member of the Network to support the Association's work across compliance areas. The motion was seconded by Alex Bruce and it was unanimously approved by the Management Committee.

13.4 The Director will oversee membership arrangements.

Dir

13.5 The Director advised that one of the Association's First Aiders completed their annual refresher training on 22nd April 2026. The remaining two other First Aiders will complete this on 11th May 2026.

14.0 Equalities

- 14.1 The Director advised that the next meeting of the Castlemilk Housing and Human Rights Lived Experience Board will be on Tuesday 28th April 2026.
- 14.2 The Director advised that the Board has been shortlisted for an award at Share's conference on 30th April 2026.

15.0 Any Other Competent Business

Loan Amendment Agreement – Royal Bank of Scotland

- 15.1 The paper 'Loan Amendment Agreement (Royal Bank of Scotland)' and the associated documents were circulated to the Management Committee in advance of the meeting.
- 15.2 The Director explained that the purpose of the paper is to provide an update on the proposed Amendment Agreement, which is to allow for greater headroom in relation to the interest cover covenant for 2026/2027.
- 15.3 The Director detailed the content of the draft Amendment Agreement, along with the appended Officer's Certificate (at Appendix 1) and the Extract Minute (at Appendix 2).
- 15.4 Following careful consideration, Audrey Laird proposed that the Association approves the draft Amendment Agreement, delegating authority to the Director to agree and sign the final document. The motion was seconded by Andrew William Marshall and it was unanimously approved by the Management Committee.
- 15.5 The Extract Minute was proposed and agreed for signing by Alex Bruce. The motion was seconded by Andrew William Marshall and it was unanimously agreed by the Management Committee.
- 15.6 The Director will oversee the completion of the required documents, and their submission to TC Young.

Bank of Scotland Deposit

- 15.7 The Director advised that the Association has a £1.35million fixed rate deposit account with the Bank of Scotland which matured on 10th April 2026. The sum of £1.5million has been reinvested until 12th October 2026 at a gross interest rate of 2.04%. The Director advised that the Association's cashflow has allowed for this larger sum to be deposited.

Dir

Stage 3 Adaptations

15.8 The Director advised that Glasgow City Council is seeking the Association’s bid for Stage 3 adaptations funding for 2026/27 and recommended that the Association submits a bid for £20,000. She noted that no referrals had been received yet for the year, and no works from 2025/26 have been carried forward. She noted that most of the adaptation requests received in 2025/26 were for handrails.

15.9 Andrew William Marshall proposed that the Association submits a bid of £20,000. The motion was seconded by Michelle McNulty and it was unanimously agreed by the Management Committee.

15.10 The Director will oversee submission of the bid.

Dir

16.0 Date and Time of Next Meeting

16.1 The next meeting of the Management Committee will take place on Wednesday 28th May 2026 at 6.15pm, in the office and via MS Teams.

16.2 The meeting ended at 7.30pm

_____ Signed (Chairperson) _____ Date