

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 24th June 2026
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1.0 Present

Josephine Deacon
Alex Bruce
Audrey Laird
Andrew William Marshall
Michelle McNulty
Doris Nwanoro

In Attendance:
Alison Main (Director)
Yvonne Rooney (Housing Manager)
Julie Roy (Corporate Services Officer)
Olwyn Gaffney (Share) (to observe and for Agenda Item 9.0)

2.0 Apologies

- 2.1 Apologies were received from Wilma McCubbin and Sarah Jayne Newman.
- 2.2 No further 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 Director of 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 Management Committee Meeting of 27th May 2026

- 4.1 Michelle McNulty proposed the Minutes of the Management Committee meeting of 27th May 2026 to be a true record of the meeting. The 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 27th May 2026

- 5.1 Re 5.7; the Director advised that the Loan Portfolio Return was submitted to the Scottish Housing Regulator following Management Committee approval on 27th May 2026.

Action

5.2	Re item 8.1; the Director advised that an update on the implementation of the Internal Audit Plan 2026/27 will be provided at the Audit, Risk and Compliance Sub-Committee meeting in August.	Dir
5.3	Re item 8.2; the Director advised that refresher training will be factored into the Work Programme for 2026/27.	
5.4	Re item 8.3; the Director advised that this will be scheduled for July 2026.	Dir
5.5	Re item 8.4; the Director noted that the Maintenance Manager is still to oversee arrangements for donations.	MM
5.6	Re item 8.5; the Director advised that this will be organised alongside the training on the lone working risk assessment.	Dir
5.7	Re item 8.6; the Director advised that the property is still to be valued. The Management Committee will be kept informed of developments.	Dir
5.8	Re item 8.14; the Director confirmed that information in relation to the Association's Engagement Plan will be included in the Summer Newsletter.	Dir
5.9	Re item 8.17; the Director advised that the Internal Audit follow up response will covered under Agenda Item 15.	
5.10	Re item 8.20; the Director advised that the Association has been granted £20K from Glasgow City Council for adaptations in 2026/27.	
5.11	Re item 12.8; The Director submitted the Annual Return on the Charter (ARC) 2025/26, along with the 2025/26 Stock Profile Information to the Scottish Housing Regulator on 29 th May 2026. She has also overseen the appointment of Visual Stat Solutions for the 2026/27 ARC.	
5.12	Re item 13.5; the Director advised that Committee appraisals the will be discussed under Agenda Item 9.	
5.13	Re item 14.4; the Director advised that the Management Committee would be provided with an update on the Annual Lettings Plan 2026/27 at the next meeting of the Management Committee on 26 th August 2026.	HM
5.14	Re item 14.5; the Director advised that the supported accommodation would be discussed under Agenda Item 11.	

- 5.15 Re item 15.4; the Director advised that the fun day would be discussed under Agenda Item 14.
- 5.16 Re item 15.7; the Director advised that the coach trip would be discussed under Agenda Item 14.
- 5.17 Re item 16.6; the Director advised that the satisfaction survey questionnaire this would be discussed under Agenda Item 13.0.
- 5.18 Re item 17.3; the Director advised that this information has been updated on the website.
- 5.19 Re item 22.4; the Director advised that recruitment would be discussed under Agenda Item 12.
- 5.20 Re item 23.1; the Director advised that there was no update on the Energy Redress Scheme.
- 5.21 Re item 23.3; the Director advised that she and two members of the Management Committee attended the Scottish Federation of Housing Association's Annual Conference.
- 5.22 Re item 23.5; the Director advised that that is no further information regarding Employers in Voluntary Housing's Annual Conference available as yet. The Management Committee will be kept updated as information becomes available.

Dir

6.0 Correspondence

- 6.1 The Director advised there were no matters to discuss.

7.0 Notifiable Events

- 7.1 The paper 'Notifiable Event Report' and the appended Action Plan were circulated to the Management Committee in advance of the meeting.
- 7.2 The Director advised that the Association received confirmation from the Scottish Housing Regulator on 5th June 2026 that the Notifiable Event had now been closed, and no further information or action is required.
- 7.3 The Director advised that updates to the Action Plan are highlighted in red.

8.0 Performance Management

8.1 The paper 'Policies for Approval' and the appended draft Procedure, Policies and Equalities Impact Assessments were circulated to the Management Committee in advance of the meeting.

8.2 The Corporate Services Officer advised that in April 2026, the Scottish Federation of Housing Associations (SFHA) commissioned TC Young Solicitors to update its model data protection documentation to reflect legislative changes, namely the Data (Use and Access) Act 2025. She noted that the Association has now updated its suite of Data Protection Policies/Procedures to that effect.

Draft Data Protection Complaints Procedure

8.3 The Corporate Services Officer explained that the most recent change introduced by the new legislation is the new 'right to complain', which allows individuals to submit complaints to organisations about how their personal data is handled. The Scottish Public Services Ombudsman (SPSO) has been asked to clarify whether complaints relating to data protection can be handled under Registered Social Landlords' existing complaints handling procedures. The Corporate Services Officer advised that the SPSO has not yet clarified its position and, therefore, the SFHA has developed a model data protection complaints handling procedure for its members to adopt.

8.4 Following consideration, the Data Protection Complaints Procedure as presented was proposed for adoption by Alex Bruce. The motion was seconded by Josephine Deacon and its adoption was unanimously approved by the Management Committee.

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

CSO

Draft Data Protection Policy

8.6 The Corporate Services Officer advised that the proposed amendments to the Data Protection Policy are highlighted in red. The Management Committee noted the content of the draft Policy.

8.7 Following consideration, the Data Protection Policy as presented was proposed for adoption by Alex Bruce. The motion was seconded by Audrey Laird and its adoption was unanimously approved by the Management Committee.

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

CSO

Data Retention Policy

8.9 The Corporate Services Officer advised that no amendments are proposed for this Policy.

8.10 Following consideration, the Data Retention Policy as presented was proposed for adoption by Josephine Deacon. The motion was seconded by Michelle McNulty and its adoption was unanimously approved by the Management Committee.

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

CSO

Website Privacy Policy

8.12 The Corporate Services Officer advised that the proposed amendments to the Policy are highlighted in red.

8.13 Following consideration, the Website Privacy Policy as presented was proposed for adoption by Andrew William Marshall. The motion was seconded by Doris Nwanoro and its adoption was unanimously approved by the Management Committee.

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

CSO

Website Cookie Policy

8.15 The Corporate Services Officer advised that no amendments are proposed for this Policy.

8.16 Following consideration, the Website Privacy Policy as presented was proposed for adoption by Andrew William Marshall. The motion was seconded by Doris Nwanoro and its adoption was unanimously approved by the Management Committee.

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

CSO

8.18 The Corporate Services Officer advised that the Association has also a number of Fair Processing Notices in place, which have also been reviewed in line with current legislative requirements.

9.0 Management Committee Appraisals

9.1 The paper 'Management Committee Appraisals' and the appended Survey were circulated to the Management Committee in advance of the meeting.

- 9.2 Olwyn Gaffney was in attendance to discuss the content of the paper and delivered a PowerPoint presentation on the appraisal process for 2026. The Director advised that Olwyn Gaffney will be leading on the Management Committee appraisals.
- 9.3 The content of the paper and the presentation was noted by the Management Committee.
- 9.4 The Director advised that the timescale is yet to be finalised, but it is envisaged that the one-to-one sessions will be carried out by early August 2026. Each Management Committee member will be contacted in order to schedule an appointment.
- 9.5 Olwyn Gaffney advised that the one-to-one process can be held either in person, or remotely.
- 9.6 The Director will liaise with Olwyn Gaffney in order to progress the appraisal process, with the surveys due to be sent out on Friday 26th June 2026.

Dir

10.0 Maintenance Report

- 10.1 The paper 'Maintenance Report' and the appended Maintenance Performance Proforma were circulated to the Management Committee in advance of the meeting.
- 10.2 The Director advised that the Maintenance Manager is currently off on annual leave and she went on to explain the content of the report.
- 10.3 The Director provided the Management Committee with an update on key maintenance functions including planned maintenance programmes (involving windows, bathrooms and flat entrance doors), gas servicing, gas audits, legionella testing, smoke detector testing, Electrical Inspection Condition Reports (EICRs), insurance claims; and damp and mould cases. There was discussion regarding the ongoing external cladding works at Area B.
- 10.4 The Director advised that the Maintenance Manager has had several meetings with a qualified health and safety expert from Total Health and Safety Ltd in order to discuss various Construction (Design and Management) and health and safety matters relating to the Association's in-house trades team and how these arrangements integrate with the Association's wider commitment to maintaining high standards of health and safety for both tenants and employees.

- 10.5 The Director highlighted Total Health and Safety's excellent and proactive approach to health and safety management, providing prompt responses, practical advice, and comprehensive follow-up information when it is required. The Director noted that their expertise in health and safety would further enhance the Association's existing health and safety arrangements. In light of this, the Maintenance Manager is seeking the Management Committee's approval to add Total Health and Safety Ltd to the Association's Maintenance Framework Agreement.
- 10.6 Following consideration, Andrew William Marshall proposed that Total Health and Safety Ltd be added to the Maintenance Framework Agreement. The motion was seconded by Josephine Deacon and the addition was unanimously approved by the Management Committee.
- 10.7 The Maintenance Manager will oversee implementation of the Management Committee's decision.

MM

11.0 Housing Management Report

- 11.1 The paper 'Housing Management Report' was circulated to the Management Committee in advance of the meeting.
- 11.2 The Housing Manager advised that the purpose of the paper is to provide the Management Committee with information relating to the Community Integrated Care supported accommodation at Stravanan Road, and the option to revert it back to a mainstream tenancy.
- 11.3 The Housing Manager explained the content of the paper and this was noted by the Management Committee.
- 11.4 The Management Committee noted the significant loss of rent the Association has incurred during the lengthy periods when the Association's eight supported accommodation bedspaces were void. The Housing Manager explained that Glasgow City Health and Social Care Partnership (GCHSCP) is responsible for the allocation of these properties, and not the Association. Due to various issues over the years, GCHSCP (including difficulties obtained Guardianship/Power of Attorney, and the compatibility with current tenants) has had difficulty allocating tenants, leading to significant loss of rental income (£96K over the past five years).
- 11.5 A member of the Management Committee enquired as to whether GCHSCP pays the rent during void periods. The Housing Manager confirmed that it does not.

11.6 Following the Housing Manager's meeting with a representative from GCHSCP, and consideration of the details contained within the paper, Andrew William Marshall proposed that the Association proceeds with the option to maintain the status quo for a probationary period of 6 months in order to review GCHSCP's commitment to pay the rent during the void period until a suitable tenant is identified. The motion was seconded by Doris Nwanoro and the option was unanimously approved by the Management Committee.

11.7 The Housing Manager will oversee implementation of the Management Committee's decision.

HM

12.0 Staffing Report

12.1 The paper 'Staffing Report' was circulated to the Management Committee in advance of the meeting and the content discussed in detail.

12.2 There was discussion regarding the vacancy within the Maintenance section following retirement. The increasing demands on the team were discussed and the current opportunity to strengthen this aspect of the Association's service.

12.3 Following consideration, Andrew William Marshall proposed that the Association proceed with the temporary appointment of a Maintenance Officer for three months **[CONFIDENTIAL INFORMATION REDACTED]**

12.4 The Director and the Maintenance Manager will proceed with the implementation of the Management Committee's decision.

Dir/MM

13.0 Resident Engagement

13.1 The paper 'Resident Engagement' and the appended draft questionnaire was circulated to the Management Committee in advance of the meeting.

13.2 A member of the Management Committee suggested that a tenants be asked if they have visited the Association's social media channels (in addition to the website) also, they could be asked if they would be interested in joining the Resident's Panel.

13.3 With these additions, Michelle McNulty proposed that the Association proceed with the questionnaire. The motion was seconded by Audrey Laird and it was unanimously approved by the Management Committee.

- 13.4 The Director will liaise with Research Resource regarding the implementation of the questionnaire.

Dir

14.0 Wider Role

Fun Day

- 14.1 The Director detailed the progress made by the working group in planning the Fun Day on 25th July 2026:

- The Birgidale Complex has been booked;
- St Andrews Ambulance has been booked (provision of First Aiders);
- Police Scotland have confirmed they would attend;
- Contact has been made with various activity providers (i.e. birds of prey, ice cream cart etc.) and;
- Contact has been made with Castlemilk Youth Complex (to provide live music).

- 14.2 She advised that she is awaiting to hear from Urban Roots, and the Birgidale Complex has applied to the Active Glasgow Holiday Fund to provide food and drink for 100 children and a response is awaited.

Mystery Trip (to St Andrews)

- 14.3 The Director advised that she has contacted Abbey Coaches and obtained a price of £670 for a 33 seater coach. They have availability on 28th August 2026 (but none on 21st August or 4th September 2026)

- 14.4 A member of the Management Committee enquired as to whether the trip will be accessible for disabled persons. The Director advised that the Association will ensure the coach can accommodate wheelchair access.

- 14.5 The Director advised that the Association's summer events will be advertised on social media, as well as in the Summer newsletter.

Dir

15.0 Any Other Competent Business

Internal Audit

- 15.1 The paper 'Internal Audit Follow Up Schedule 2025/26' and the associated document was circulated to the Management Committee in advance of the meeting.

- 15.2 The Director advised that the document lists recommendations arising from internal audits and the Association's responses/updates pertaining to each recommendation.

15.3	Following consideration, Josephine Deacon proposed that the updates and responses, as set out in the document, be submitted to Cameron Audit Ltd. The motion was seconded by Andrew William Marshall and unanimously agreed by the Management Committee.	
15.4	The Director will oversee the submission.	Dir
	<i>Housing (Scotland) Act 2025</i>	
15.5	The Director advised that guidance, and model documentation were issued by the Scottish Government on 8 th June 2026.	
15.6	The Housing Manager advised that these updates include changes to the model Scottish Secure Tenancy (SST) Agreement, new domestic abuse provision (to reflect the Domestic Abuse (Protection) Scotland Act 2021), changes to qualifying periods for succession and Notices.	
15.7	The Director recommended that the Office Bearers Group convenes in order to review the new model (SST) prior to the introduction for all new lets from 1 st August 2026. It was agreed that this be arranged in July 2026.	HM
15.8	The Director advised that Regulation 4 of The Investigation and Commencement of Repair (Scotland) Regulations 2026 (regarding damp and mould) is being introduced from 6 th October 2026.	
15.9	The Director also noted that information on the changes will be included in the Summer Newsletter.	
	<i>[PERSONAL DATA REDACTED] retirement</i>	
15.10	The Director advised that to note <i>[PERSONAL DATA REDACTED]</i> retirement, following almost 22 years' service, the Association will hold a small event to mark the occasion on Friday 26 th June from 1pm. In line with Employers in Voluntary Housing's contractual allowances, a gift has been purchased from the Association.	
15.11	The Director encouraged members of the Management Committee to attend. She noted that contractors have also been invited.	MC

Employee Wellbeing

- 15.12 The Director advised that there is an appetite amongst staff for the Association to facilitate wellbeing initiatives. A planning session has been scheduled for 19th August 2026. It will be delivered by Seamus Corry, who has held similar sessions for many other housing associations.

Assurance Workshops

- 15.13 The Director advised that she is looking to schedule workshops for the Management Committee in the run up to the Annual Assurance Statement (AAS). The workshops will look closely at all evidence and supporting frameworks before the AAS's final approval and submission by 31st October 2026.

- 15.14 It is proposed that three workshops be scheduled (in August, September, and October – one per month). She advised that there is also an opportunity to work with the Resident's Panel around the AAS.

Dir

Business Plan

- 15.15 The Director advised that as original arrangements for the Business Plan are no longer possible, it is now envisaged that the Business Plan be developed in-house by senior staff with some support from external consultants. This approach will be developed further by the senior staff team.

Dir/HM/MM

16.0 Date and Time of Next Meeting

- 16.1 The next meeting of the Management Committee will take place on Wednesday 26th August 2026 at 6.15pm, in the office and via MS Teams.

- 16.2 The meeting ended at 8.15pm

Signed (Chairperson)

Date