

Report To:	Management Committee Meeting
Agenda Item:	5.1. Minute of Management Committee Meeting of 19 November 2025 held in Golden Jubilee Hotel and on MS Teams
Prepared By:	Joyce Orr, Director
Date Issued:	14 January 2026 (prepared 8 December 2025)
Meeting Date	21 January 2026 at 6.15pm – Pineview office and on MS Teams

1. Sederunt		P = In Person, T = On MS Teams		
Present: Morven Baigent (MB) Linda Devlin (LD) Kenny McGinty (KM) Helena McNulty (HM) Laura Nahar (LN) Kirsty O'Neil (KO) Aarti Passi (AP) Lyndsey Robinson (LR) Anna Welsh (AW)	T P P P P P P P P	Apologies Received: Richard Bolton (RB) Frazer Lord (FL) Daniel Martyn (DM) Absent: Leave of Absence:	In Attendance: Karen Byrne, HSM (KB) Isobel Ferguson, SFCSO (IF) Ben Keenan, HSO (BK) Iain Nicholl, FMD (IN) Joyce Orr, Director (JO)	P P P P P
			Staff Apologies:	
			Observers/Guests Due: Linda Ewart (LE)	T
Meeting started 6.15pm.				
All papers issued in advance of meeting unless detailed in minute.				
The Chair welcomed everyone to the meeting. Ian Nicholl (FMD) was introduced.				

2. Declaration of Interest	
Everyone was reminded to declare any interest and was reminded of confidentiality and collective responsibility. Declarations made: None	

3. Decisions/Approvals Report	
Committee noted the decisions/approvals report issued on 19/11/2025 as an aid to ensure all decisions required are considered and made.	

4	Regulatory Compliance and Assurance - for 2026 Director and Linda Ewart	Lead	Due By
	<p>JO presented outcome from October 2025 internal audit on the Annual Assurance Statement – strong assurance, one low level recommendation and 11 areas of good practice. JO advised that the self-assessment template can now be updated in accordance with May 2025 CoM decision as approved by internal auditor. JO advised on discussion with LE on completion of template and in particular the location and completion of the “Compliance - Yes/No” column.</p> <p>JO passed over to LE who gave a presentation and undertook a discussion session with Committee on Regulatory Compliance and Assurance. LE advised that her work with committee is not to repeat or duplicate wbg work. The wbg audit work helps set the context, having considered the evidence, whilst the work with LE will be focused more on the approach taken.</p> <p>Discussion considered assurance as an element of risk and its management. It was understood that the approach and system of assurance needs to be more than instinct and that it needs to survive staff changes.</p> <p>LE and committee undertook discussion considering assurance and regulatory compliance, and considered questions such as, how would committee know if something was going wrong, what would give early warning?; what do committee consider are the appropriate checks and balances?; what softer</p>		

<p>things contribute to assurance?; how does committee gain assurances?; and how do committee members use assurance evidence?</p> <p>It was understood that committee need to be assured on the basis of evidence and to be able to easily access this as they want. Discussed that the compliance assessment has to be the decision of committee – staff can give an opinion if requested but decision and assurance must rest with committee.</p> <p>Discussed the potential benefit of refining the annual committee review documentation for 2026 to highlight assurance and compliance process matters, and form part of the 2026 comprehensive compliance review.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> ✓ 2025 Self-assessment templates to be completed in new format for Jan 2026 CoM. JO 21/01/26 ✓ Committee to determine completion of the “Compliance - Yes/No” column for self-assessment from 2026 onwards. CoM 2026/27 ✓ Annual committee review documentation for 2026 to be reviewed to highlight assurance and compliance process matters. LE/IF 21/01/26 <p>LE accepted the invitation to stay to observe the remainder of the meeting.</p>		
<p>5. Minutes of Previous Meeting(s) / Matters Arising</p> <p>5.1 Minute of the Management Committee Meeting of 24/09/2025</p> <p>Committee confirmed approval of minute, with no changes required and no matters arising outwith agenda.</p> <p>Proposer: LD Seconder: KO Chair of meeting to sign minute: LD</p>		
<p>5.2 Decision Tracker Report – Isobel, Karen</p> <p>Items either complete, not due yet or part of this meeting. Committee considered the outstanding matters and updates as below.</p> <ul style="list-style-type: none"> ➢ Isobel – 19/02/2025 Item 4.1 – Data Protection Audit slightly behind due to other priorities (recruitment). IF advised will conclude Dec 2025. IF 24/12/25 ➢ Karen – Various - Drumcog gas contract documentation update not available from today. Final queries are being addressed by Tom Atkinson with City Building and Scotland Excel. KB confirmed contract extension still in place and no impact on service to tenants. DHC leads for Drumcog and is hoping to conclude Dec 2025. KB will update Feb 2026 CoM. KB 18/02/26 ➢ Karen – Various - Drumcog gas contract legal advice update. Legal advice is to be sought once contract concluded. KB will update Feb 2026 CoM. KB 18/02/26 ➢ Karen – 20/08/2025 Item 5.2 - Glasgow Tree Lovers initiative update. MB and KB to catch up Dec/Jan to discuss. Update Feb 2026 CoM. KB/MB 18/02/26 ➢ Isobel – 20/08/2025 Item 6.4.1 – Learning events recording system update. Attending recording system to be updated with attendance factors and backdated to Oct 2025. To be reported in SGDP for Q2. IF 18/02/26 ➢ Isobel – 20/08/2025 Item 6.4.8 – accessibility audit recommendations implementation update. IF advised to be concluded Nov/Dec 2025. IF 24/12/25 ➢ Isobel – 24/09/2025 Item 7.7 – Personal Relationships and Work update re EVH changes. IF advised EVH changes not issued yet. IF will pursue and update Feb 2026 CoM. IF 18/02/26 		
<p>6. Reports Requiring Decision/Approval/Discussion</p> <p>6.1 Budget Briefing</p> <p>The Chair passed to IN for his presentation. IN presented the annual budget briefing for committee on the importance of budgets and what committee</p>		

<p>should consider. Meeting discussed zero based budgeting (ZBB) and notes that full review of all areas of expenditure is reviewed each year for the year ahead, and costs are not simply the previous year plus an inflationary factor unless this is appropriate.</p> <p>Committee thanked IN for the briefing and advised that this makes it easier to understand the budget process and decision making.</p>		
<p>6.2 Draft 1 Year Budget for 2026/27</p> <p>The Chair passed to JO and IN to present the Report for committee decision making and to advise on any matters to bring to committee's attention.</p> <p>JO advised the budget report presented the 2026/27 draft budget for committee to consider. As approved by office bearers, the report only gave the 1-year budget, with the 5 and 30 year projections to come to the January 2026 CoM meeting with the proposed final 2026/27 budget. JO explained that the delay this year is due to Robert leaving FMD and Iain coming in and picking up and learning Pineview systems. JO advised of intention to return to draft 1, 5 and 30 year budgets for Nov 2026 onwards.</p> <p>IN apologised for issue with production of draft budget and budget report. IN presented report to committee, explaining the assumptions used and the budgeted outcomes from these.</p> <p>IN explained the difference from the current draft 2026/27 budget and that which was previously considered as Year 2 in the long-term projections approved in Jan 2025. IN advised that most difference related to changes in inflation assumptions with rate at Jan 2025 being assumed at 2%, and assumption now being used at Sept CPI of 3.8%. Additional costs not budgeted for in Jan 2025 included the pension deficit payments that will commence April 2026; and the salary costs for 2026/27 being increased outwith inflation (as per EVH/Unite 3-year agreement for April 2025/2026/2027).</p> <p>Committee discussed the increasing costs of business, with many increases outwith the control of Pineview and any efforts to reduce the cost of most of those within the control of Pineview would largely reduce service provision/quality to customers.</p> <p>Committee noted the assumptions within the budget and discussed that decision was required on the level of rent increase to be considered and consulted on for 2026/27.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> ✓ Approved non rental assumptions, with any changes to be included in proposed final budget to be brought to Jan 2026 CoM meeting. ✓ Rental income to be considered at Item 6.3 when considering affordability, comparability and increased cost of providing services. 	IN CoM	21/01/26
<p>6.3 Rent and Factoring Charges Review Proposal and Rent Setting and Services Charges Policy Review</p> <p>The Chair passed to KB to present the Report for committee decision making and to advise on any matters to bring to committee's attention.</p> <p>KB presented the section of the report to allow committee to consider the proposal regarding the review of H.04 Rent Setting and Services Charges Policy.</p>		

<p>KB advised on the policy review consultation, and the consideration of the review by the Customer Forum at their meeting of 12/11/2026.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>		
<p>Decisions Made:</p> <ul style="list-style-type: none"> ✓ Committee approved Policy review as presented, with no changes to the rent structure framework other than the increase to the base rent to be determined. Policy folder, policy timetable, Decision Time policy folder and website to be updated with revised policy. 	KB	17/12/25
<p>KB presented the section of the report on the 2026/27 budget and associated charges review, alongside affordability and comparability. Committee noted that the Pineview average rent levels were below the Drumcog average, the SHN peer group average and the Scottish average. KB explained the performance of Pineview rents as reported by the SHN housing affordability analysis, and the conclusions of the report that Pineview's rents are affordable. KB updated on the ongoing consideration of the financial circumstances facing customers. Discussion took place regarding the need to consider charges alongside the need to maintain service provision when the cost increases in spend being experienced by the Association, especially in maintenance costs, is greater than inflation. It was noted that labour costs and resources will be the main driver in continuing to increase costs. Discussed that it is predicted that costs increases will be driven in particular by wage increases, the increases in the minimum wage / the Scottish Real Living Wage and potentially the November 2025 government budget announcements which may impact on supplier labour costs. Committee discussed the matter raised on Decision Time regarding PHA rents comparing well and being lower than the SHN average and an even greater gap against the Scottish Average, and the need to balance this against the backdrop of significant future capital expenditure. Committee discussed options to keep charges affordable whilst generating required income for increasing expenditure, noting that bank investment balances are required for ongoing costs, planned property works and the, as yet, unknown SHNZS requirements. Committee noted the GWSF 2nd edition of sector planned rent increases which were ranging from 4.6% to 7.8%. Committee discussed the importance of the explanation for tenants on the impact of above inflation increasing costs on their rent charges. Committee discussed that Pineview's rent increases had been at or below inflation for 2020, 2021, 2022, 2023 and 2024, and the resultant compound income loss required to be considered. It was discussed that it was important to make tenants and others aware of this, so increase could be viewed in context. Committee considered increases and the consultation process.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>		
<p>Decisions Made:</p> <ul style="list-style-type: none"> ✓ Rent, services charges and management fees consultation to be for increase of 4.8% (Sept CPI + 1%). Feedback to be provided to Jan 2026 CoM for final decision for increases from 01/04/2026. <p>Consultation correspondence to include information on past increases, how Pineview compare and what proposed increase would impact on individual charges (rather than just averages).</p>	KB/IF	21/01/26

MB left the meeting 7.49pm.

6.4 Management Accounts to 30/09/2025

<p>The Chair passed to IN to present the Report for committee decision making and to advise on any matters to bring to committee's attention. IN presented the quarter two accounts and outcomes, highlighting areas of overspend and underspend and noting comment on Decision Time (DT) re IT costs which should show as an overspend rather than an underspend.</p> <p>Highlighted reactive maintenance and estate costs as area of overspend due to issues with GCC services and maintenance cost inflation being greater during 2025/26 than budgeted for.</p> <p>IN confirmed no cashflow or liquidity concerns. IN advised on benchmarking with no concerns to highlight and arrears continuing to improve.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> ✓ Approved management accounts for Q2 for publication on website. 	IF	17/12/25
<p>6.5 Treasury Management Report to 30/09/2025</p> <p>The Chair passed to IN to present the Report for committee decision making and to advise on any matters to bring to committee's attention.</p> <p>IN presented the report, confirming cash and loan position as at 30/09/2025; no forecast liquidity issues; no additional borrowing requirements currently; no Treasury Management concerns to report; and no loan covenant concerns.</p> <p>Noted inflation rates for Oct published 19/11/2025 – CPI 3.6%.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> ✓ Noted Treasury Management Report for Q2. 		
<p>6.6 Risk Management Quarterly Review and Disaster Recovery Plan 6 month review</p> <p>The Chair passed to JO and IF to present the Report for committee decision making and to advise on any matters to bring to committee's attention.</p> <p>Risk register – JO presented the report on the quarter risk register review, highlighting positive opinion of internal and external auditors. JO explained updates and risk register proposals for committee to consider and decide on.</p> <p>DRP – IF presented report to allow committee to consider the disaster recovery plan 6 month review. IF updated on actions taken and planned.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> ✓ Risk register revisions approved for implementation. Register to be updated and published on website; update Decision Time resource library and share revised register with auditors. ✓ DRP revisions approved for implementation. DRP to be updated, including appendices, with Decision Time resource library updated and information shared as per policy requirements. ✓ Disaster Recovery and Cyber Incident Response Plan to be developed, with associated action plan, during quarter 3 and 4. Report back to May 2026 CoM meeting. 	JO	17/12/25
<p>8.07pm – Committee approved suspension of standing orders to allow the meeting to continue past 8.15pm, but no later than 8.45pm.</p>		

6.7 Business General Report – Dir, HSM, SFCSO

The Chair passed to JO to present the Report for committee decision making and to advise on any matters to bring to committee's attention.

JO advised that the report was provided to allow committee to consider and discuss the following business:

1. TPT Consultation on scheme expenses sharing review.

Committee considered the correspondence from TPT detailing the proposed increase in costs for PHA and the option to provide feedback to TPT.

Committee confirmed all matters noted and no additional queries to raise.

Decisions Made:

- ✓ Decision made not to provide feedback.

2. SHR Determination of Accounting Requirement Consultation

Committee noted the reported views of FMD and ct and supported the decision that was made not to provide a consultation response.

Committee confirmed all matters noted and no additional queries to raise.

3. Strategic Goals Delivery Plan Outcomes to 30/09/2025

Committee noted the outcomes for Q2 with 56% of targets due met, 31% in progress and 13% not met (2 of 11). Committee discussed performance and determined no concerns regarding the two targets not met, noting that the learning events database was being set up; and the top quartile matter was being addressed through performance indicators work. It was discussed that work be undertaken in future to include details of which quartiles Pineview outcomes fall within for future reporting, beginning with 31/03/2026 year end outcomes.

Committee confirmed all matters noted and no additional queries to raise.

Decisions Made:

- ✓ Strategic Goal: High Performance - Project F Benchmarking - reporting to be developed to include details of which quartiles Pineview outcomes fall within for future reporting.

IF/KB 20/05/26

4. Performance Outcomes to 30/09/2025

Committee noted outcomes and increase in the volume of KPIs met since previous quarter. Committee noted actions being taken to address those performance outcomes outwith target. Committee noted improvement in void times and KB replied to queries on reasoning for void delays and reasons for some new tenants being dissatisfied with condition of home when moving in – void procedures have been tightened, and each void will have a responsible lead officer moving forward. Discussed void pre inspections, follow up and inspections with contractors. Committee noted that relet times at 11.2 days was still much better than the Scottish average of 60.6 days.

Committee were pleased to note the performance in resolving anti-social behaviour cases and guidance to staff.

Committee noted drop in performance in right first time outcomes and KB explained remedial action being implemented to resolve moving forward.

Committee requested an update on post inspections work – KB advised refresher training on system input had been arranged and the backlog was being addressed and daily checks introduced.

Committed queried when expected to see an improvement in factoring debts – KB advised a member of the housing services team was leading on this and improvements would be expected in quarter 3 and 4.

JO raised that committee attendance was below target, but early in AGM year. Committee confirmed all matters noted and no additional queries to raise.

5. Pension Matters

Committee noted 'last man standing' position as per TPT communication.

Noted verification from by ct (financial auditors).

JO confirmed that TPT had been advised of proposed 50/50 split of future service contributions (10.5% employer and employee each), and affected staff have been consulted (for good practice rather than requirement).

Director and Chair feedback on EVH/SHAPS support group meetings of 18/11/2025.

6. Internal Audit

Discussed that internal audit is an essential part of committee assurance.

It was noted that the programme for 2025/26 was now complete. October AAS audit outcome was considered at Item 4. Committee noted audit outcomes for audit visits 3 and 4.

September audits - Strong assurance ratings for:

- financial controls
- anti-social behaviour follow-up

Oct 2025 follow up audits completed:

- Risk management fully implemented
- Reactive maintenance partially implemented and to follow up 2026/27.

Internal auditor will attend Jan 2026 CoM meeting to provide overview of audit year and to determine plan with committee for 2026/27 audits.

Committee confirmed all matters noted and no additional queries to raise.

7. Transfer of Engagements

Noted promises are all met and ahead of schedule. Discharges and Titles ongoing as previously reported due to delays at Registers of Scotland.

Committee confirmed all matters noted and no additional queries to raise.

8. Behaviours Framework Review

Noted no review this quarter, with next due Feb 2026 CoM, following Nov staff review.

9. Equality Action Plan

Committee noted quarterly update and plans to address items due or behind schedule:

- IF – recommendations from accessibility audits to be finalised and implementation as relevant.
- IF – report to customers on equalities to be included in winter newsletter.
- JO – committee equality training reminder – planning for Feb CoM.

Committee confirmed all matters noted and no additional queries to raise.

<p>Committee noted Sections 10 - 14 for noting/update with no matters to highlight. JO reminded committee of the importance of keeping updated with SHR news through - <u>SHR website</u> Committee confirmed all matters noted and no additional queries to raise.</p>		
<p>6.8 Membership and Committee</p> <p>The Chair passed to IF to present the Report for committee decision making and to advise on any matters to bring to committee's attention.</p> <p>Committee considered the share membership application for decision.</p> <p>Committee noted committee attendance below target but early in AGM year.</p> <p>IF updated not been able to contact SG re committee position – to be pursued to see if can provide any support.</p> <p>Training feedback was provided by attending members:</p> <ul style="list-style-type: none"> - LD on SHARE Meet the Regulator event 24 Sept 2025. Useful session and would recommend to others if run again in future. - LR confirmed that due to emergency family matter she had been unable to attend Share training on shifting focus from operations to strategic oversight on 16/10/2025. - AW, LD and KD on the Drumcog session on Regulation and Legal Framework with SHR (John Jellema) held 20/10/25. Useful session and would recommend. - LD on PHA inhouse for members re Share e-learning held 22/10/2025. LD found session useful and would recommend all committee members utilise the learning system. <p>AP booked to attend GWSF annual conference 25/11/2025 and will report back to 21/01/2026 CoM meeting.</p> <p>JO advised training presentations, where available would be uploaded to Decision Time resource library for all members to access.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> ✓ Share membership application approved. ✓ IF to undertake home visit(s) to SG to see if any support could be given for continued involvement, and report back to Jan CoM. 	IF IF	21/01/26
<p>6.9 Housing Services Assurance Report</p> <p>The Chair passed to KB to present the Report for committee decision making and to advise on any matters to bring to committee's attention.</p> <p>KB presented report for committee discussion, decision and update.</p> <p>Committee noted updates on planned, cyclical and reactive maintenance. KB explained unbudgeted adaptation spend and request to GCC to consider funding. Committee requested that KB consider how a reoccurrence can be prevented, and KB advised considering possible options such as IT restriction.</p> <p>Committee discussed Drumcog gas contract and considered the request for delegated authority to HSM for contract award when matters resolved.</p> <p>Committee noted tenant safety compliance and impending Awaab's Law.</p> <p>Noted reduction in rental arrears and increase in factoring arrears. Noted increase in relet time due to some voids requiring significant works, with KB advising that work on void procedure should assist here too.</p> <p>KB updated on 2025 stock condition survey work and that this will be fed through to the long term budget projections.</p> <p>Committee noted customer forum meetings of 08/10/2025 and 12/11/2025.</p>		

<p>Noted delay to estate action plan action for grading of closes, cx feedback, and forum walkabouts, which are being planned in.</p> <p>KB advised of ongoing unbudgeted cost for skip hire due to GCC waste failures.</p> <p>Committee noted PHA community engagement updates and considered the request to continue £10k wider action funding into 2026 and beyond.</p> <p>Drumchapel Does Xmas event planned for 27/11/2025 and PHA staff will take part as part of a Drumcog joint stall</p> <p>Noted PHA engagement in various projects for tenant support.</p> <p>Noted that tenant satisfaction survey due to commence Nov 2025.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>		
Decisions Made:		
<ul style="list-style-type: none"> ✓ 1.2 Medical adaptation overspend approved for payment, with attempt to recover from GCC to be pursued and reported back to Feb CoM. ✓ 2.2 Drumcog Gas Contract - approved delegated authority to HSM to award contract and report back to Feb CoM meeting. ✓ 9. Wider Action tenant participation funding - request to continue the additional £10,000 funding for 2026 approved as included in budget. As Transfer of Engagement reporting will conclude 2025/26, 2026 updates to be reported through existing quarterly tenant participation action plan reporting from April 2026 – Quarter 1 to reporting Aug 2026 CoM. 	KB	18/02/26
KB	18/02/26	
KB	19/08/26	
7. Policy Reviews	Lead	Due By
7.1 Review – G.04 Disaster Recovery Plan 6 - SFCSO Considered and dealt with at Item 6.6.		
7.2 Review – H.04 Rent Setting and Service Charge Policy - HSM Considered and dealt with at Item 6.3.		
8. Items for Update / Noting Only	Lead	Due By
The Chair advised reports in this section are for updating/noting/feedback and asked to staff to highlight anything		
8.1 Complaints and Compliments Report Noted complaint performance, themes and case study learning. Noted planned action to address internal communication issue which affected 2 complaints. Noted positive compliments received.		
8.2 Tenant/Customer Participation Action Plan Quarterly Update Noted quarterly progress updates. Two actions not complete within timescale but planned in: <ul style="list-style-type: none"> ➢ annual estate management plans due to be issued Sept, will now to be issued Nov; ➢ annual housing demand information due to be released Q2, will now be released in Q3. 	KB	30/11/25
	KB	24/12/25
8.3 Staffing, Health & Safety Quarterly and 6 Month Detailed Report Noted staff absence position and management in line with policy. Noted anticipated increase in absence over next quarter due to ongoing long term absence and seasonal absences. Noted trial of compressed hours for Director commencing Dec 2025 and being reviewed by office bearers through 121 and appraisal meetings.		

<p>Noted recruitment; staffing update; and recruitment policy review. Noted EVH and ACS updates and pending ACS audit. Noted health, safety and wellbeing updates – 1 positive intervention; no accidents; and update on wellbeing group work. IF & KB provided update that Aug 2025 paperwork on Schedule of Drills had been found and ECT will be working on any matters needing resolved.</p> <p>8.4 Gifts, Hospitality and Donations Quarterly Report Noted position to 12/11/2025. Noted register entries for Herald Awards Ceremony and staff xmas night out.</p>	IF/KB	
9. Correspondence		
Nothing in additional to that already issued.		
10. A.O.C.B.		
JO advised on request from customer forum members to consider a committee/ forum and staff Xmas event 2026, similar to pre covid.		
11. Date of Next Meeting(s)		
Wed 21/01/2026 – Committee of Management meeting – office and Teams.		

Minute Approved by: K O'Neil Seconded by: L Robinson

Signed by Chair of Meeting who approved: L Devlin Date Approved: 21 January 2026