

Board Meeting

Held: Board Room, Viewpoint Offices

Minutes of the meeting of the Board
at 16.00pm on **18 February 2026**

**Paper 0
Meeting No:1**

Date of Meeting: 18 February 2026

Board Members

Mr D Mcintosh (DM) (Chair)
Mr J Clyne (JC)
Ms Y Preen (YP) (Teams)
Mr M Dalziel (MD)

Ms P Russell (PR) (Vice Chair)
Mr L Parry (LP)
Ms L Peaty (Nee Anderson)
(LA)(Teams)

Ms MG Hogan-Smith (MH)
Mr R Whitehouse (RW)
Mr S Robertson (SR) (Teams)

Attending

Jean Gray, Chief Executive Officer (CEO)
David Aitken, Director of Finance (DF)
Sue Shone, Director of Housing and Care (DHC)
Megan Macdonald, Governance and Compliance
Officer (GCO) (Minutes)

Tom Hainey, Strategic Development Director (SDD)
Simon Haile, Director of Assets (DA)
Joanna McMinn, Finance Manager (FM)

Apologies received

Mr A Sheridan (AS)
Mr M Kerr (MK)
Dave Lyons, Digital Director (DD)

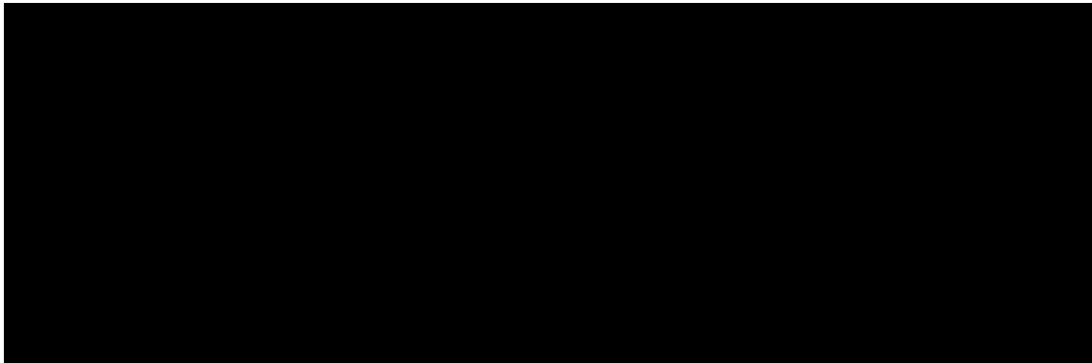
Minutes

Item	Subject	Action	Due Date
1	Welcome to Board Meeting		
1.a.	Apologies		
	There being a quorum present, the Chair welcomed all to the meeting.		
1.b.	Declarations/Conflicts of Interest		
	There were no declarations and no conflicts of interest declared		
2.	Minutes of previous meetings and matters arising		
2.a.	Minutes of Board meeting 17 December 2025		
	There were no matters arising from the minutes of the meeting of 17 December 2025 and the Board unanimously approved them as an accurate record		

Item	Subject	Action	Due Date
2.b.	<p>Outstanding actions</p> <p>There were the following outstanding actions:</p> <p>Action 251: Disaster Recovery Plan – Completed, agreed to close</p> <p>Action 253: Discussion on Respite Care - will be diarised</p> <p>Action 260: Seek clarity on rules around tenant Board members conflict for rent increase discussion - Completed, agreed to close</p> <p>Action 261: Review on information provided on care home competitors (Private/larger company, number of beds etc) – Will provide update at March meeting</p> <p>Action 262: Include session on pensions in January FRAC Meeting - Completed, agreed to close</p> <p>Action 263: Provide updated valuation on investments - Completed, agreed to close</p> <p>Action 264: Circulate HR System tender scoring – will be issued shortly</p> <p>Action 265: Organise strategic objectives session for Board and provide cover report for future strategic objective updates – Will be included in March risk register session</p> <p>Action 266: Circulate useful Governance event dates from CIH and SFHA – Completed, agreed to close</p> <p>Action 267: Upload current 3 year audit plan to One Advanced Document Library – will be presented at April FRAC, draft copy on One Advanced</p>		
2.c.	<p>Verbal update from the Finance Risk and Audit Committee of 28 January 2026</p> <p>PR informed the Board that the meeting on the 28 January had involved a lot of robust and useful conversations which led to it running over time by 30 minutes. She gave a brief update, on the items which would not be covered during the Board meeting today:</p> <ul style="list-style-type: none"> • Management Accounts – long worthwhile session, on agenda • Internal Audit – The Recruitment and Retention Audit was completed in November and received a substantial grading, this was discussed and is covered in the CEO report • Pensions – covered in depth, with information provided on the three pension schemes • Risk register – very useful to hear perspectives from committee and terminology used in other sectors, further meeting planned for March • Health and Safety Policy Statement & Roles and Responsibilities Policy – discussed and approved with minor changes 		
3.	<p>CEO Update Report</p> <p>The CEO presented the report, noting it was a lengthy one with and highlighting the section detailing the business plan and strategic direction. She noted that as an organisation we aimed to complete our five-year business plan for approval by April 2026. However, it important to ensure long-tern sustainability around business planning and financial resilience and therefore the final plan will be delayed until there is an agreed strategic direction by the Board. Discussions are planned are planned with Housing and Care and an update will be brought to the March Board meeting.</p> <p>She noted the efficiencies process was continuing and the positive impact on the budget. The Board were informed that a pre-planning meeting was held with the external auditors and the plan would be brought to the April FRAC meeting.</p>		

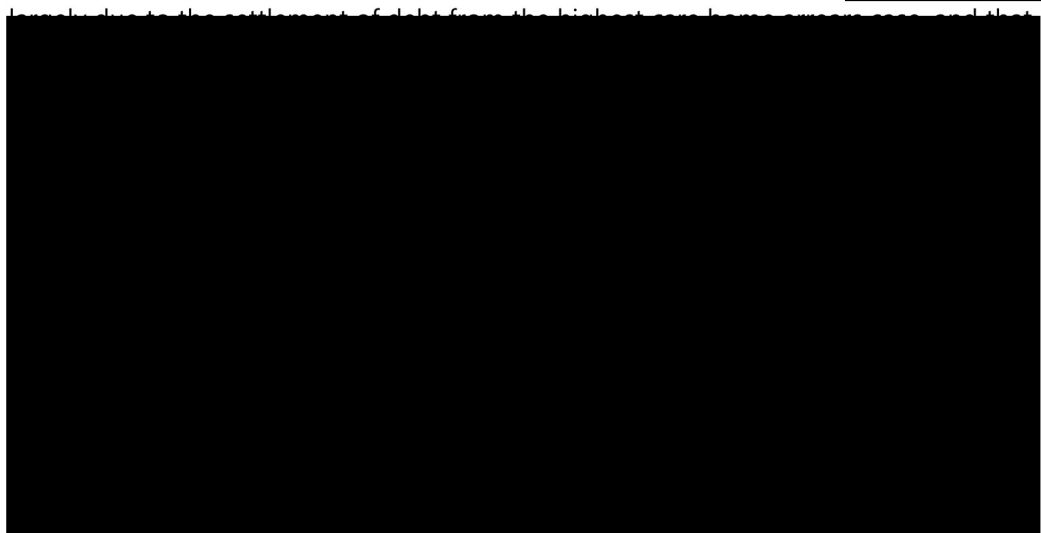
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The H&S Advisor has recently left the Organisation but a new Company is due to start in the next week and a full Health and Safety audit will be conducted.



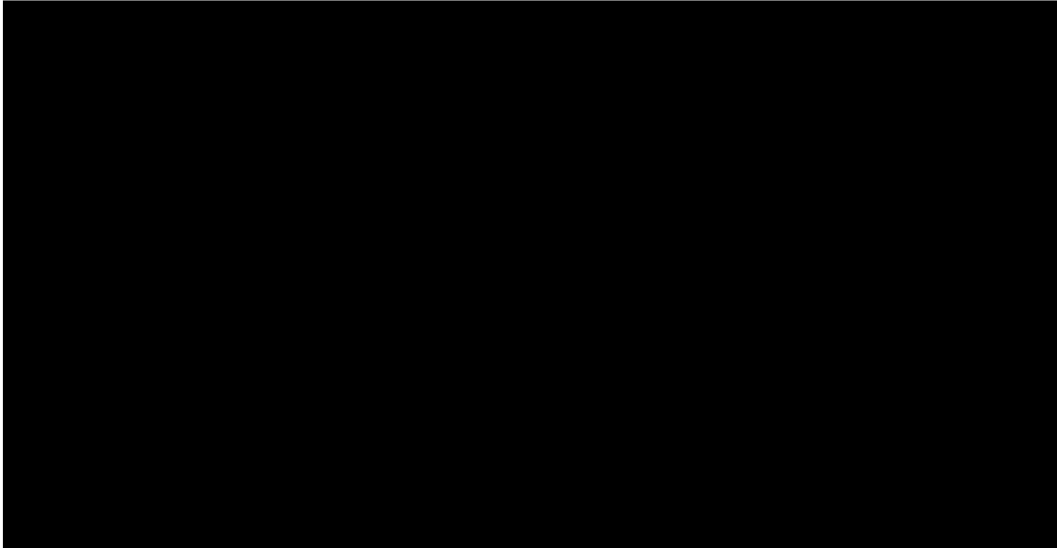
4.	Finance Papers		
4.a. & 4.b	Management Accounts to 31 December 2025 / Reforecast to 31 March		

The DF explained that the Management Accounts to 31 December were presented to the FRAC meeting on 28 January 2026. He noted that the reforecast shows a [REDACTED] [REDACTED] which given the challenges of the past year was very positive. [REDACTED]



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RW queried which external organisations had view of Viewpoint accounts, the DF explained that Quarterly accounts are issued to CAF bank as part of covenant compliance. DM then queried if CAF Bank also has site of the reforecast and budget, it was confirmed that they get the budget but not the reforecast.



MD asked if any work had been done on looking at the percentage of private residents who would move to funded places in the future, the CEO explained that this is looked at every year and factored into the budget. There was discussion on the difference in costs for private residents and the DF explained there was just over a £1k per week difference between the two. the DHC reiterated that more information on trends and competitors would be brought to the March meeting.

There were no further questions and the Board approved the Management Accounts to 31 December 2025 and Reforecast to 31 March.

4.c	Rent Consultation Outcome Report		
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The DHC presented the rent consultation outcome report, explaining that the team had adhered to a much more in depth process this year which included more face-to-face meetings as well as the introduction of QR codes etc so it was disappointing to get less replies. Tenants were asked 3 questions:

- How do you feel about the proposal?
- How do you pay your rent?⁶
- What comments do you want to make?

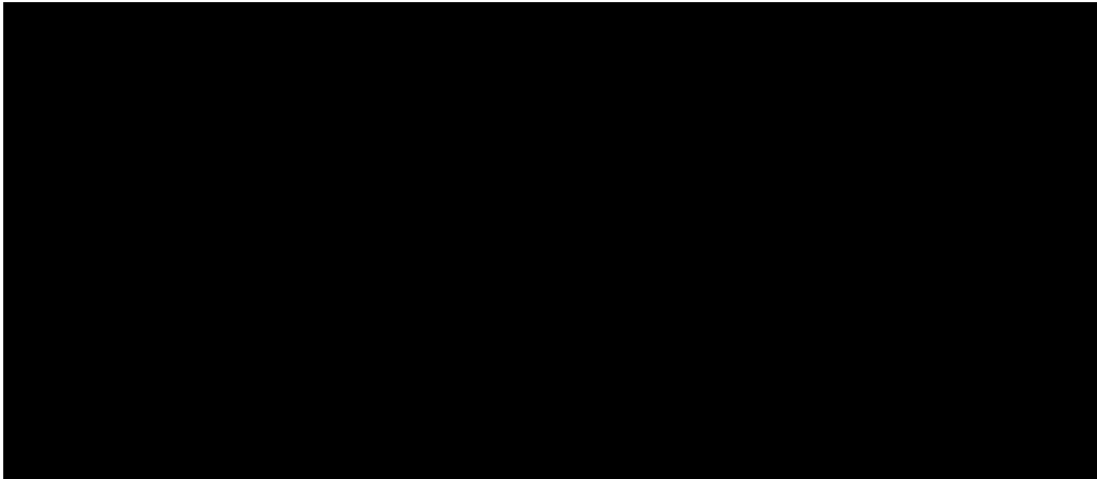
They were also offered the option of requesting a welfare rights review. We received 164 responses, a response rate of 13 %

- 94 (57%) responded – I think the proposal is affordable to me
- 8 (5%) - gave no response to the question
- 62 (38%) responded – I am concerned that I will not be able to afford the proposed increase
- IRO 50% of those responding receive some financial support to pay their rent.

She highlighted the work done in the affordability exercise which was developed by Housemark and is a tool used by many landlords. She highlighted that it was not an

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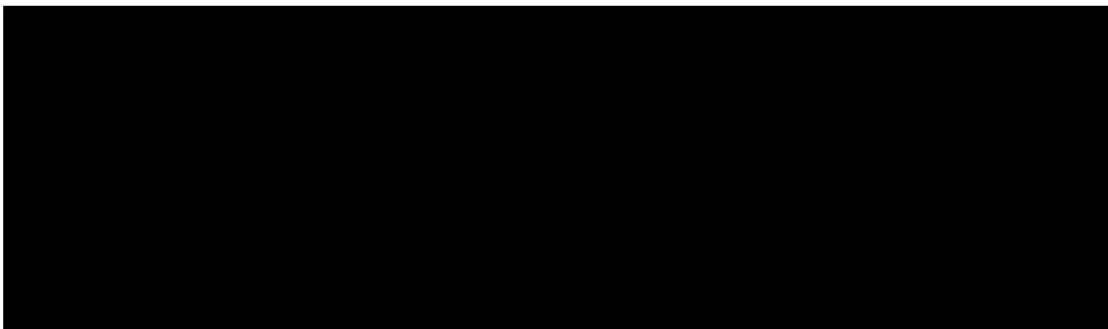
“exact science” as the rent data used would include service charges for some organisations but not others as not all would have these charges. It was noted that looking at the full picture Viewpoint rents and service charges were still very affordable and we were roughly in the middle when compared to those of similar organisations, with the exception of Fife where some properties were slightly over the average. The DHC reiterated that any tenants who flagged affordability issues were referred to the Welfare Rights Officer (WRO).



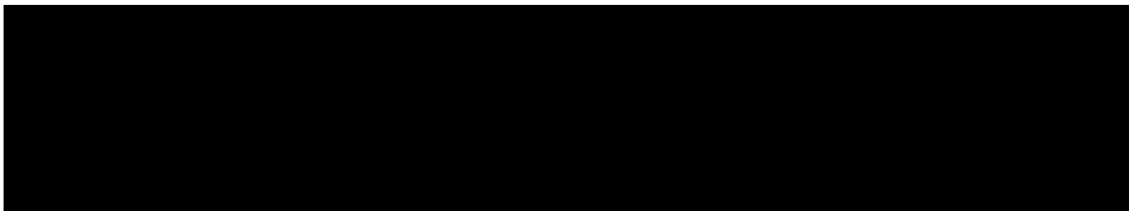
MD asked for the table 1 figures on page 4 to be looked at as three bedroom flats appear to be less expensive than one bedroom flats. The DHC checked the figures confirming these were correct and the discrepancy would be due to similar peers providing care and housing and the lesser number of 3 bedroom properties across the sector. MD also drew attention to the gathering of competitor information, noting there were potential issues around anti-competitor practice. The CEO confirmed that these figures were from a public source and available on the Scottish Housing Network and regulators website.

There were no further questions and the Board approved the 5% rent increase and service charge increases of 3% to Housing Support, 5% to Landscaping and 3.8% to Common area and laundry. There was no increase to Central Heating and Hot Water.

4.d	Remuneration Committee discussion		
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4.e	Final Budget 2026/27		
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Feb 26

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The key assumptions used in the preparation of Draft Budget are:

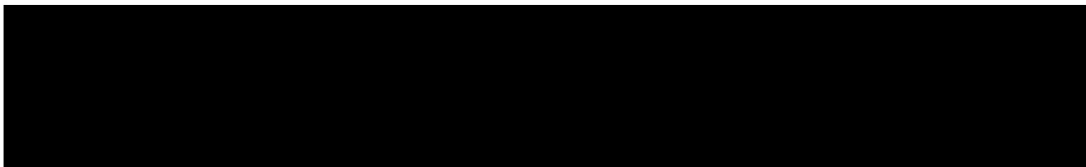
- Rents increased by 5%.
- Service charges – mainly an increase of 3.8% except for Landscaping increased by 5% and Housing Support by 3%. Gas central heating (and hot water) charges are unchanged.
- Care home fees – increased by 6%. (required due to the proposed salary increase for C1 – C5 posts in order to maintain differentials)

The other key assumptions used are:

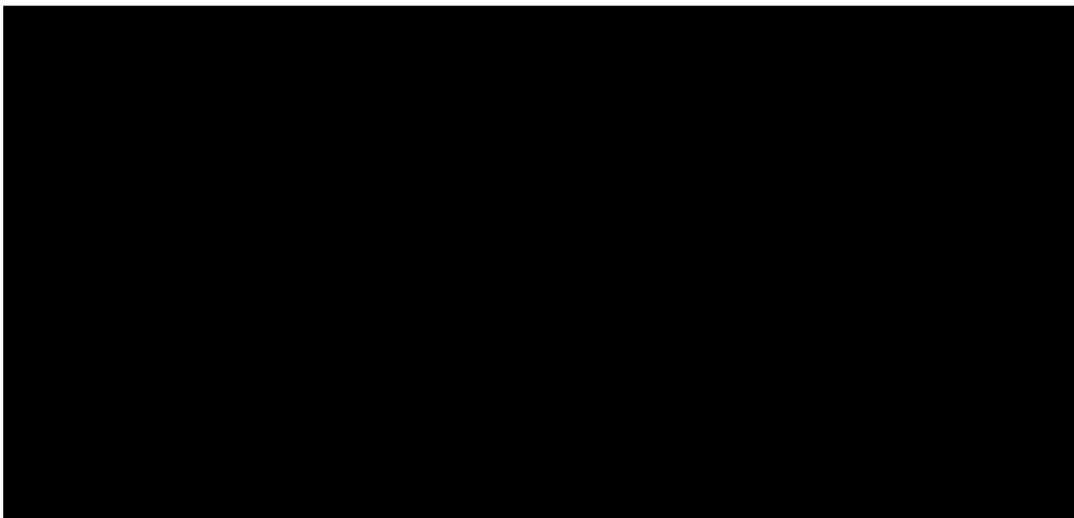
- Void Loss - we have assumed void loss to be 2%.
- Care Home Occupancy – We have assumed the average occupancy to be 90% for St Raphaels and 91% for Marian House with a Private/LA split of 84%/16% across both homes.



- Non-Wage Inflation - On cost lines where inflationary uplifts are required, we have applied the September 2025 CPI rate of 3.8%



The DF confirmed that the draft budget meets all CAF Bank covenants.



DF Feb 26

MD noted an error on the bank covenant which differed from the Management Accounts. The DF confirmed that the Management Accounts were correct and the corresponding sheet in the budget would be corrected.

MH queried the net interest and interest payable, noting she would expect the interest payable on loans to be static. The DF noted that interest rates have reduced during the year.

The Chair noted the time as 18:00 and the two hour scheduled meeting length had elapsed. The Chair asked for approval to extend the meeting by a further hour if

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needed or for Board members to reconvene next week at the same time. All Board members approved the extension of today's meeting.

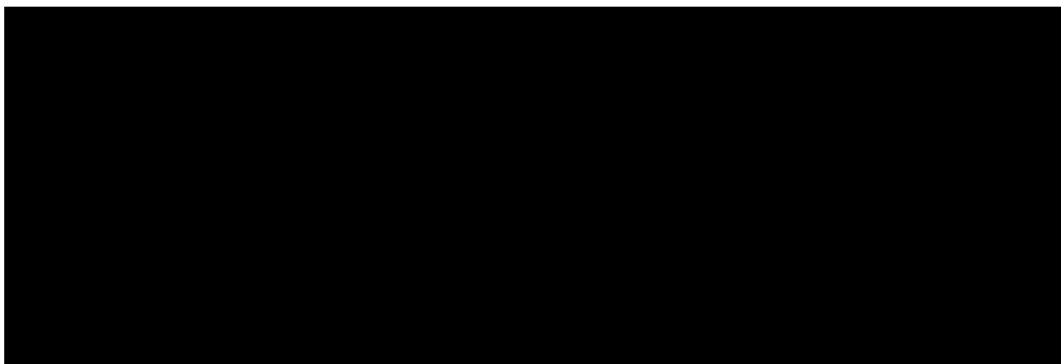
There were no further questions and the Board asked that the proposed budget for financial year 2026/27 be revised with a lower care occupancy level and circulated with notes to Board Members for written resolution

5.	Asset Management Strategy		
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The DA explained to the newer Board members that the previous Asset Management Strategy was presented at the 2022 Board Away Day but never formally approved. The Strategy had since been redrafted a number of times and many new actions created. It is now an in-depth and robust document.

The SDD briefly ran through the paper, noting it was a focused, evidence-led plan which had been written to show where the Organisation is today, along with the steps taken to get to this stage and information on future directions. He explained that there had been major advances made in fire safety, electrical safety, void record, repairs modernisation and net zero over the past four years. We have now reached a major point for sustainable renewal, and there may be alternative futures for properties which do not add value to the Organisation. The aim of the document is to provide a clear foundation and sense of purpose to Viewpoint, which he noted will be 80 next year and is Scotland's Oldest Housing Association. All 10 objective, and 7 outcomes tie in with regulatory requirements.

PR noted that the document is well laid out and easy to read for anyone who is not from a technical background.



RW highlighted that 10 objectives would involve a considerable amount of work and asked if we believe it to be achievable, MD expanded to ask if we are staffed appropriately in terms of numbers and experience. The CEO reiterated that this was a 5 year strategy, the SDD commented to say that much of the plan was "business as usual" and that we have very positive relationships with many contractors who would be able to execute this within the appropriate timescales. He noted that this strategy also contained corporate and financial aspects.

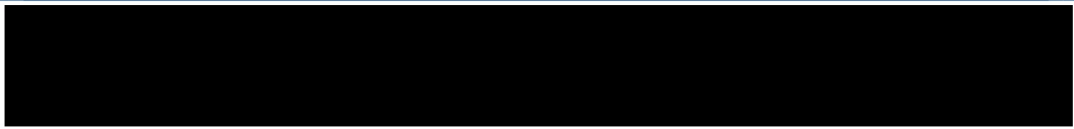
The Board Approved the Asset Management Strategy 2026-2029

6.	Digital Road Map		
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In the absence of the DD, the CEO briefly went through the Digital Road Map, explaining that any questions would be noted and answered by the DD on his return to work. She explained that it was fairly straight forward and contained no further financial commitments other than the procurement of the new Housing Management system which is needed earlier than originally anticipated but that this would be brought back for Board approval in due course.

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	<p>MH queried the budget vs figures, asking if this would take us over budget. The FM explained that she believed the figures included were for the annual budget and the three year plan but this could be clarified with the DD.</p> <p>There were no further questions and the IT and Digital Roadmap was approved subject to the satisfaction clarification on the above queries</p>	DD	ASAP
7.	Write Off Report		
	<p>The DHC informed the Board that this was a standard report which came to Board twice a year.</p> <p>It was noted that the rent and service charge policy uploaded to One Advanced was due to be reviewed.</p> <p>MH asked for details tenants who are sequestrated, the DHC explained that these tenants would still go through the usual arrears process and could be evicted but that this action was not normally taken under these circumstances.</p> <p>RW asked if the bad debt provision was included within the forecast, the DF noted that this was based on the December figures and will be reviewed again in March. A % figure is used within the budget for approval.</p>		
8.	Governance Report		
	<p>The DF noted that this was the usual report that the Board were used to and highlighted the upcoming events. There was discussion around the Freedom of Information requests and the GCO confirmed that there were relatively low numbers of these at the moment and none of concern.</p> <p>There were no questions and the Board noted the Governance Report.</p>		
9.	Performance Report Q3		
	<p>The CEO presented the performance report which was in it's usual format. YP queried the recent leavers in Housing and Care, asking if the numbers were higher than expected and if there were any underlying reasons. The CEO confirmed the figures were not of concern, and reasons given in exit interviews were not negative and mostly due to moving away, retirement or career development. Salaries and benefits were all commented on positively when asked. There was also some discussion on the training figures, and it was noted this will be easier to track when staff move to the new HR Management system, which management believe staff will embrace.</p> <p>There were no further questions and the Board noted the Performance Report 2025-26 Q3</p>		
10.	AOCB		

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The Chair thanked everyone present for staying later and reminded the Board members who had not yet arranged their appraisals

The next Board meeting is scheduled for Wednesday 25 March 2026 @ 4pm.

Approval of the minutes

Signed as a true record of the meeting, following the approval of the draft minutes by a meeting of the Board.

Signed:

Date:

David McIntosh, Chair of Board