

**ROSEHILL HOUSING CO-OPERATIVE LIMITED**

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON WEDNESDAY  
30<sup>TH</sup> AUGUST 2023 AT 6.00PM**

<b>Present:</b>	N Finlayson	(Chair)
	K Stevenson	(Vice Chair)
	S Bannerman	
	K Thomson	
	A Greene	
	P McCann	
<b>In Attendance:</b>	G Mogan	(Director)
	S Hunter	(Technical Services Manager)
	S Quinn	(Housing Services Manager)
	A Innes	(Corporate Services & HR Manager)
	K McCallum	(Customer Services Officer)
	M McDermott	(Wylie & Bisset)

N Finlayson welcomed back P McCann from her leave of absence and K Thomson on her appointment to the Management Committee and confirmed that both members have completed all the appropriate paperwork. N Finlayson also welcomed M McDermott.

**1. Apologies**

Apologies for absence were received from H McLatchie, J Thomson and K Devaney. It was noted that K Leitch has been granted special leave.

**2. Declaration of Interest**

None.

**3. Minutes of previous meetings for approval:**

**3.1 Wednesday 28<sup>th</sup> June 2023**

The minutes were approved as a true and accurate record and were signed by N Finlayson.

**3.2 Matters Arising**

**3.2.1 RE: Item 7.2 – Bathroom Refurbishment - Scope**

S Hunter confirmed that Committee had considered financial information at the Business Planning session in July and subsequently approved the inclusion of showers in the scope of works.

**3.2.2 RE: Item 8.3 – Community Fun Day**

S Quinn confirmed that the application for Lottery funding had been successful and just under £10,000 had been received. It



was further noted that over the course of the day it had been reported that 900 people had attended the event and it had been very successful. S Quinn will compile feedback received from attendees, staff and event staff to see if any improvements can be made next year.

G Mogan advised that Humza Yusaf, First Minister had attended and said a few words and all local councillors had also attended.

#### **4. Minutes of Membership Sub-Committee meeting held on:**

##### **4.1 16<sup>th</sup> June 2023**

This item is deferred.

##### **4.2 22<sup>nd</sup> June 2023**

The minutes were approved as true and accurate on a motion by K Stevenson and seconded by N Finlayson.

##### **4.3 26<sup>th</sup> July 2023**

This item is deferred.

#### **5. Chair's Report**

N Finlayson advised that EVH has recently sent in a consultation document on the structure of future wage negotiations, this will be circulated to all Committee members via email for discussion at next month's meeting.

#### **6. Finance Services Matters**

##### **6.1 Management Accounts to 30<sup>th</sup> June 2023**

M McDermott referred to the report and advised that a surplus of £530,899 is recorded which is much higher than anticipated.

The following were noted:

- Turnover – performed better than budget
- Interest receivable out performed budget
- Interest payable under budget
- Operational Costs – under budget
- Factoring income – under budget due to factoring of local development not happening until 1<sup>st</sup> June
- Repair/Void costs – over budget mainly due to volume of plasterwork and replacement of multiple windows outwith cyclical programme
- Office planned maintenance – no spend so far

M McDermott advised that variances are of no concern as the degree of spend will vary at different times of the year and there continues to be a healthy surplus at this point in time. It was further noted that current assets are approximately £13M.

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It was noted that all KPI's have been met with the exception of debt per unit which is slightly higher than budgeted figure but substantially lower than the Scottish average.

It was also noted that the loan covenants were comfortably met.

Committee considered and approved the Management Accounts to 30<sup>th</sup> June 2023.

M McDermott advised that Committee will be looking at financial projections next month including stress testing.

## 6.2 *SHR – AFS Return*

M McDermott confirmed that the information in the return has been taken from the financial statements previously approved by Committee in February 2023, and the ratios noted are automatically calculated from this information.

A Committee Member asked about the interest cover ratios and why it had changed so much from last year. M McDermott confirmed that this is due to the increase in interest paid and received, in line with the interest rate changes by the Bank of England.

Committee approved the return and authorised G Mogan to submit it to SHR.

G Mogan advised that the monthly cash flow reports are not currently available but these should be caught in with in the next month or so.

Committee thanked M McDermott for attending and at this point he left the meeting.

## 7. *Technical Services Matters*

### 7.1 *Quarterly Gas Audit*

Committee noted the contents of the report and agreed that it was another positive report.

A Committee member asked about the at risk issue noted during one audit. S Hunter confirmed that it had been rectified and was nothing of concern and did not indicate that the service has not been carried out properly.

### 7.2 *Planned & Cyclical Maintenance Progress Update*

Committee noted the contents of the report and S Hunter advised nothing significant to report, with positive feedback from all contracts.

The Tenant Liaison Officer is carrying out satisfaction surveys are the results will be presented to Committee in due course.

A Committee Member asked if it was possible to bring forward the external painterwork contract to alleviate bad weather delaying it. S

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Hunter confirmed that they try but unfortunately good weather is not guaranteed even earlier in the year.

## **8. Housing Services Matters**

### **8.1 Domestic Abuse Policy**

Committee noted the contents of the report and the new policy. S Quinn advised that the policy will probably develop over time and training will be organised for all staff.

A general discussion took place on the matter.

A Committee member asked any cases which required a move outwith the area. S Quinn advised that staff would liaise with other organisations to seek alternative accommodation.

A Committee member asked about emergency rehousing and it was noted that there is city wide guidance in place and a commitment for all organisations to work together.

Committee approved the policy for immediate implementation.

### **8.2 Potential Eviction Report**

Contents noted.

## **9. Corporate Services**

### **9.1 Presentation of Customer Service Survey Results**

A Innes presented the results to Committee, where 67 responses had been received, and agreed that overall the results were positive and constructive.

Committee agreed that late night opening should be looked at, initially phones only then maybe opening the office net Spring. It was also agreed that the live chat option on the website would also be worth considering.

A Innes will present results to Staff then draft an action plan which will be brought back to Committee.

### **9.2 Health & Safety Update**

A Innes confirmed that she had nothing to report other than she is currently reviewing various risk assessments for the office.

## **10. Organisational Performance Reports**

### **10.1 Quarterly Performance Report - to 30<sup>th</sup> June 2023 and YTD**

Committee noted that there are two reports: the first will contain the additional 6 months due to the financial year being extended 1<sup>st</sup> October 2022 to 31<sup>st</sup> March 2024 and the 2<sup>nd</sup> is to tie in with the

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reporting period required for next year's ARC return which is 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

Committee considered the results under each report and discussed further any results in amber and red.

#### 10.2 *Quarterly Performance (to 30<sup>th</sup> June 2023) - Exceptions Report*

Committee considered the contents of the report for all the red and amber results.

A Committee member asked about the relet times and if this was a result of any particular trade or contractor. S Hunter advised that it was a combination of availability of contractors and the condition of void properties and the volume of work required to bring them up to standard before relet. It was further noted that there is also a knock on effect from the properties which were flooded at the end of last year, as these have been given priority.

A Committee member asked about the anti social behaviour result. S Quinn confirmed that this related to 2 cases where the target had not been met due to a new staff member not fully understanding the process to be followed. This has now been addressed through training.

A Committee member asked about the right first time target. S Hunter advised that the target failed slightly mainly due to timescales not being met for the same reasons as the relet target reported earlier.

A Committee member asked about the post inspections staff satisfaction result. S Hunter advised that 7 jobs were not completed to the standard expected, the contractors were recalled to rectify the issues. This reinforces the need for post inspections.

#### 10.3 *Quarterly Report on Complaints to 30<sup>th</sup> June 2023 & YTD*

Committee considered the contents of the reports and concluded that as contractor complaints made up 75% of stage 1 complaints received in the last quarter, S Hunter is to analyse the contractor complaints in more detail to determine if further action is required.

#### 10.4 *Tenant and Resident Safety - to 30<sup>th</sup> June 2023*

Committee considered the contents of the report which has been developed further since the last report. The report focuses on the 7 areas of tenant and resident safety. Committee concluded that this provides sufficient assurance in these areas.

#### 10.5 *Factoring – Progress Report*

Contents noted.

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## 10.6 *Business Plan 2021-26: Section Operational Plans 2022/23 – Quarterly and YTD Review*

Committee noted the progress to date.

Governance – all but one objective has been achieved or being achieved.

Housing Services – majority of areas being met or on track with the exception of the Management Committee information video for the website, which is still in progress.

Corporate Services – majority of areas being met or on track with a few targets being postponed.

Technical Services – quite a few contracts not progressed as much as anticipated post covid.

A Committee member asked as there is no current section plan for Finance, if there were any areas of concern. G Mogan confirmed that all returns have been made within the timescales and quarterly accounts are being produced and submitted on time, there are no areas of concern at this time.

### **11. *Review of Strategic Risk Register***

Committee considered the enhanced approach to risk management which would now involve the Management Committee reviewing the Strategic Risks on a quarterly basis, following each review by the Audit & Risk Sub-Committee. Committee concluded that this served to strengthen our risk management processes.

Following discussion of the Strategic Risk Register, Committee concluded that the Digital Exclusion risk rating seems quite high when compared to the other risks. Committee decided the residual risk rating should be reduced and agreed that the Management Team should review the residual risk score at its meeting next week.

At this point S Hunter, A Innes and S Quinn left the meeting.

### **12. *Director's Matters***

#### **12.1 *Director's Report***

Committee noted the contents of the report detailing the current position with various matters, including the plans for the extension of the current financial year.

G Mogan further confirmed that she would check Linda Ewart's availability for the Assurance session and circulate the dates to Committee for decision.

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12.2 *Management Committee and Sub-Committee Schedule (for extended financial year)*

Committee considered and approved the extended schedule of meetings.

12.3 *Policy Review Timetable (for extended financial year)*

Committee considered and approved the extended timetable.

**13. Minutes of Sub-Committee meetings for information:**

13.1 *Audit & Risk Sub-Committee meeting held on 27<sup>th</sup> June 2023*

Contents noted.

**14. Any Other Competent Business**

None

**15. Date of Next Meeting**

The next meeting of the Management Committee will be held on Wednesday 27<sup>th</sup> September 2023 at 6:00pm.

I certify that this minute was approved as a true and accurate record of the meeting.

Signed: \_\_\_\_\_

(Chair)

Date: \_\_\_\_\_

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