

**ROSEHILL HOUSING CO-OPERATIVE LIMITED**

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON WEDNESDAY  
25<sup>TH</sup> MAY 2022 AT 6.30PM**

**Present:** K Stevenson (Chair)  
P McCann (Vice Chair)  
N Finlayson  
J Thomson  
S Bannerman  
K Leitch  
K Devaney

**In Attendance:** G Mogan (Director)  
K McCallum (Customer Services Officer)  
A Stewart (Finance Manager)  
S Hunter (Technical Services Manager)  
A Innes (Corporate Services & HR Manager)

K Stevenson advised that Michelle Cameron has submitted her resignation from the Management Committee, which was received on 11<sup>th</sup> May 2022, due to personal reasons.

**1. Apologies**

Apologies for absence were received from A Claffey and H McLatchie.

It was also noted that S Littlejohn has been granted Special Leave of absence.

**2. Declaration of Interest**

None.

**3. Minutes of previous meetings and Matters Arising:**

**3.1 Wednesday 27<sup>th</sup> April 2022**

The minutes were approved as true and accurate and signed by K Stevenson.

**3.2 Matters Arising**

None.

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

**4.1 29<sup>th</sup> April 2022**

The minutes were approved as true and accurate on a motion by S Bannerman and seconded by J Thomson.

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

### 5.1 *Chair's Retreat*

K Stevenson advised that P McCann and herself had attended SHARE's Chair's Retreat on 9-10<sup>th</sup> May 2022. They provided feedback on the various sessions attended and overall found the conference very worthwhile and encouraged others to attend future events.

## 6. **Finance Matters**

### 6.1 *Management Accounts to 31st March 2022*

A Stewart referred to the report and advised that a surplus of £574,929 is recorded which is higher than budgeted.

The following points were noted:

- Income – on target
- Salary costs – are below budget due to vacancies taking longer to fill than anticipated.
- Reactive and void repair costs – are 8% over budget but nothing of concern at this point in time.
- Cyclical Maintenance and Major Repairs – this is under budget but this is mainly a timing issue as various costs are due later in the year.
- Other costs – are under budget due to no wider action or tenant participation projects being undertaken.
- Office overheads – below budget.

A Stewart advised that SHR have now released updated figures for comparison and that all but one of our KPIs were being bettered. The void rent loss at 1.09% is slightly higher than our 1% target.

A Stewart confirmed that all loan covenants were comfortably met.

Committee considered and approved the Management Accounts to 31<sup>st</sup> March 2022.

### 6.2 *SHR Return – FYFP (Five Year Financial Projections)*

Committee noted that the figures in the return are taken from the 30 year projections approved in October 2021. After consideration, Committee approved the return for submission to SHR by 31<sup>st</sup> May 2022.

### 6.3 *Treasury Management Report*

A Stewart led Committee through the report which details the various deposits, loan balances, rates applicable, security held by the banks and bank credit ratings.

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A Stewart advised Committee that the Bank of Scotland now holds security on 198 properties, which is still more than they need to cover the debt but they are under no obligation to release anymore and already released security on 434 last year.

It was further noted that the debt per unit was significantly lower than the Scottish average.

A Committee Member asked about the bank deposits. A Stewart advised that she is looking to place some more money on deposit with Santander, but it is proving difficult.

A Committee Member asked about interest rates and any effect these will have on finances. A Stewart confirmed that the rate of inflation is more concerning for expenditure, but she will continue to monitor closely.

A discussion took place on the merits of paying off all or some of the loans held. It was agreed that A Stewart will prepare a report detailing the pros and cons of doing so for Committee consideration.

Committee agreed that Rosehill has a strong financial position and approved the recommended treasury management strategy for the coming year.

#### 6.4 *SHR Return – Loan Portfolio*

Committee noted the contents of the return and that the information included therein mirrored the loan information reported within the Management Accounts and Treasury Management report as at 31 March 2022.

Committee approved the return for submission by G Mogan online to SHR.

#### 6.5 *Cash Flow to 30th April 2022*

Committee noted the contents of the report.

### 7. **Technical Services Matters**

#### 7.1 *Planned & Cyclical Works Progress Report*

Committee noted the contents of the report and the current position with the various contracts.

S Hunter advised that a few Forced Access appointments have taken place for EICR's but the Tenant Liaison Officer is making good progress with the remaining 13 outstanding properties.

#### 7.2 *Radiator Replacement Contract*

Committee read through and noted the contents of the report which had just been added today.

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It was noted that the contractor has not provided sufficient information to enable a re-negotiation and as such the contractor is terminating the contract. They will carry out the 11 properties which have already been scheduled. S Hunter advised that a letter has been issued to all affected tenants, and that the anticipated delay could be approximately 6 months.

S Hunter confirmed that Rosehill still has a good relationship with the contractor who will continue to provide gas servicing and repairs.

Committee noted the intention to re-tender the contract as soon as possible and discussed the various risks associated with this.

## **8. Housing Services Matters**

### *8.1 Potential Evictions Report*

Committee noted the contents of the report.

G Mogan advised that in relation to case 443, payments are continuing in line with agreement and the case will likely be sisted at the next calling.

### *8.2.1 Equalities Strategy*

Committee acknowledged it had previously approved the draft document and were now being asked to consider the final document which has been updated following publication of the Human Rights guidance. G Mogan advised that this will very much be a working document and as such will evolve over time. Committee considered the risks and approved the strategy for immediate implementation.

### *8.2.2 Equalities Data Collection Forms*

Committee noted that 6 different groups have been identified and each form has been tailored for the specific group as not all questions are required for all groups.

- Committee members
- Tenants
- Factored owners - not listed as a group by guidance but determined required by Rosehill
- Housing Applicants
- Job Applicants
- Staff members

It was noted that the forms are anonymised and will be used to tailor services, ensure inclusivity, and prevent claims of discrimination. G Mogan advised that Rosehill's Data Protection Officer had recently reviewed the forms and amended the introductory wording.

Committee considered and approved all the forms and agreed that the use of the forms would be monitored over the coming months and if need be, further changes could be made.

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## 9. **Corporate Services Matters**

### 9.1 *Health & Safety Update*

Committee noted the contents of the report and that following the recent Health & Safety Audit the 3 areas of non-compliance are of no major concern and can be easily addressed.

### 9.2 *Attendance Management Policy Update – For Approval*

Committee noted the contents of the report and approved the request to delay the review of the Attendance Management Policy until September as the policy required to be totally re-written to ensure it is easy to understand and follow.

## 10. **Organisational Performance Reports:**

### 10.1 *Quarterly Performance Report - Quarter 2 to March 2022 and Year to Date (YTD)*

Committee noted the results and that some are red or amber, which are covered in the exception report. It was recognised that some areas of performance are still being affected by Covid. However, Committee concluded, despite this performance is still generally good.

### 10.2 *Quarterly Performance (Q2 and YTD) - Exceptions Report*

Committee noted the contents of the report providing explanations for any red or amber results.

A committee member asked about the stage 2 complaints and was advised that this is purely a timing issue, complaints received late in the quarter and carried forward into the next period but still within the target timescales.

A committee member asked about the void relets and if guidance has been changed yet in terms of Covid. S Hunter advised that guidance remains the same however we are now proposing introducing a common sense approach e.g. screening outgoing tenant for any covid positive cases, and if contractors are happy to work in the property along with others etc.

A committee member asked about void period when there has been a death and if anything can be excluded in terms of allowing families time to clear the property. G Mogan advised that our practice generally is to allow up to a month to clear the property. However, following clarification from the ARC auditor, only 14 days can be excluded from the void calculations.

### 10.3 *Complaints – Quarter 2 to March 2022 and YTD*

Committee noted the contents of the reports and that A Innes is currently updating the process to reflect A Innes being responsible for investigating all stage 2 complaints. A survey has been devised and

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put on our website to collect feedback on the customer experience when making a complaint. The survey has also been issued to all complainants in the past year and a few responses have been received.

## **11. Business Plan 2021-26: Section Operational Plans 2021/22 – Quarterly and Mid-Year Review:**

### *11.1 Governance*

Committee considered the Operational Plan and that the vast majority of tasks and objectives had been achieved or were being achieved by the half-year point. It further considered any narrative provided for specific outcomes. G Mogan referred Committee to the objective relating to Rosehill's involvement with the G53 Together Group. She reported that . G following recent meetings/consultations it was concluded that G53 Together will not continue in its current form. She advised that the model for the Area Partnerships (AP) was being reviewed and that it would be explored if the participants of the G53 Together Group could play a role in the Greater Pollok AP. She advised that she had contacted the relevant staff member within the Council to ask for an update on this matter. It is hoped that a meeting can be arranged in the coming weeks to explore this possibility further; the meeting will also be an opportunity to meet with the newly elected Councillors.

### *11.2 Corporate & HR*

Committee acknowledged that this was a new Section Operational Plan which had been developed following the creation of the post of Corporate Services and HR Manager, which was filled at the end of January 2022. As the Plan was only developed during Quarter 2, many of the objectives and tasks are scheduled for Q3 and Q4. However, Committee noted that tasks scheduled for Q2 have been achieved, with the exception of the late-night opening pilot which has been delayed due to recent staffing shortages.

### *11.3 Finance*

Committee considered the Operational Plan, Committee noted the progress and A Stewart advised that a few areas have not been met:

- Factoring – delayed until stair lighting issues resolved which is outwith Rosehill's control
- Benchmarking – results have only just become available, and the benchmarking exercise will be completed in Q3
- Factoring Fee Review – delayed awaiting VAT deregistration which is outwith Rosehill's control

A Stewart advised that the factoring arrears is currently sitting at nil, Committee were delighted with this result.

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#### 11.4 *Housing Services*

Committee considered the Operational Plan and noted that the vast majority of objectives and tasks had been achieved or were being achieved. G Mogan advised that the only area not being achieved is in relation to the Scrutiny Panel and associated tasks e.g. recruitment to the Panel. She reminded Committee that S Buchanan had only taken up the post of Housing Services Manager in mid-January and is currently working on plan for boosting membership of the Panel.

#### 11.5 *Technical Services*

Committee considered the Operational Plan. S Hunter advised that generally progress is on track with the exception for developing new build at Gowanbank which is ongoing. It was noted that GCC have rolled the funding over into the next financial year.

### 12. ***Glenmuir Estate – Update***

Committee noted the contents of the report.

A Stewart advised that GCC have not yet confirmed the timescales for the stair lighting to be installed and Rosehill do not want to become factor until this is resolved, as the risk is too great in terms of health and safety.

It was further noted that the common electric meter installations are still ongoing. An appointment was arranged, and the contractor failed to attend, another appointment has been scheduled for next week.

A Stewart confirmed that Rosehill has acquired another 2 flats this week bringing the total up to 20 with a further purchase expected next week.

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

### 13. ***Governance Matters***

#### 13.1 *Draft ARC 2021/22 Submission – for approval*

G Mogan led Committee through a presentation of the information contained in the return which covered: the key indicator results; a comparison with previous years' results; results impacted by Covid-19 and, any variation in results as reported at the year-end to Committee. Any variations followed on from the outcome of the pre-submission of ARC audit.

Committee recognised, notwithstanding the impact of Covid-19, that performance had been maintained or improved compared to previous years for many of the indicators.

Committee concluded that it is a strong performance and there are no particular areas of concern.

Committee considered the contents of the return and approved it for submission online by G Mogan.

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### 13.2 *ARC 2020/21 – Benchmarking results*

Committee considered the report and the benchmarking results for the comparison groups. Committee was pleased to note that Rosehill had more results in green than the other RSLs in the “Local” and “Similar Sized” comparison groups. Committee further noted that the number of results Rosehill had in green, was higher in the “Local” comparison group compared to the “Similar Sized” group. Committee also considered the results when compared against the Scottish and RSL Averages and our previous year’s performance.

G Mogan advised that the benchmarking results had been shared with the Management Team which will consider any results coded amber or red in the “Local” and “Similar Sized” comparisons.

To assist with the completion of this task, A Innes will co-ordinate the analysis of the relevant results with Managers, agree any required action plans and oversee their implementation.

In terms of rent levels, Committee was pleased to note that Rosehill’s average weekly rents for each apartment size were lower than the other “Local” RSLs, with the difference being more significant for 4 and 5 apts. In terms of “Similar Sized” RSLs, Rosehill had the lowest rents for 3, 4 and 5 apts and had the second lowest rents for 1 apt and 2 apts.

### 13.3 *Business Plan – Annual Planning event*

G Mogan advised following discussions with the Chair that it is intended to return to an away day event for this year’s annual planning event, which will be facilitated by an external consultant.

A discussion took place about potential dates which concluded with the view that the 5<sup>th</sup> of July was suitable for the majority of Committee Members present. It was agreed G Mogan would check the availability of the Committee Members who weren’t present for the 5<sup>th</sup>. It was also agreed that G Mogan would check Linda Ewart’s availability for the 5<sup>th</sup> and if this is suitable, proceed with making the necessary arrangements.

### 13.4 *Forthcoming Policy Reviews*

Committee considered the contents of the report and approved the following approach:

- Committee will receive a reminder at each meeting of the policies coming up for review in the next month or so. The relevant policies will be held in a temporary folder in the Board Portal for ease of reference.
- On a trial basis, policy reviews that only result in minor changes will be presented to Committee in the form of a report only, with Committee being directed to the Board Portal to access the current version.

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### 13.5 *Draft Brief for Governance and Assurance Review*

Committee considered and approved the draft brief and noted that it will now be loaded to the Quick Quote system for submissions to be returned by 17<sup>th</sup> June 2022.

### 14. **Matters for Updating**

G Mogan confirmed that the hearing took place on 24<sup>th</sup> May and the 2 intervention orders were granted. This now means that the proposed alterations to the property can be progressed, with a new building warrant being required as the previous one has expired. Once these alterations have been completed, the appointed Intervener can then deal with the SST agreement.

### 15. **Minutes for Noting:**

#### 15.1 *Audit Sub-Committee meeting held on 27<sup>th</sup> April 2022*

Contents noted.

### 16. **Any Other Competent Business**

#### 16.1 *Card Payment Terminal*

G Mogan advised that during lockdown the account for the card payment terminal was closed, by the supplier, due to no activity.

Alternatives have been sought and when comparing options, the virtual terminal provided by Bank of Scotland was the best. As part of the application process, the Bank require confirmation of all Committee details, including date of birth and addresses. Committee approved the release of the information for this purpose only. Committee authorised K Stevenson to sign the letter.

#### 16.2 *Nitshill Festival*

G Mogan advised that the Council is helping to organise a community festival in Nitshill on 13<sup>th</sup> August 2022 to raise awareness of the assets in the area. The theme of the event is Clean, Green & Safe.

Donations are being sought from local organisations in the area to help with the cost of various activities for the event e.g. animal petting zoo, eco drama workshops and face painting.

Committee considered the request, acknowledging that Rosehill has a large number of homes in the Nitshill area, and approved a donation of £500 towards the event.

### 17. **Date of Next Meeting**

The next meeting of the Management Committee will be held on Wednesday 29<sup>th</sup> June 2022 at 7:00pm following the Audit Sub-Committee meeting.

K Stevenson and S Bannerman both submitted their apologies.

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

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

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

(Chair)