

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON WEDNESDAY
1ST DECEMBER 2021 AT 6.30PM WHICH WAS HELD AS A HYBRID
MEETING**

Present:	K Stevenson	(Chair) (in-person)
	K Leitch	(Vice Chair (in-person)
	N Finlayson	(via Zoom)
	J Thomson	(via Zoom)
	P McCann	(via Zoom)
	M Cameron	(via Zoom)
In Attendance:	G Mogan	(Director) (in-person)
	K McCallum	(Customer Services Officer) (via Zoom)
	A Stewart	(Finance Manager) (in-person)
	S Hunter	(Technical Services Manager) (via Zoom)
	J Doherty	(SHARE) (via Zoom)

G Mogan reminded Committee as part of the plans to purchase suitable equipment to enable hybrid meetings (mix of in-person and virtual attendance) one of the companies which was providing a quote, provided us with some equipment to trial. This has enabled us to again hold a hybrid meeting tonight. However, due to the need to still observe 2 meter distancing it was only possible to enable 4 people to attend in person in the Committee room.

K Stevenson reminded Committee that as some Committee Members are attending virtually, it remained important that members do not all speak all at the one time and that everyone will be given the opportunity to speak individually.

1. Apologies

Apologies for absence were received from S Bannerman.

It was also noted that M Baldie and S Littlejohn have been granted Special Leave of absence.

2. Declaration of Interest

It was noted that all staff have an interest in item 15 and will be required to leave the meeting for this item.

3. Committee Annual Assessments – Report by SHARE

Committee welcomed Julie Ann Doherty from SHARE to the meeting who would present the report on the Annual Assessment process.

Julie Ann advised that the assessment process had been completed using a survey and a one to one interview with each Committee Member. She advised that overall Rosehill has a strong Committee with a good range of skills and knowledge. The following areas were identified as needing improvement:



1. Recruitment – various ideas were submitted for addressing this area including: campaign to highlight the work of Committee; info sessions & pre training for potential members; working with other partners in the area
2. Learning & Development – suggested areas for training are: Marketing/PR; Procurement & Asset Management. Consideration should be given to different methods to deliver this training e.g. in house, online, etc

Committee thanked Julie Ann for her report and she left the meeting.

G Mogan advised that the new Corporate Services & HR Manager will be involved in supporting Committee training and delivering any plans. It is anticipated the post will be filled by the end of January and the new manager will analyse the report from SHARE and submit a proposal to Committee in due course.

4. *Minutes of previous meeting held on Wednesday 27th October 2021 and Matters Arising*

4.1 *Minutes*

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

In relation to the matter of the appointment of two potential committee members, it was recognised that a section of the minutes would need to be redacted before being published on our website.

4.2 *Matters Arising*

3.2.1 RE: Item 3.2.2 – Staffing Matters

G Mogan advised that the shortlisting process has been completed and the interviews will be held on 7th and 9th December 2021.

4.3 *Correction to September Minutes*

G Mogan advised she had to report an error in the September Committee Minutes in relation to the appointment of the potential new committee members. She advised that the decision made by Committee was technically correct but there was an error in the recording of the decision. The correct record is as follows:

Committee approved the appointment of the 2 new potential committee members subject to the satisfactory completion of the required paperwork including the signing of the Code of Conduct for Committee Members. Committee decided to delegate to/authorise K Stevenson (Chair) and G Mogan (Secretary) to review and approve the paperwork.

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5. Minutes of Membership Sub-Committee meeting held on:

5.1 29th September 2021

The minutes were proposed as true and accurate on a motion by N Finlayson and seconded by J Thomson.

5.2 19th October 2021

The minutes were proposed as true and accurate on a motion by M Cameron and seconded by N Finlayson.

5.3 10th November 2021

The minutes were proposed as true and accurate on a motion by M Cameron and seconded by N Finlayson.

5.4 16th November 2021

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

6. Chair's Report

The Chair advised that she has recently received correspondence from EVH in relation to the pay negotiations, advising that the result of the survey of members is that they would wait until late January 2022 and see what inflation is then before entering discussion with the Union. K Stevenson advised that this is what Rosehill Committee suggested when responding to the survey last month.

7. Health & Safety Matters

G Mogan advised that there has been no change to the way staff are working since last month, working in the office 3 days per week, the office remains closed to the public but appointments are available on request. This will be reviewed in the New Year once further information is available from Scottish Government. It was further noted that no staff have raised any concerns with this arrangement.

8. Finance Matters

8.1 Management Accounts to 30th September 2021

A Stewart referred to the report and advised that a surplus of £1,228,419 is recorded which is greater than predicted.

The following points were noted:

- Reactive and void repair costs – are under budget mainly due to operating emergency only repairs during lockdown.
- Cyclical Maintenance – this is under budget again mainly due to works being suspended due to lockdown.
- Major Repairs – this is under budget again due to works being suspended due to lockdown.

- Capital expenditure in the year was over £4m lower than anticipated with the majority of the expenditure being carried forward into the next financial year.

It was noted that all but one of our KPIs were met. The void rent loss at 1.1% is higher than our 1% target.

A Stewart confirmed that all loan covenants were comfortably met.

Committee considered and approved the Management Accounts to 30th September 2021.

A Stewart advised that the annual audit is being conducted at the moment and a few adjustments will be required to the accounts before Committee approves the annual accounts.

8.2 *Cashflow to September 2021*

Contents noted.

8.3 *In Year Loan Portfolio Return*

Committee noted the contents of the return which is for information only.

9. **Technical Services Matters**

9.1 *Gas Audit Report*

Committee noted the contents of the annual report.

10. **Housing Services Matters**

10.1 *Potential Eviction Cases Report*

Committee noted the contents of the report.

11. **Year-end – 30/09/21 Results:**

11.1 *Organisational Performance Report and Exceptions Report*

Committee noted the contents of the performance report and exceptions report and that the current positions are not where they would usually be or we would like them to be, however the majority have been impacted by covid.

A discussion took place on what measures were required to be put in place in relation to covid restrictions and if anything could be taken forward from the experience.

Voids – extra measures are now being taken to limit exposure, including one contractor in property at a time. It was noted that no allocations could initially take place during the 1st lockdown which impacted through the year and caused a backlog. It was noted that

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physical inspections have now recommenced and the quarterly performance is improving.

Adaptations – it was noted that no adaptations were carried out during lockdowns and the contractor is still experiencing delays with materials and labour shortages. It was further noted that some adaptations require a building warrant which can be a lengthy process.

Allocations – Committee asked if virtual methods are being used in this process. It was confirmed that staff are using video calling instead of visiting applicants homes for verification visits, and also for viewing empty properties. Contactless sign ups are also being used.

Right First Time – one of the factors for right first time is completing the repair within the target timescale, which has not been achieved with repairs reported during lockdown and not being able to complete them until lockdown had been eased.

Committee noted the results and agreed that under the circumstances, performance is still very good.

11.2 *Complaints Report*

Committee noted the contents of the report.

G Mogan advised that the new Corporate Services & HR Manager will take the lead role in complaints. As part of this she will be tasked with reviewing our analysis of complaints including lessons learned in order to highlight any areas for improvement.

11.3 *Section Operational Plans 2020/21*

G Mogan reminded Committee that they had seen the projected year end outcomes in August and that there has not been much change since then.

Committee noted the results in the 4 section plans and that several of the items not achieved were out with Rosehill's control e.g. delays to development plans and the suspension of Thriving Places meetings due to Covid.

Notwithstanding the impact of Covid on areas of Rosehill's business Committee noted that many of the objectives/targets had still been achieved.

12. ***New 5 Year Business Plan – approval of final appendices:***

12.1 *Asset Management Plan 2021/22*

It was noted that the revision includes information on stock numbers and types, and ESSH status. Committee approved the Plan.

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12.2 *Annual Programme of Priorities/Activities 2021/22*

Committee noted that the programme is the result of business planning sessions and approved it.

12.3 *Annual Operational Targets 2021/22*

Committee noted and approved the targets.

12.4 *Section Operational Plans 2021/22*

Committee approved the plans noting that they contained challenging but not unrealistic targets.

13. ***Annual Rent Review – Proposed Rent Increase 2022/23***

Committee noted the contents of the report and in particular:

- Financial check has been carried out to ensure income meets all costs anticipated and any business plan commitments.
- Commitment to increase rents by inflation only has been carried forward into the new 5 Year Business Plan
- Rents were increased 0.4% below RPI last year
- Rents are classed as affordable when compared to National Living Wage and Value for Money
- Rent are low in comparison to local RSLs and the average for the sector and are lower in general than the local authority averages.

It was noted that Committee were being asked to consider the information provided and put forward a proposal for tenant consultation.

Committee discussed the matter in detail, taking into consideration financial hardships being experienced by tenants including, increased fuel and food costs, and also the increased costs to Rosehill including the cost of materials. It was also noted that planned maintenance works could be postponed if costs were too high.

Committee agreed to propose a rent increase of 3.1% which is a below inflation increase of 1.8% based on September RPI of 4.9% This was approved for tenant consultation, and Committee would make their final decision at the January meeting, following consideration of the consultation outcome.

It was further noted that it is intended to send out the consultation document as soon as possible before Christmas to allow a longer consultation period.

14. ***Barratt Flats – Update***

Committee noted the contents of the report and that the works are still ongoing.

It is anticipated that Rosehill will not be able to be appointed as factor until March 2022 at the earliest. The Factoring Co-ordinator has received a good response from the survey issued to all owners asking if they would be

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interested in Rosehill becoming factor and an expected quorum of 25 owners for the meeting has already been achieved.

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

15. Pensions – Annual Review

G Mogan and K McCallum were asked to leave the meeting for this item only.

Upon their return, Committee advised that they had considered the recommendation from Chiene & Tait to await the new valuation due next year. Committee decided to accept the recommendation and defer the matter until next year.

16. Matters for Updating

16.1 Supported Accommodation

G Mogan advised that she has now had a reply from the solicitor advising that they hope to get a court date before Christmas to progress the guardianship application.

17. Any Other Competent Business

17.1 IT Upgrade

G Mogan advised that the migration has now been postponed until April 2022 due to other pressing matters and to allow the two new managers to have involvement.

17.2 Notifiable Event

It was noted that when the office was closed to the public in March 2020, a notifiable event (NE) had to be submitted to The Regulator. Due to the ongoing situation with Covid, the event has remained open with SHR requesting updates at various stages. G Mogan advised that SHR had recently asked for an update on particular matters. Committee was pleased to note that following submission of the requested information, SHR had subsequently issued notification that the NE would be closed.

17.3 Management Committee Meetings

G Mogan advised that as part of the streamlining of Committee meetings, it is now intended that no Policy reviews will be brought to meetings at the same time as quarterly reports are considered, in an effort to spread the load of business throughout the year. A new timetable will be issued in the new year.

18. Date of Next Meeting

The next meeting of the Management Committee will be held on Wednesday 26th January 2022 at 6:30 pm

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

Signed: _____

Date: _____

(Chair)

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