

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON WEDNESDAY
23RD FEBRUARY 2022 AT 6.30PM WHICH WAS HELD AS A HYBRID
MEETING**

Present:

K Stevenson	(Chair) (in-person)
K Leitch	(Vice Chair (via Zoom))
N Finlayson	(via Zoom)
J Thomson	(via Zoom)
S Bannerman	(via Zoom)
M Cameron	(via Zoom)
P McCann	(via Zoom)

In Attendance:

G Mogan	(Director) (in-person)
K McCallum	(Customer Services Officer) (via Zoom)
A Stewart	(Finance Manager) (via Zoom)
S Hunter	(Technical Services Manager) (via Zoom)
S Buchanan	(Housing Services Manager) (via Zoom)
A Innes	(Corporate Services & HR Manager) (via Zoom)

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.

K Stevenson also welcomed Aileen Innes to the meeting, Aileen was successful in securing the position of Corporate Services & HR Manager.

K Stevenson also welcomed H McLatchie, A Claffey and K Devaney to the meeting, they have all agreed to observe tonight's meeting as part of our Management Committee recruitment processes.

1. *Apologies*

None.

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

2. *Declaration of Interest*

None.

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

3.1 *Wednesday 26th January 2022*

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

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3.2 *Matters Arising*

3.2.1 RE: Item 4.2.1 – Committee Annual Assessments

G Mogan advised that Committee will need to consider what other areas of training are to be included in this year's schedule. It was acknowledged that Committee had undertaken Data Protection and FOI training last month and that training on the new requirements for Equalities data collection has been scheduled for April. Committee decided this will be brought back for consideration at the March meeting.

3.2.2 RE: Item 9.2 - Planned & Cyclical Works Progress Report

S Hunter advised that the remaining 2 properties for the fire detection works were completed and that all properties are now fully compliant before the deadline of 1st February 2022.

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

4.1 *1st February 2022*

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

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

K Stevenson advised that an email had been received from EVH at the start of February regarding the annual pay award. It advised the JNC had held its first meeting of 2022 at the end of January. With employers and the Union keen to progress negotiations, meetings had been scheduled for February. We will be kept informed of all progress with negotiations.

6. ***Finance Matters***

6.1 *Management Accounts to 31st December 2021*

A Stewart referred to the report and advised that a surplus of £258,371 is recorded which is higher than budgeted.

The following points were noted:

- Salary costs – are below budget but these have been offset by higher agency costs.
- Reactive and void repair costs – are 5% over budget.
- Cyclical Maintenance – this is under budget again mainly due to works being suspended due to lockdown, this is likely to change once various contracts are undertaken this year.
- Other costs – are under budget due to no wider action or tenant participation projects being undertaken.
- Office overheads – below budget due

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- Training – under budget for both staff & Committee. This is mainly due to little training being undertaken and training which has been done has been online and as such is less expensive.
- Interest Received – more interest than anticipated has been received.
- Corporation Tax – more tax has been paid due to increased interest received.

It was noted that all but one of our KPIs were met. The void rent loss at 1.3% is higher than our 1% target.

A Stewart confirmed that all loan covenants were comfortably met.

A Committee Member asked about the income from the Barratt Flats. A Stewart confirmed that this relates to monies received from owners which have not yet been spent. GCC have confirmed that monies can be retained to offset against any shortfalls from factoring fees once Rosehill becomes the factor.

A Committee Member asked about the reactive repairs costs and why it was over budget. A Stewart confirmed that it is only 5% over budget for the 1st quarter and staff will monitor this. It is likely that some repairs are seasonal e.g. more heating repairs in winter and will even out over the year.

A Committee Member asked about the void rent less. S Hunter confirmed that properties are taking longer to relet due to extra measures being taken to deal with Covid. It was also noted that 2 properties are long term voids, one is due to an electricity meter needing installed which is proving difficult to organise with Scottish Power and another requires a new roof and we have been waiting a substantial time for delivery of the roof tiles. A Stewart also reminded Committee that they had taken the decision not to relet the 3 voids in the supported accommodation units in order to change the type of tenancy.

A Committee Member asked about increased costs in clearing properties once they are void, is it possible to recover these costs from the former tenant. S Buchanan confirmed that tenants are advised of everything that needs to be done prior to them moving out, and staff will try and pursue the former tenant for the costs of anything they would be liable for including using an agency to trace their forwarding address.

Committee considered and approved the Management Accounts to 31st December 2021.

6.2 *Cashflow to December 2021*

Contents noted.

6.3 Authorised Signatories

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

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- The Corporate Services & HR Manager is added as a cheque signatory to our bank accounts.
- The Housing Services Manager and the Corporate Services & HR Manager are added as internet banking payment signatories.
- The Corporate Services & HR Manager is set up on the on-line banking system with authorisation to set up and approve payments.
- The Corporate Services & HR Manager is issued with a credit card with a credit limit of £3,333.
- The Customer Services Officer's credit card limit is increased from £3,000 to £3,333.
- The Director's credit card limit is reduced from £5,000 to £3,334.
- The Technical Services Manager's credit card is cancelled.

6.4 *Factoring Write-Offs*

Committee considered the contents of the report and approved the Factoring Write Offs in the sum of £3.94 credit.

7. **Corporate Services Matters**

7.1 *Health & Safety*

A Innes confirmed that a full report would be submitted to the Staffing and Health & Safety Sub-Committee later this evening, however a Health & Safety Audit has been scheduled for 20th April 2022 and the Fire Risk Assessment will be carried out mid-March 2022.

8. **Technical Services Matters**

8.1 *Quarterly Gas Audit Report*

Committee noted the contents of the report and agreed it was another good outcome.

A Committee Member asked about the Not to Current Standard items. S Hunter confirmed that these were minor issues and do not affect our statutory requirements. It could be an issue with the meter box or the tenant's own appliance. It was confirmed that any issues which were the tenant's responsibility were notified to the tenant in writing.

9. **Housing Services Matters**

9.1 *Potential Evictions Report*

S Buchanan advised Committee of a correction to the report. In case 448 the balance at as at 31/1/22 should be £1891.08. She also confirmed that both cases now have court dates of 30/03/2022.

Committee noted the contents of the report.

A Committee Member asked about the 6 month notice period. S Buchanan confirmed that she had received communication from GWSF very recently intimating that this would be reviewed imminently

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and may be reduced to 3 months' notice which was what it was pre-Covid.

9.2 *Equalities Strategy Update*

Committee noted the update and that staff are progressing well with this area. S Buchanan advised that following the recent meeting with our DPO, it had been concluded we should anonymise all equalities data collected and that no such data will be linked with other information e.g. housing applications. This conclusion was reached following the advice recently provided by the EHRC and ICO. This means that no data protection considerations apply, thereby simplifying our approach to equalities data collection. Committee confirmed it was satisfied with this approach and acknowledged that the Strategy had been updated accordingly.

G Mogan reported that GWSF has advised, in light of the advice from the EHRC and ICO, the guidance on Data Collection is being revised and will be issued in March. S Buchanan added that, as a result, the deadline has been extended to June 2022, however Rosehill is still working to the original deadline of 01/04/22.

10. **Organisational Performance Reports 2021/22:**

10.1 *Q1 to December 2021 and Exceptions Report*

Committee noted the contents of both reports and agreed that overall performance had been good.

A Committee Member asked about the extra measures being taken in void works and whether these can be reviewed with restrictions being eased. S Hunter confirmed that there has been no change in the guidance from Public Health Scotland, and staff are always checking for any updates.

A Committee Member asked about the backlog with adaptations. S Hunter confirmed that this was mainly due to Covid. Works re-started as soon as restrictions eased but there are now delays in availability of resources included staff and materials and we also have to work within our available grant.

A Committee Member asked whether abandonments were common. S Buchanan confirmed that it was not a common occurrence and that there were 2 in the 1st quarter and both were short tenancies, however there was nothing else that Rosehill could possibly have done to prevent them. Staff check in regularly with new tenant and various support services are put in place if necessary.

A Committee Member asked about the relet times. S Buchanan advised it is hoped that this will improve soon with restrictions easing.

A Committee Member asked about refusals of tenements. S Buchanan confirmed that this seems to be an aspirational issue and staff are working on a marketing exercise to "sell" these properties better.

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A Committee Member asked about the Right First Time category. S Hunter confirmed that staff are carrying out extra analysis in this area and will report back in due course.

10.2 *Complaints – Q1 to December 2021*

Committee noted the contents of the report. A Innes advised that she will now be taking the lead in this area and is looking to survey tenants on the matter and look at ways to improve the reporting process.

It was noted that 1 complaint failed the target for resolution, even though an extension was agreed it is still classed as a fail, however a note can be put in the ARC to reflect this.

10.3 *Business Plan Objectives – Q1 to December 2021 Section Operational Plans*

Committee considered each of the Section Operational Plans and acknowledged that all were on track, with objectives being achieved or on track for achievement in the forthcoming quarters.

G Mogan advised that Governance and Corporate Services will be split now that A Innes is in position. This will be done in time for presenting the Q2/half year Op Plan results to Committee.

11. ***Barratt Flats – Update***

Committee noted the contents of the report. It was noted that it is hoped to have an owners vote in the next few weeks for a start date of 1st April 2022 for Rosehill to become the Factor, this is also dependent on the close lighting being adopted and a few other minor issues with GCC to be resolved.

It was also noted that the potential purchases all have sitting tenants. Inspections of the properties and interviews with the tenant will be organised.

Committee further noted that having the dedicated resource of the Factoring Co-ordinator has made a huge difference in progressing matters.

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

12. ***Pension Update***

Committee noted the contents of the report and that it is anticipated that contributions will increase from April 2023.

Once the results of the valuations are available later this year, Committee will seek independent advice in order to make any decisions and will also need to consult staff of its proposals.

At this point, A Stewart left the meeting.

13. ***Governance Services Matters***

13.1 *AGM 2022 arrangements – Update*

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Committee noted the contents of the report and the intention to carry out a door knocking exercise to promote and encourage attendance at the meeting. In the event that members cannot attend they will be invited to complete a proxy form. There is no planned vote at the meeting but this may help to achieve a quorum of 45 at the meeting.

13.2 *Management Recruitment Drive*

G Mogan confirmed that K Stevenson and she had met with a number of members over the past few weeks which has resulted in the 3 observers who are here tonight. It is hoped that this will result in the 3 Members agreeing to stand at the AGM.

Committee noted that as part of the recruitment drive, there was a focus on attempting to recruit underrepresented groups e.g. males and members from other ethnic groups. Committee was pleased to see that 2 of the 3 observers were male and if they subsequently join the Committee this will help boost the male representation. Committee also noted that the recruitment of members from other ethnic grounds was far less successful, with those that had engaged, advising due to other commitments not in a position to join the Committee at this time.

13.3 *Secretary's Report*

Committee noted the contents of the report.

13.4 *Review of Registers*

K Stevenson inspected and signed the following registers:

- Disposals – no new entries
- Frauds – no entries
- Gifts & Hospitality – one entry, this gift was refused as it was cash and above the limit
- Interests – electronic version available to all Committee

G Mogan advised that Committee will be required to re-sign the Code of Conduct and complete the Annual Declaration of Interest at the next meeting.

It was also noted that the Register of Interests is also made available to the public on the website, however it is anonymised in terms of third party details.

14. *Matters for Updating Report*

G Mogan advised that she had an update from the new solicitor dealing with the matter and it has been confirmed that the reports required for the application are being compiled next week and she will then have 30 days to lodge the applications at court.

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15. Any Other Competent Business

15.1 SHR

G Mogan advised that SHR have now published their findings from the investigation into Thistle HA which resulted in them becoming part of another organisation. The report is available in Decision Time Resources. SHR expect other organisations to consider the findings and take these into account when carrying out their own assurance processes. G Mogan confirmed that the Management Team will consider the report at its next meeting and she will then bring a report to Committee next month, she also requested that Committee read the Regulator’s report prior to the next meeting.

16. Date of Next Meeting

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

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

Signed: _____

Date: _____

(Chair)

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