

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON THURSDAY
28TH MAY 2020 AT 4:00PM WHICH WAS HELD REMOTELY USING
ZOOM**

Present:	K Stevenson	(Chair)
	M Cameron	
	S Bannerman	
	N Finlayson	
	M Baldie	
	K Leitch	
In Attendance:	G Mogan	(Director)
	A Stewart	(Finance Manger)
	S Hunter	(Technical Services Manager)
	L Chelton	(Housing Services Manager)
	K McCallum	(Customer Services Officer)

K Stevenson reminded Committee that as the meeting is being held using video conferencing, it was essential 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 E Henderson and K Thomson. K Stevenson advised that staff had been unable to contact new member A Inglis, and as she has now missed 4 consecutive meetings she was no longer eligible to be on the Management Committee in accordance with rule 40.3.

2. *Declaration of Interest*

None.

3. *Minutes of previous meeting held on Thursday 29th April 2020 and Matters Arising*

3.1 *Minutes*

The minutes were approved as true and accurate.

It was approved that K Stevenson would sign the pdf version of the minutes using her digital signature, meantime. The original paper copy will be signed once things return to normal.

3.2 *Matters Arising*

3.2.1 RE: Item 11 – ARC 2019/20 Submission

G Mogan confirmed that the ARC had been submitted online on 5th May 2020.

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3.2.2 RE: Item 13.1 – COVID-19 Monthly Return

G Mogan advised that SHR has published some information gathered from all the RSLs monthly returns and is available in the documents library.

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4. **Chair's Report**

K Stevenson advised that she is undertaking online a CIH Level 5 Certificate in Housing Practice and has submitted and passed her 1st assessment. She further advised that as part of the course she has also received CIH membership for a year and that there are quite a few training opportunities for Committee and encouraged all members to have a look.

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5. **Health & Safety**

G Mogan advised that there is nothing major to report and that Managers are continuing to monitor their staff home working to make sure they have the appropriate equipment and support they require. It was also noted that various well-being information is being circulated amongst staff and several staff have also attended online training events on this topic and they have reported to have been beneficial.

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A Committee Member asked if this could be rolled out to Committee, G Mogan confirmed that she would forward the information via email.

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It was further noted that Health & Safety training for Managers which had been booked for June, prior to lockdown, was able to go ahead using Zoom. It is hoped that other Health & Safety training booked for the whole staff team can be held this way too. G Mogan advised she would also look into the possibility of the Health & Safety training session for Committee being held by Zoom.

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6. **Finance Matters**

6.1 *Management Accounts for the period to 31st March 2020*

A Stewart referred to the report and advised that as these are for the period to 31st March 2020, the impact of COVID-19 is not yet apparent. Committee noted that a surplus of £477,655 is recorded which is higher than budget.

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The following points were noted:

- Employee costs came in below budget.
- Cyclical maintenance and major repairs costs were below budget. It was expected that the majority of this budget would be spent later in the financial year but as these contracts have been postponed due to COVID-19 they may still be under budget by the year end, and will be carried forward to the next financial year.
- Property depreciation is estimated in line with the budget.
- Office overheads came in below budget.

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It was noted that all KPIs were met. A Stewart advised that the staff costs KPI has been amended to include the pension deficit and is currently slightly higher than the Scottish average but nothing to be concerned about. This will be monitored closely going forward.

A Stewart confirmed that all loan covenants were comfortably met.

Committee considered and approved the Management Accounts to 31st March 2020.

6.2 *Cashflow to 31 March 2020*

Contents noted.

6.3 *Annual 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.

It was noted that the interest rates have been reduced again, which is good for loans but not for investments.

A Stewart advised Committee that the Bank of Scotland has now agreed to release the excess security held on the original stock. It is hoped that this process will be finalised in the next few months. Committee were extremely pleased with this result.

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

A Committee member asked for clarification on deposits and investments. A Stewart confirmed that these are the same just different terminology.

Another Committee member asked about the very low interest rate on the Bank of Scotland 32 day notice account. A Stewart advised that the interest received on this account is linked to the Bank of England base rate which fell by 0.65% in March. She will look at the possibility of moving some of the funds to obtain a higher rate.

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

6.5 *Loan Portfolio Return*

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.

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

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7. Technical Services Matters

7.1 Development Policy

Committee noted that this is a new policy which pulls together all the current procedures & processes.

After consideration Committee approved the policy for immediate implementation, and further agreed that tenant consultation was not necessary for this policy.

8. Housing Services Matters

8.1 Potential Evictions Report

Committee noted that the two cases listed had both been sisted due to COVID-19. L Chelton confirmed that as soon as Courts resume business, the cases will both be recalled.

9. Quarterly/Half Yearly Organisational Performance Report:

9.1 Main Organisational Performance Report/Exceptions Report

Committee noted the performance to 31st March 2020 and that any impact of COVID-19 is not yet shown. G Mogan confirmed that there have been 2 failures to carry out annual gas safety check within the anniversary due to COVID-19 and these have been reported to the Regulator as a notifiable event, and they seem satisfied that all reasonable measures have been taken under the circumstances.

Committee noted the contents of the exceptions report for those targets not met and concluded that it was satisfied with the explanations given.

9.2 Complaints

Committee noted the contents of the 2nd quarter and year to date reports.

10. Business Plan 2016-2021: Section Operational Plans 2019/20 – Quarterly and Mid-Year Review

G Mogan advised that the impact of COVID-19 is showing on these as certain activities had to be suspended and staff are trying to prioritise the most crucial activities where possible.

Committee discussed the position with the section operational plans and concluded that the year-to-date position (March 2020) was generally positive but recognised the picture is likely to change for certain business/performance areas in the second half of the year due to the impact of Covid-19 including rent arrears and void re-let times. It was also recognised that once “normal services” resume this will present challenges for staff in dealing with various back logs e.g. impact of suspension of day-to-day repairs. Committee expressed its appreciation to staff for their continued efforts during this challenging and difficult time.

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

11. Governance and Corporate Services Matters

11.1 Review of Unacceptable Actions Policy

G Mogan advised that this policy was introduced a few years ago and as the format has totally changed a copy of the old and new policy was issued for Committee to compare against. She advised that the policy now follows the standard format for all policies and SPSO's policy was also taken into consideration. It was further noted that a right of appeal has also been introduced.

Committee considered and approved the revised policy. It was also agreed that this policy should be subject to tenant consultation as it could have an impact on service provision.

G Mogan confirmed that the policy will be put out for tenant consultation via a website link and questionnaire.

11.2 Variations to Policy Review Timetable 2019/20

Committee noted the contents of the report detailing the reasons why two policies were not reviewed in line with the timetable. It was agreed that this report is an audit trail for good governance.

11.3 Covid 19 – Transitional Plans for resuming “normal” service

G Mogan advised that it is unclear when the office will be able to re-open and that RSLs come under phase 3 of the Scottish Government's 4 phase plan for coming out of lockdown.

She presented to Committee, the initial phase of the 3 phase plan she had drafted for Rosehill's return to “normal” service.

Committee considered the contents of the initial plan and the associated risk assessments and noted, in particular, the following points:

- the risk assessments are live documents which will continue to be monitored and updated when necessary; all staff have now considered the risk assessments and some additional matters are to be added to the risk assessments;
- advice and input on our risk assessments is being sought from ACS Risk to ensure they are robust;
- staff have begun making the necessary health & safety arrangements (covid-19) in preparation for staff being able to return to office working under Phase 1 (a maximum of 50% of staff in any given week);
- in relation to preparing for staff returning to office working G Mogan will be undertaking one-to-ones with relevant staff on matters such as public transport, health issues and childcare, as some of these staff may need extended periods of homeworking.

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In relation to childcare, a Committee member expressed concern about staff having to use annual leave to cover this. G Mogan confirmed that as much flexibility will be used as possible to support staff who will have childcare challenges which will include, but not limited to, options of extended home working, parental leave and the ability to use some annual leave to spend time with their children. She added that she was taking account of advice on such matters from our solicitor and information published by organisations such as EVH.

Committee concluded that it was reasonable to expect that the responsibility of childcare should be shared between both parents.

12. Any Other Competent Business

12.1 Penetration Test

G Mogan advised that the annual penetration test was carried out on 4th May 2020 and she has now received the report, which shows that there are two areas for action. Committee noted that although one area is marked high, there is no immediate risk and Omniledger are working on a solution to rectify the issue.

Committee noted the contents of the findings report and the action being taken to resolve the issues highlighted by the test.

12.2 HouseMark

G Mogan advised Committee that the Management Team are recommending that Rosehill does not renew their subscription to HouseMark.

It was recognised that in terms of performance data, the information submitted was largely based on the ARC returns and Committee is aware that we produce our own benchmarking exercises directly from the ARC datasets published by The Regulator.

It was also recognised that currently there is not a significant number of Scottish RSLs members in HouseMark.

Committee also noted that other organisations in the HouseMark group seem reluctant to share their good practices with others.

G Mogan further advised that she had been approached at an event by another RSL to collaborate locally, which seems like a good initiative but needs to be developed further.

It was noted that Staff and Committee can still attend HouseMark events, but at a slightly higher cost.

After consideration, Committee agreed not to renew the subscription to HouseMark.

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13. Date of Next Meeting

It was agreed that the next meeting will be held on Wednesday 24th June 2020 at 4:00 pm.

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

Signed: _____

Date: _____

(Chair)

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