

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON THURSDAY
29TH APRIL 2020 AT 4:00PM WHICH WAS HELD REMOTELY USING
ZOOM**

Present: K Stevenson (Chair)
E Henderson (Vice Chair)
M Cameron
J Thomson
S Bannerman
K Thomson
M Baldie

In Attendance: G Mogan (Director)
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. A discussion took place on whether the chat function could be used for asking questions, and it was decided that the format from the previous meeting seemed to be successful and should be followed again this time, which was the Chair speaking first and then asking each individual member their opinion and if they wanted to add anything further.

1. *Apologies*

Apologies for absence were received from N Finlayson and K Leitch. G Mogan advised that the new member A Inglis had been contacted and she had intimated that she was still interested in being on the Committee. As such papers were issued, however staff have been unable to contact her again to assist with signing into zoom. It was noted that should she miss the next meeting she will no longer be eligible to be on the Management Committee.

2. *Declaration of Interest*

None.

3. *Minutes of previous meeting held on Wednesday 2nd April and Matters Arising*

3.1 *Minutes*

The minutes were approved as true and accurate subject to the following correction.

In error the matter of the presentation of the Financial Services Authority Annual Return for Committee's information was missed from the minutes (agenda item 7.2).

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At this point G Mogan advised Committee that there had been an error in a date of birth in the return which had since been corrected and the return has now been submitted.

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*

There were no matters arising.

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

4.1 *13th January 2020*

The minutes were approved as true and accurate on a motion by M Baldie and seconded by K Thomson.

5. **Chair's Report**

K Stevenson referred to the advisory guidance issued by SHR on matters which have been raised by RSLs during the pandemic including:

1. The governing body is unable to meet or achieve a quorum
2. RSL governing body members falling below the minimum number required.
3. RSL is unable to update its constitution at its next AGM
4. RSL is unable to hold its AGM
5. RSL cannot complete its accounts on time

It was noted that points 3, 4 and 5 are not relevant at this time due to different year end, Rosehill's AGM has already been held.

K Stevenson advised that in relation to item 1, Committee is conducting its meetings remotely at the moment using Zoom and has made temporary amendments to its Standing Orders following legal advice. However, in terms of matters 1 and 2 we will monitor the situation closely and should any issues arise, The Regulator will be advised if necessary.

6. **Health & Safety**

G Mogan advised that there are no significant issues at the moment in terms of Health & Safety, the only issue which she is keeping an eye on is the wellbeing of staff working from home, particularly if the lockdown should continue much longer. G Mogan advised that line managers are in regular contact with staff and are also undertaking one to one catch ups to check on how they are doing.

7. **Finance Matters**

7.1 *Summary Cashflow (February 2020)*

Committee noted the contents of the report.

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A Committee member commented that there may be a change in rental income from March as tenants are affected financially due to the pandemic.

G Mogan confirmed that staff are working hard to engage with those tenants who may be affected and also assisting them to make a fast track application for Universal Credit. However, it is anticipated that the arrears will rise under the circumstances.

It was also noted that £1.5M was put back on deposit in February.

8. Technical Services Matters

8.1 Legionella Policy

Committee considered the draft policy which governed our approach and practice in meeting the requirements of the associated legislation.

Committee agreed that tenant consultation was not required as it was a legal requirement, the policy was approved for immediate implementation.

9. Housing Services Matters

9.1 Potential Eviction Report

Committee noted the contents of the report.

A Committee Member asked whether it was true that no evictions would be granted during the pandemic. G Mogan confirmed that no evictions would be granted in the meantime and that the notice period has been extended to 6 months for rent arrears and 3 months for anti-social behaviour, and that the courts were not hearing many cases at the moment.

10. Governance and Corporate Services Matters

10.1 Tenant and Resident Safety – Assurance Exercise

Committee noted that this was an extension to the main annual assurance exercise and that this would also be monitored by the Management Team and the Audit Sub-Committee.

Committee considered the contents of the exercise, noted that none of the areas were marked as not compliant and agreed that nothing needs to be added at this time.

Committee approved the Tenant and Resident Safety Assurance Exercise.

10.2 Coronavirus: Managing Rosehill's Business – Assurance Exercise

Committee noted that following on from the report presented at the last meeting, this Assurance Exercise has been prepared to consider the ongoing impact on Rosehill on various aspects of its business

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including: service provision, performance, governance matters and cyber security.

G Mogan advised that the exercise would continue to be developed and would consider the ongoing impact post Coronavirus and how we manage once things return to normal e.g. how we cope with various backlogs, how quickly we can have our full service provision back up and running, managing and recovering the likely significant increase in rent arrears and consideration of any financial impact/implications for our business plan commitments and objectives.

It was noted that this will be monitored frequently by the Management Team and by the Audit Sub-Committee at its quarterly meetings.

Committee considered and approved the contents of the exercise. They further acknowledged the amount of work put in to pull all this together.

G Mogan advised that the exercise may be submitted to SHR as an update to the ongoing notifiable event.

11. ARC 2019/20 – Draft Submission

G Mogan led Committee through a presentation of the results, with comparison to previous years' performance where applicable.

It was noted that some of the indicators have changed and some have been deleted. Other changes include the removal of the main stock data indicators from the annual return, with the information now being uploaded directly to the Portal, and the ESSH indicators now being incorporated into the main return as opposed to a separate return, as in previous years.

Committee recognised that performance had been maintained or improved compared to previous years for many of the indicators. Some of the more significant improvements related to the satisfaction indicators following the results of the Tenant Satisfaction Survey carried out in Summer 2019. However, there were a couple of results which were not as good as previous ones:

- Factored owners satisfaction levels: results are based on an in-house survey carried out last year and as there are low numbers of owners, only 10 surveys were returned, 8 of which were satisfied, 1 neither satisfied nor unsatisfied and 1 unsatisfied.
- Tenancies refused: Committee noted that there were a higher number of relets in the year as a result of some of our own tenants moving into our new build and also moving to another RSL's new build. There were 101 offers made in the year with 14 refusals; 11 of which related to tenement flats which can be more challenging to allocate.

G Mogan also reported that 4 indicators' results varied from what was reported as the year-end result to committee in December. Committee noted that the variations are due to fine tuning following the pre-submission audit and further noted that in the case of 3 of the 4 the revised result was better. The other result related to a new indicator.

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Committee concluded that it is a strong performance and there are no particular areas of concern. Committee acknowledged that it had considered the pre-submission audit report at its meeting on 2nd April and was satisfied with the outcome of that.

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

G Mogan advised that SHR has extended the deadline for submission until the end of July, however Rosehill does not require this extension.

12. Minutes of Annual General Meeting held on Tuesday 18th February 2020 – for information only

Contents noted.

13. Any Other Competent Business

13.1 COVID-19 Monthly Return

G Mogan advised that during the pandemic, SHR require a monthly return for all RSLs, which will include statistical information including:

- Arrears figure
- Void properties
- Lets and lets to homeless
- Staff numbers and absences
- Cash balance as at month end

It was further noted that a one off return is also required on RSL payments including the timing of employment related payments.

G Mogan confirmed that the returns will be submitted by the deadline of 7th May 2020.

13.2 Cyber Security

G Mogan advised that as part of Rosehill's ongoing commitment to cyber security, she had signed up for annual penetration tests to be carried out. This is a 3 year contract with a company called Bulletproof, who carried out the previous test following the IT internal audit.

It was noted that the first test will be carried out on 1st May 2020.

14. Date of Next Meeting

It was agreed that the next meeting will be held on Thursday 28th May 2020 at 4:00 pm, with the Staffing and Health & Safety Sub-Committee meeting being held directly after.

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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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