

ROSEHILL HOUSING ASSOCIATION LIMITED

**MINUTES OF THE HYBRID MANAGEMENT COMMITTEE MEETING HELD ON
27TH NOVEMBER 2024 AT 6:00 PM AT ROSEHILL'S OFFICES AND
ONLINE VIA TEAMS**



- Present:**
- | | |
|-------------|--------------------------|
| K Stevenson | (Vice Chair) (in person) |
| J Gallen | (in person) |
| H McLatchie | (in person) |
| S Bannerman | (in person) |
| K Devaney | (in person) |
| J Thomson | (in person) |
| N Finlayson | (via Teams) |
- In Attendance:**
- | | |
|-------------|---|
| G Mogan | (Director) (in person) |
| L Donnachie | (Finance Manager) (in person) |
| S Hunter | (Technical Services Manager) (in person) |
| S Quinn | (Housing Services Manager) (in person) |
| A Innes | (Corporate Services & HR Manager) (in person) |
| K McCallum | (Customer Services Officer) (in person) |

In the absence of the Chair, the Vice Chair chaired the meeting.

1. Apologies

Apologies for absence were received from P McCann, A Greene and K Thomson.

2. Declaration of Interest

None.

3. Confidential Matter

This is subject of a confidential minute.

At this point L Donnachie, S Hunter, S Quinn, A Innes and K McCallum were invited to join the meeting.

4. Minutes of previous meeting:

4.1 Wednesday 30th October 2024

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

4.2 Matters Arising

None.

4.3 *Decision/Actions Tracker*

Committee noted the progress with the various items listed and noted that evidence will be provided where relevant. It was acknowledged that the majority of decisions/actions were complete or on track. Only 2 items had future deadlines.

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

5.1 *25th September 2024*

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

5.2 *3rd October 2024*

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

5.3 *21st October 2024*

The minutes were approved as true and accurate on a motion by H McLatchie and seconded by J Gallen.

6. ***Chair's Report***

Nothing to report.

7. ***Finance Matters***

7.1 *Quarterly Management Accounts to 30th September 2024*

L Donnachie led Committee through the report highlighting the following areas:

- Turnover is approx. £6K less than budget
- Staff, Estate costs & Overheads are all under budget
- Reactive & Void Repair costs are over budget
- All KPI's have been met
- Loan covenants have been comfortably met

Following a question about overspend on Reactive and Void repairs costs, L Donnachie advised that some further work is required in this area as some items can be capitalised.

A Committee Member asked for clarification on Depreciation. L Donnachie advised that this area also requires further analysis as he believes the budget may have previously been set incorrectly.

Committee considered and approved the quarterly Management accounts.

M
i
n
u
t
e
s

7.2 *Cashflow to 31st October 2024*

Committee noted the contents of the report.

7.3 *Asset Management System*

L Donnachie advised that he proposes to purchase Asset Management software at a cost of £9K plus £3K per annum. There were no objections.

8. ***Technical Services Matters***

8.1 *Office Alterations*

Committee noted the contents of the report, and the information contained in the analysis report on tenders received.

S Hunter advised that the tender amounts are higher than anticipated but the work involved in creating the ramp at the rear of the office is more substantial than envisaged at the budget stage.

Committee approved the appointment of S & D Development for the sum of £65,115.76.

8.2 *Quarterly Gas Audit*

Committee noted the contents of another positive report and that the progress section has been added as requested and at the half year mark, we are on track to meet the required numbers.

A Committee Member asked about the one At Risk issue noted. S Hunter confirmed that the issue was rectified the same day and that the contractor can provide photo evidence which shows the defect was not present at the time of the original service.

It was further noted that the report is shared with the contractor who then has a tool talk with their engineers to cover any issues/recommendations.

8.3 *Planned & Cyclical Maintenance Progress Update*

Committee noted the contents of the report.

9. ***Housing Services Matters***

9.1 *Potential Evictions Report*

Committee noted the contents of the report and that there were no cases to report.

M
i
n
u
t
e
s

10. Corporate Services Matters

10.1 Update on Improvement Plan from Arc Pre-Submission Audit

Committee noted the update from the 1st report presented in August and the introduction of the RAG system to show progress and that all items have either been completed or are on track.

10.2 Update on Improvement Plan from 2022/23 ARC benchmarking

Committee noted the updated plan and that any items not achieved have been rolled forward into the new plan.

10.3 New Improvement Plan from 2023/24 ARC benchmarking results

Committee noted the contents of the plan and that most areas are either being achieved or on track with the exception of the satisfaction results which are still based on the TSS survey from 2022 and will not be updated before the next results are published. Committee noted that the next survey is scheduled for late 2025.

11. Organisational Performance Reports:

11.1 Quarterly Performance Report – Q2 to 30th Sep 2024

Committee noted the various outcomes for Q2 and the year to date, in particular the following was noted:

- Sickness – target being better in Q2 for the first time in a while
- Relets times – target achieved in Q1 and Q2
- Adaptations – target achieved in Q1 and Q2 and reduced by approx. 50% from last year

It was agreed that overall performance has again been very good.

11.2 Quarterly Performance (to 30th Sep 2024) - Exceptions Report

Committee noted the contents of the report and the explanations for the failed targets.

A Committee member asked about the Homeless target. S Quinn advised that Committee had previously agreed to provide a minimum of 45% of lets for Homeless applicants and it is hoped that this target can be met by the end of the financial year. It was further noted that the matching process for applicants has been very beneficial.

11.3 Quarterly Complaints Report to 30th Sep 2024

Committee noted the contents of the report.

A Committee member asked if the new Customer Service Charter has had an impact on the number of complaints received. A Innes advised that she has seen a decline in the number of stage 2 complaints but

M
i
n
u
t
e
s

a full analysis will be carried out once the Charter has been in place for a full year.

11.4 *Tenant and Resident Safety - to 30th Sep 2024*

Committee noted the progress and that there were currently 4 EICR cases which have failed the anniversary dates, and the reasons for these failures.

It was further noted that the outcome of the consultation is not yet known and if this indicator will be reported within the financial year or whether it will be within the anniversary dates, as if the later some cases will remain as failed for 5 years until the next EICR is carried out.

11.5 *Factoring – Progress Report*

S Hunter advised the following:

- Issue with common meters is still outstanding which is outwith Rosehill's control and due to the supplier.
- GCC executed their powers along with SEPA and removed the huge amount of tyres which had been fly tipped in the rear courts and also treated the resulting problem with rats nesting in them.
- Arrears are down by approximately £19K and as part of the agreement, GCC will underwrite any losses at the end of the financial year.

11.6 *Equalities & Human Rights Action Plan – to 30th Sep 2024*

Committee noted the progress and that the majority of areas have been achieved, with some being out with the timescale, or on track.

11.7 *Business Plan 2021- 26: Annual Plan 2024/25 – Director's Plan and Section Operational Plans Q2 Outcomes*

Director's Plan

All areas being achieved or on track.

Technical Services Plan

All areas on track/achieved.

Housing Services Plan

It was noted that a few areas are not being achieved in relation to the Scrutiny Panel as numbers have dropped and specialist support was lost, and S Quinn has not managed to find a replacement yet.

Corporate Services Plan

It was noted that a few areas are not being achieved – website has been postponed until after the outcome of the IT tender; IIP action plan was over ambitious and will be picked up again in the next financial year, and a staff development day has been delayed due to the recent higher turnover.

M
i
n
u
t
e
s

Finance Services Plan

It was noted that all areas are being achieved with the exception of the Policy review which Committee previously agreed to postpone.

12. Quarterly Review of Strategic Risks

It was noted that the Management Team reviewed the registers in October and are due to review again in December and the Audit & Risk Sub-Committee reviewed them in November.

Committee noted that the committee recruitment risk will be updated now to reflect the constitution change. A Committee member asked if new members come on can they join a Sub-Committee. G Mogan confirmed that any new members can join a Sub-Committee however there are no current vacancies this year. Members can be co-opted on until the next AGM but will not count towards a quorum.

Committee further noted that the Welfare Rights Advisor has been reaching out to those tenants who may be affected by the winter fuel allowance and has been successful in getting some onto Pension Credit which then entitles them to the allowance.

A Committee Member asked about the new Housing Bill. G Mogan advised that timescales for the new bill are not yet known.

Committee agreed that there were no further changes required at this time.

13. Annual Rent Review 2025/26

Committee acknowledged that since the Planning Session was cancelled due to bad weather, a comprehensive report has been produced to enable Committee to fully consider the rent review.

G Mogan advised that Committee should also consider the following:

- In line with the Business Plan – is it feasible to stick to inflation only increases?
- Should the 4th year priorities of the current Business Plan be the final year which would cover until Mar 2026?
- Is offering rent increase options feasible and appropriate?

Committee considered the contents of the report, acknowledging that our average rents are comfortably lower than Scottish average and those of neighbouring RSLs. It was pleased to note that the affordability assessment tool used, showed that all our rents are affordable, accounting for less than 25% of the moderate income.

L Donnachie advised that increases in line with CPI or below are not sustainable long term due to increased costs e.g. void/repairs costs have increased by 3%; staff costs are expected to increase by 4%.

M
i
n
u
t
e
s

Committee referred to the table in the report which detailed the amount of rent lost in comparison to peers and the average. Committee also noted the proposed rent increases from peers at appendix 3 which range from 2.7% to 6.9%

L Donnachie advised that CPI increased to 2.3% in October.

A Committee Member asked about potential funding for Net Zero. It was noted that at this time it is not known as to what extent, if any, funding will be made available to support social rented landlords achieve net zero measures. However, it is prudent that we start to build provision for the delivery of these measures.

G Mogan confirmed that during the consultation process, it is intended to target members who pay full or the majority of rent to get their opinions.

After further discussion, Committee decided the following:

- that in line with the Business Plan, increases capped at inflation only are no longer feasible;
- that the 4th year priorities in the Business Plan will be the final year of the current Plan which will end in March 2026. The Annual Planning event in Autumn 2025 will be to develop a new 5 Year Business Plan;
- that options are not feasible as there is no scope to provide additional services at this time.

After further discussion, the committee agreed by majority that tenants should be consulted on a proposed rent increase of 4%; one member disagreed.

Committee then considered the draft consultation document which would need to be updated with the proposed rent increase for 2025/26 and approved it.

At this point L Donnachie, S Hunter, S Quinn and A Innes left the meeting.

14. Director's Matters

14.1 Constitutional Change – Update

Committee noted the contents of the report and that this will be the final report as Rosehill has completed the final stages of the constitutional change, with the last stage being completed on 13th November 2024 when OSCR confirmed we had met the charity test and entered Rosehill Housing Association in the Scottish Charity Register.

G Mogan confirmed that all notifications have been made to relevant parties/suppliers/contractors etc. A new letterhead has been approved with a slightly different layout and it will be a gradual process to update all documentation/publicity material with the new name and logo.

M
i
n
u
t
e
s

She advised that our charity number is now displayed on our website, and this information along with our other registration details will be displayed on various publications including the pending Winter Newsletter. Committee noted that we have 6 months from being registered as a charity to ensure our charity number is displayed on literature, emails and web pages.

14.2 *IT Reports:*

Committee considered the outcome of the two IT reports.

14.2.1 Disaster Recovery Plan

Committee noted that the results of the annual testing was again positive.

14.2.2 Annual Penetration Test

Committee considered the results and acknowledged that a number of recommendations were made which have been implemented.

14.3 *Committee Training*

Committee noted the contents of the report and approved the updated programme. It was noted that G Mogan is awaiting SHARE to confirm availability for the Marketing & Media Training due to be completed in January.

G Mogan asked for clarification on the request for training on the Core Values. It was agreed that G Mogan would facilitate this as an informal discussion on what each of the values are and what they could mean to individuals.

Committee discussed the various methods for delivering training including online, in person at Rosehill's office or trainer's office and also conferences. It was agreed that overall the preferred method is in person at Rosehill's office.

Discussion also took place about the minimum amount of training to be undertaken by Committee each year. It was recognised that the level of training would be influenced by the outcome of Committee's annual appraisals. It was also recognised that refresher training is typically undertaken on a 2 yearly cycle and includes topics such as Risk Management, Data Protection/FOI, Equalities and Human Rights and Health & Safety Responsibilities for Employers. It was concluded that the minimum level of training would be 4 sessions per year.

K Stevenson announced that Standing Orders have been suspended due to the current meeting being in progress for 2.5 hours. All those present agreed to the meeting being extended by a further 30 minutes.

M
i
n
u
t
e
s

14.4 *Outcome of Mid-Year Staff Performance and Training Reviews – All Staff*

Committee noted the outcome of the reviews.

At this point G Mogan and K McCallum left the meeting for the next item.

14.5 *Outcome of Director's Mid-Year Performance and Training Review – Report by Chair and Vice Chair – Confidential*

K Stevenson (Vice Chair) took Committee through the report. Committee considered the findings of the Year-end PTR and acknowledged the positive outcome with the Director delivering in the main the tasks/objectives of her work plan and recognised the completion of various key areas of work. Committee noted that the Chair and Vice Chair had not identified any specific recommendations or particular action points that needed addressing by the Director.

G Mogan and K McCallum were invited to re-join the meeting.

14.6 *Director's Report*

Committee noted the contents of the report and that Audit Scotland had confirmed that the National Fraud Initiative – Pilot for RSLs will not be proceeding at this time due to the issues not yet being resolved.

15. ***Minutes of Sub-Committee meetings for information:***

15.1 *Staffing and Health & Safety Sub-Committee meeting held on 29th October 2024*

Contents noted.

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

16.1 *Data Protection Officer Service*

G Mogan advised Committee that the contract for the DPO Service was up for renewal. She reminded Committee that the company had not increased its costs for the last 3 years. However, there would be an increase this year to £575 plus VAT per month, which is an increase of £80 per month plus VAT. She added that if we signed up for a 3 year contract the monthly fee would be fixed for the 3 years.

Committee recognised the importance of this service which provided invaluable support and assistance to the organisation. It was noted that G Mogan would proceed with renewing the contract for the next 3 years.

M
i
n
u
t
e
s

17. Date of Next Meeting

The date of the next meeting of the Management Committee will be held on Wednesday 22nd January 2025 at 6:00pm. It was noted that J Gallen submitted her apologies for this meeting.

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

Signed: _____

Date: _____

(Chair)

M
i
n
u
t
e
s