

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF HYBRID MANAGEMENT COMMITTEE HYBRID MEETING HELD
ON WEDNESDAY 28TH FEBRUARY 2024 AT 6.00PM**

Present:	N Finlayson	(Chair)
	K Stevenson	(Vice Chair)
	S Bannerman	
	J Gallen	
	H McLatchie	
	A Greene	
P McCann		
In Attendance:	G Mogan	(Director)
	S Hunter	(Technical Services Manager)
	S Quinn	(Housing Services Manager)
	A Innes	(Corporate Services & HR Manager – via Teams)
	C Williamson	(Senior Finance Officer)
	K McCallum	(Customer Services Officer)
	M McDermott	(Wylie & Bisset)

The Chair welcomed Matthew to the meeting who will deal with the reports under item 6.1 on the agenda, which will be taken after agenda item 2.

1. Apologies

Apologies for absence were received from K Thomson.

2. Declaration of Interest

None.

6. Finance Services Matters

6.1 Quarterly Management Accounts to 31st December 2023

M McDermott referred to the report and advised that a surplus of £1,062,781 is recorded which is higher than anticipated.

The following were noted:

- Turnover – performed better than budget
- Staff costs – under budget
- Estate costs – reactive repairs over budget which is offset by underspend on cyclical, major repairs & adaptations
- Interest – considerably more interest received than anticipated
- Bad debts – under budget

M McDermott advised that staff are working on trying to lower the void costs where possible.



It was noted that all KPI's have been met with the exception of voids percentage. M McDermott advised that the result for staff costs per unit is incorrect and will be corrected – this result should show below the Scottish average.

It was also noted that the loan covenants were comfortably met

Overall, M McDermott considered Rosehill to be in a very healthy financial position.

It was noted that the 30 years projections are being worked on just now. M McDermott advised there was a planning meeting next week with the External Auditor as part of the preparations for the audit of the annual accounts.

A Committee Member asked if it is necessary to revisit the situation with the loans. M McDermott advised that the rates are low enough and there is more interest being earned than paid. The funds may be needed in later years and it is always easier to get loans, if required, when there is existing borrowing.

Committee considered and approved the Management Accounts to 31st December 2023.

Committee thanked Matthew and he then left the meeting.

3. Minutes of previous meetings for approval:

3.1 Wednesday 24th January 2024

The minutes were approved as a true and accurate record and were signed by N Finlayson.

3.2 Matters Arising

None.

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

4.1 12th December 2023

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

4.2 20th December 2023

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

4.3 15th January 2024

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

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4.4 9th February 2024

This item is deferred.

4.5 12th February 2024

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

5. **Chair's Report**

N Finlayson advised that the union had balloted its members over the proposed wage deal, with the majority of members voting in favour of the Union's recommendation to reject the wage deal. This has meant the matter has been referred to ACAS who provide a conciliation service. A meeting is due to take place next week.

6. **Finance Services Matters**

6.2 *Cashflow to January 2024*

Committee noted the contents of the report.

C Williamson confirmed that the Fuel Funding Grant had been received in November and has now been paid out to all 925 tenants who responded.

C Williamson left the meeting.

7. **Technical Services Matters**

7.1 *Scottish Government Consultation of the Social Housing Net Zero Standard*

Committee noted the contents of the report.

S Hunter advised that she had hoped to have a copy of GWSF's final response to the consultation but it hasn't yet been circulated. It was noted that the intention is to mirror GWSF's response but also to submit a few additional points too, including:

- Clean heating systems must benefit tenants financially or at least be cost neutral
- Systems could be difficult for tenants to operate

Discussion took place with the following points being noted:

- Rosehill currently has a high EESSH position but the new standard would mean that only 92% of properties would fail
- Estimated £12,00 to £20,00 per property to bring them up to standard
- Estimated additional rent costs of £183 per month per property to fund a carbon zero property could be required
- The potential if properties don't meet standard by 2028 they will not be able to be relet

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- No current proposed solution of clean heat is producing the expected results for tenants in terms of creating an appetite to install.

Committee approved the consultation response.

7.2 *Quarterly Gas Audit*

Committee noted the contents of the report.

7.3 *Planned and Cyclical Maintenance Progress Update*

Committee noted the contents of the report.

A Committee Member asked if access could be forced to carry out the necessary works. It was noted that if the works were for safety or legal requirements access would be forced, but it is not deemed appropriate for improvement works. Staff are working hard to convince tenants it would be to their benefit.

7.4 *100 Peat Road – Verbal Update*

Committee was reminded of its previous decision that when the property was completely vacant and handed back to us, we would carry out refurbishment works and convert it to the original floorplan of 2 x 3 apartment semi bungalows. S Hunter advised she has had an initial meeting with the architect who will be looking at proposals, but due to the works required it is likely that it would need to comply with all current building regulations. Committee acknowledged that due to the works involved and the need for a building warrant that the actual works will not commence for several months.

Following a discussion about the opportunity to use this property as a pilot for carbon zero, Committee decided it should be used as a pilot.

S Quinn advised that staff will be keeping an eye on the property to ensure no vandalism and timer lights will be put in, so its not obvious the property is vacant.

8. ***Housing Services Matters***

8.1 *Potential Evictions Report – Rent*

Committee noted the contents of the report and that this is the fifth consecutive month with no cases to report and acknowledged this was due to the hard work of staff engaging with tenants to prevent further action.

8.2 *Potential Evictions Report – ASB*

S Quinn advised Committee that with this type of case there are no pre action requirements but there is a requirement to provide proof including:

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- Conviction for offence – doesn't need to be a custodial conviction
- Type of offence and where it happened
- Impact on community

It was noted that when the case called at Court, the Sheriff granted decree for eviction. However, as the tenant was not present at court or represented, there could be a minute of recall, it will be approximately 4-6 weeks before decree can be enforced if a minute of recall is not lodged.

A Committee Member asked what reasons could a minute of recall be lodged. S Quinn advised the only possible challenge would be under a breach of the tenants human rights.

9. Corporate Services

9.1 Health & Safety Update

A Innes advised that the Health & Safety Audit is due in the coming months along with the Fire Risk Assessment, outcome will be reported to the Staffing and Health & Safety Sub-Committee.

9.2 Social Media Launch

A Innes confirmed that Rosehill is now live on Facebook with 87 likes and just over 90 followers. One comment was posted which was a housing enquiry that was passed to relevant department.

10. Organisational Performance Reports:

10.1 Quarterly Performance Report - to 31st December 2023 and YTD

Committee noted that there were 2 reports, one for the current extended year October 2022 to March 2024 and one for the period April 2023 to March 2024 which is the timeline to be used for the next ARC return.

Committee noted the results and that whilst overall performance was good, there were a few amber and red results which are explained under the exceptions report.

10.2 Quarterly Performance (to 31st December 2023) - Exceptions Report

Committee noted the contents of the report for the results coded amber or red.

It was noted that although the void relet target is improving it is unlikely to recover before the year end.

A Committee Member asked how many voids there has been this year. S Quinn confirmed that there had been approximately 48 with 7 or 8 active at the moment. It was confirmed that it has been challenging due to the volume of work required in properties and staff are always trying to tighten up the process in order to limit the void

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period. It was noted that the Technical guidance is very strict in what can be discounted but certain planned works can be discounted from the calculation which is based on calendar days and not working days. S Hunter also advised that there has been a knock on effect from the properties which were severely damaged due to burst pipes as the insurance company had not been able to appoint a contractor and in order to resolve the matter as soon as possible, the re-instatement works were being carried out by our own contractors which in turn has an impact on day to day repairs.

A Committee member commented about the anti-social result which was caused by a timing issue as one complaint had been received in the last days of the period and had not been resolved yet.

S Hunter advised that in relation to adaptations, the more complex works had been stripped out, for information purposes only, and shows that the more routine adaptations are being completed well within the target.

A Committee member commented that it was excellent to see that the rent arrears target is always bettered and that there have been no pending evictions for 5 months now.

10.3 Quarterly Report on Complaints to 31st December 2023 & YTD

Committee noted the contents of the report and that all targets had been met in the quarter.

A Committee Member asked if the new Customer Service Charter is having any impact. A Innes advised that the Charter has only just been launched and not yet been circulated to members. It is currently at the printers.

10.4 Tenant and Resident Safety - to 31st December 2023

Committee noted the contents of the report and that the same 2 EICR cases remain outstanding, however staff are actively seeking a resolution. It was noted that there is potential to always have fails in this area for reasons outwith our control e.g. utility problems.

10.5 Factoring – Progress Report

S Hunter advised Committee that the Factoring Co-ordinator post is vacant again and is currently being advertised, there is a temp in post to keep things ticking over.

Committee noted that once the post is filled, a regular arrears report will be developed for information.

10.6 Business Plan 2021-26: Extended Section Operational Plans Oct 23 – Mar 24 Quarterly and YTD Review

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Committee noted that the vast majority of objectives and targets being met. Only one area has been partially achieved due to a Factoring Co-ordinator not being in post.

Technical Services

It was noted a few outcomes and tasks have not been achieved due to timing of planned maintenance contracts.

Housing Services

Committee noted that the specialist support for the Scrutiny Panel will not be achieved before the year end, as an alternative firm will need to be sought. It was further noted that the roll out of TenantsHub will be post April 2024 and further investigation is required for the 'Near Me' app as information has only just been received.

Corporate Services

Committee noted that the launch of Social Media has only just been achieved and the website re-design has been postponed due to the priority of implementing the invoice worktray.

Committee concluded that taking everything into account, performance across the board was good and that it was satisfied there were valid reasons for any objectives not being met or being delayed.

11. *Business Plan 2021-26: Proposed Year 3 (2024/25) Priorities – Outcome of Tenant Consultation*

Committee considered the contents of the report and in particular the feedback from tenants on the key priorities for the coming year. Committee acknowledged that the feedback was positive with the majority of tenants agreeing with our proposals.

Committee discussed and approved the draft programme, recognising that the programme will now be updated with other key tasks that require to be carried out over the coming year. Committee noted the final programme will be brought back to Committee next month for approval.

12. *Quarterly Review of Strategic Risk Register*

Committee noted that the risk register is reviewed bi-monthly by the Management Team and SHNZS has still to be added as a risk.

A Committee Member asked if failure to retain staff should be added. It was agreed that this is on the Operational Risk Register and there is no need for it to be added to the Strategic register at this time.

After discussion, it was agreed that no other areas require review at this time.

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

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13. Director's Matters

13.1 Review of temporary arrangements for Finance Services

Committee considered the contents of the report and attachment. After discussion Committee concluded that it is not the right time to try recruiting a new Finance Manager and approved the re-appointment of Wyllie & Bisset for another year, subject to a 6 month review.

Committee approved the 5% increase in fees and the increased hourly rate for attendance at Committee meetings. Committee noted that the post of Senior Finance Officer will now be made permanent.

13.2 Participation in National Fraud Initiative – Pilot for RSL

Committee considered the contents of the report and acknowledged that the DPO is comfortable with Rosehill being involved and will update the Transparency Statements for Tenants and Staff accordingly.

Committee concluded the initiative will be useful in validating systems in place and identifying any areas of weakness.

After further discussion, Committee approved Rosehill's involvement in the National Fraud Initiative's Pilot for RSLs. G Mogan advised that an article, produced by our DPO, will be placed on the website and also in the next newsletter. In addition once the transparency statements have been updated these will be issued to tenants and staff. She advised she will now confirm Rosehill's participation in the Pilot to the staff member within Audit Scotland.

13.3 Draft Rules – further discussion required

Committee considered the contents of the report and that further to the session with Linda Ewart and our solicitor in January, further consideration was required on a few issues:

- Rule 7 - Committee agreed that the only service users other than tenants would be factored owners and as such is satisfied with the proposed wording.
- Rule 58.5 – Committee discussed this and agreed that although it would be preferred that Office Bearers were tenant members, no restriction should be put in the rules for this.

G Mogan advised that she will confirm this information to Linda Ewart and our Solicitor, who will draw up the final draft of the Rules for Committee approval at the March meeting. Committee noted that our solicitor intends to ask the Financial Conduct Authority for their non-binding indicative view as to whether such variations to the Rules would be acceptable.

13.4 Director's Report

Committee noted the contents of the report.

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14. Minutes of Sub-Committee meetings for information:

14.1 Audit & Risk Sub-Committee meeting held on Wednesday 24th January 2024

Contents noted.

15. Any Other Competent Business

15.1 SHARE Annual Conference

G Mogan advised that the conference will be held in Glasgow on 15-16th March 2024, if any Committee is interested in attending, please advise the office as soon as possible.

15.2 Committee Training

G Mogan advised that a refresher on Data Protection is due and possibly Health & Safety also, she will circulate proposed dates as soon as possible.

16. Date of Next Meeting

The next meeting of the Management Committee will be held on Wednesday 27th March 2024 at 6:00pm.

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

Signed: _____

Date: _____

(Chair)

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