

**ROSEHILL HOUSING CO-OPERATIVE LIMITED**

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON THURSDAY  
26<sup>TH</sup> AUGUST 2020 AT 4:30PM WHICH WAS HELD REMOTELY USING  
ZOOM**

<b>Present:</b>	K Stevenson	(Chair)
	N Finlayson	
	M Baldie	
	K Leitch	
	J Thomson	
<b>In Attendance:</b>	G Mogan	(Director)
	O Gaffney	(SHARE)
	A Stewart	(Finance Manager)
	S Hunter	(Technical 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.

K Stevenson also advised that Olwyn Gaffney from SHARE would be observing the meeting as part of the Annual Committee Member assessment process.

**1. *Apologies***

Apologies for absence were received from K Thomson, S Bannerman and M Cameron. It was further noted that E Henderson is on Special Leave.

**2. *Declaration of Interest***

None.

**3. *Minutes of previous meeting held on Thursday 24<sup>th</sup> June 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***

None.

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#### **4. Minutes of Membership Sub-Committee meetings**

G Mogan advised that although the following membership applications had been approved remotely, the certificates have yet to be signed and sealed and this will be done once things return to normal.

##### **4.1 19<sup>th</sup> March 2020**

The minute was approved as true and accurate on a motion by K Leitch and seconded by N Finlayson.

##### **4.2 20<sup>th</sup> May 2020**

The minute was approved as true and accurate on a motion by N Finlayson and seconded by K Thomson.

##### **4.3 5<sup>th</sup> June 2020**

The minute was approved as true and accurate on a motion by K Stevenson and seconded by K Leitch.

##### **4.4 10<sup>th</sup> July 2020**

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

##### **4.5 21<sup>st</sup> July 2020**

The minute was approved as true and accurate on a motion by M Baldie and seconded by N Finlayson.

##### **4.6 23<sup>rd</sup> July 2020**

The minute was approved as true and accurate on a motion by K Stevenson and seconded by M Baldie.

##### **4.7 17<sup>th</sup> August 2020**

The minute was approved as true and accurate on a motion by K Stevenson and seconded by N Finlayson.

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

K Stevenson advised that she has now submitted the final unit of the CIH course she is undertaking and is awaiting the outcome.

At this point, Committee formed a break out session to discuss the next item. This is subject to a separate confidential minute.

#### **6. Health & Safety Matters**

G Mogan advised that Scottish Government's default position for non-essential offices is working from home where possible, as such all staff are continuing to work from home. Staff are in regular contact with their line

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Manager and have undertaken various training at home including DSE and mental health & wellbeing (optional).

G Mogan advised that it is intended that some staff will start working from the office part time from week beginning 7<sup>th</sup> September and this will be built on until it is safe and appropriate for all staff to return on a full-time basis.

## **7. Finance Matters**

### **7.1 Management Accounts to 30th June 2020**

A Stewart referred to the report and advised that a surplus of £978,419 is recorded which is substantially higher than budget.

The following points were noted:

- Income – on track
- Employee costs came in below budget.
- Estate costs – under budget. This is the biggest variance due to the repair service not being fully functional and various planned and cyclical contracts being suspended.
- Property depreciation is below budget.
- Office overheads came in below budget with some areas being underspent due to the office being closed for the past few months.
- Wider Action – there has been no spend in the past few months due to COVID.

It was noted that all KPIs were met with the exception of the void rent loss KPI which was slightly above target.

A Stewart confirmed that all loan covenants were comfortably met.

Committee agreed that considering the current circumstances, Rosehill has performed well financially and there is nothing of concern in the accounts.

Committee considered and approved the Management Accounts to 30<sup>th</sup> June 2020.

### **7.2 Cashflow to June 2020**

Contents noted. A Stewart advised that the contract payment relates to the last new build development.

### **7.3 SHR AFS Return**

A Stewart advised that the figures in the return are taken from the Financial Statements approved by Committee in January.

Committee noted the contents of the return and ratio report and noted that Rosehill has performed favourably in most areas.

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#### 7.4 *SHAPS (Pension) Risk Assessment*

Committee noted that the outcome of the financial assessment has resulted in Rosehill being categorised as “Low Risk” again which is a reflection of our strong financial position.

#### 7.5 *Insurance Tender*

Committee noted the contents of the report and agreed that the timing issues were outwith our control due to the current circumstances with Covid-19. It was noted that the tender returns are due to be submitted by 28<sup>th</sup> August 2020, they will then be scored accordingly. Committee agreed to delegate authority to G Mogan and K Stevenson to approve the winning tenderer and report the outcome at the next Committee meeting, which is in line with the Procurement Policy.

### **8. *Technical Services Matters***

#### 8.1 *Planned & Cyclical Works Progress Report*

Committee noted that several contracts has now restarted and are progressing well.

It was further noted that the radiator replacement contract has not yet been restarted and the contractor PH Jones has intimated, but not yet confirmed, that they wish to terminate the contract. There is a clause in the contract which allows them to do this without penalty. S Hunter advised that the contract would then need to go back out to tender.

### **9. *Housing Services Matters***

#### 9.1 *Pending Eviction Report*

Committee noted the contents of the report and current position with the 5 cases listed.

Committee noted that the report also detailed the potential debt if a further 6 month extension (through the Covid-19 emergency legislation) is to be applied to these cases i.e. the potential arrears at March 2021.

It was recognised that Rosehill would not begin legal action against any tenant who has fallen into arrears as a direct result of Covid-19 e.g. income reduced or became unemployed and are working with Rosehill’s income team to try and manage their arrears. G Mogan advised that the Income Team are working hard and trying to engage with as many tenants a possible during these challenging times and that some tenants, who have lost their jobs, have been assisted with applying for UC.

The difficulty with the initial six month extension and the further proposed extension is that it also covers tenants who had significant arrears prior to Covid-19 and as such had nothing to do with the Covid-19 challenges that subsequently arose. Our experience is that some of these tenants have interpreted the initial extension as a sign

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that they don't need to pay their rent during the pandemic and we have a real concern they will continue to take this view if there is a further extension.

Committee noted that the GWSF is putting forward a case to the Scottish Government on behalf of its members that an extension shouldn't be further awarded on the basis that social rented landlords will always work with their tenants to address rent arrears and that, legal action is always the last resort. They were also presenting a case for not applying a further extension to the 3 month ban on legal action relating to anti-social behaviour.

## **10. Quarterly/Nine Month Organisational Performance Report:**

### *10.1 Main Organisational Performance Report/Exceptions Report*

Committee noted the various results and that generally performance is good with the exception of the following:

- Gas Safety – 2 fails during lockdown, Committee acknowledged that these were reported to SHR at the time as they are notifiable events.
- Voids – unable to categorise normally at the moment due to restrictions

Committee was pleased to note that despite difficulties the result for rent arrears is still within target.

### *10.2 Complaints*

Committee noted the year to date position is the same as the position as at 31<sup>st</sup> March 2020 and agreed that the charts used in the report are a good visual tool and enhance the information contained in the report.

## **11. Business Planning:**

### *11.1 Quarter 3/Projected Year End Review of Section Operational Plans 2019/2020*

Committee noted the various outcomes to date and the projected year end progress. Committee also recognised that a number of outcomes have been impacted as a result of Covid-19 with services and other pieces of work having to be suspended meantime.

It was noted that where possible, staff have tried to keep it business as normal.

It was further noted that the delay in the new build is not down to Rosehill but due to issues with Scottish Water.

At this point, A Stewart & S Hunter left the meeting.

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## 11.2 Outcome of Annual Review of Business Plan Session

Committee noted the contents of the recaps from the 2 sessions held and agreed that the contents covered all areas of discussion.

After comparing the current and proposed SWOT analysis, Committee agreed that the proposed SWOT analysis should replace the current one and no further additions were required.

A discussion took place on the Material Risk Register, which is monitored by the Management Team monthly, the Audit Sub quarterly and the Management Committee annually. Committee acknowledged that not surprisingly Coronavirus is our current highest risk.

A Committee member suggested that Committee Retention should be higher. A discussion took place after which it was determined that there is only 1 point between Committee Retention & Brexit, and due to the unknown risks with Brexit, it should remain in 2<sup>nd</sup> position. However, it was decided that an additional control requires to be added to the Committee recruitment/ retention risk. This is to reflect that we have moved to virtual meetings and are likely to continue so for quite a while yet. Therefore we need to consider how we will support existing and new committee members now that we are operating on a more digital platform in terms of Committee processes.

Another Committee member asked whether arrears should be on the list in the current climate. G Mogan advised that Coronavirus is the overarching risk with a number of specific risks flowing from it, including rent arrears.

Committee concluded its discussion and decided that no further changes are required to the Material Risk Register.

Committee then reviewed the proposed annual programme for the final year of the Business Plan and noted that it contains the following:

- recovery from Covid-19
- any tasks not completed in the current year
- other tasks/activities previously identified for year 5
- other tasks/activities identified during Planning Session

After reviewing, Committee approved the plan for tenant consultation.

## 12. Annual Assurance Statement

Committee considered the report and noted that SHR's consultation on its proposed temporary approach to this year's annual assurance process has now ended. It also noted the GWSF response to the consultation including a proposed extension to the submission deadline for the Annual Assurance Statement (AAS) from October 2020 to December 2020.

Committee acknowledged that the outcome of the consultation is not yet known and the temporary guidance to be published by SHR is not yet available.

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Until the outcome of the consultation is known and, in particular, if an extension to the submission deadline is granted, we are working on the basis that the AAS will be required to be submitted by the end of October. As such G Mogan has tentatively arranged a Committee session with L Ewart in September to review the assurance exercises. Committee will be emailed the proposed dates.

It was acknowledged that additional meetings may be required to ensure deadline for submission is achieved.

### **13. Governance Policies/Documents Reviews:**

#### **13.1 Outcome of Tenant Consultation on Unacceptable Actions Policy and Complaints Handling Procedure**

Committee considered the feedback received on both documents and noted that generally tenants agreed with our proposed approach in dealing with these matters.

In terms of any suggestions received in relation to the Unacceptable Actions Policy, Committee agreed to the proposal to summarise the key points of the policy into a helpful information leaflet. It was recognised that this could be applied to a number of policies. It was noted that the Housing Services Manager would be tasked with producing a series of information leaflets on a range of relevant policies.

Committee considered the comments in relation to the Complaints Handling Procedure about care complaints but concluded that this is not applicable to Rosehill and should remain deleted, as per SPSO Model CHP guidance, from our Procedure.

Committee concluded its discussion and approved both policies for immediate implementation with no further changes required.

#### **13.2 Email, Internet and Phone Usage Policy**

Committee noted that although quite a lot of changes had been made to the policy, there is nothing which materially impacts on its meaning.

After consideration, Committee approved the revised ICT: Acceptable Use Policy for immediate implementation, and further agreed that tenant consultation is not required.

### **14. Policy Review Timetable:**

#### **14.1 Policy Review Timetable 2019/20 – update**

Committee noted the contents of the timetable detailing the current position with the various policies due for review and agreed that this provides another level of assurance that policies are reviewed regularly and within the timescales set.

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14.2 *Proposed Policy Review Timetable 2020/21*

Committee noted the contents of the timetable for the coming year and that it will be available in the Documents Library.

15. ***Matters for Updating***

Committee noted the contents of the report and that no further updates are available at this time.

16. ***Proposed Management Committee/Sub-Committee Meeting Timetable 2020/21***

Committee noted the contents of the timetable for the coming year and that it will be available in the Documents Library.

17. ***Minutes of Sub-Committee Meetings (for information):***

17.1 *Draft Minutes of Audit Sub-Committee meeting held on 24<sup>th</sup> June 2020 (not yet approved by Sub-Committee)*

Committee noted the contents of the minutes.

18. ***Any Other Competent Business***

18.1 *SHR Monthly Returns*

G Mogan advised that since the introduction of the monthly returns on the impact of Covid-19, SHR publishes monthly dashboard reports.

Committee noted the contents of the reports from April to July 2020 and that these will be available in the Documents Library.

19. ***Date of Next Meeting***

It was agreed that the next meeting will be held on Wednesday 30<sup>th</sup> September 2020 via Zoom. It was also noted that the time of the meeting may need to revert back to 6:30pm to accommodate Committee members who have now returned to work.

Committee thanked Olwyn Gaffney for observing the meeting and await her report in due course.

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

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

(Chair)

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