

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF HYBRID MANAGEMENT COMMITTEE MEETING HELD ON
WEDNESDAY 3RD JULY 2024 AT 6.30PM**

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Present: N Finlayson (Chair)
K Stevenson (Vice Chair)
J Gallen
A Greene
J Thomson
K Thomson
H McLatchie
K Devaney

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In Attendance: G Mogan (Director)
S Quinn (Housing Services Manager)
A Innes (Corporate Services & HR Manager) (via Teams)

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1. Apologies

Apologies for absence were received from S Bannerman and P McCann.

2. Declaration of Interest

J Thomson and K Thomson declared an interest in agenda item 8.1.1. Both members will leave the meeting when we reach this agenda item to allow a discussion to take place.

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3. Minutes of previous meetings for approval:

3.1 Wednesday 22nd May 2024

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

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3.2 Matters Arising

3.2.2 RE: Item 3.2.2 – Cyber Essential Renewal Application

G Mogan advised that the assessment for Cyber Essentials Plus has now taken place and we achieved accreditation again this year.

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3.3 RE: Item 3.3 – Actions Report/Tracker

G Mogan advised that the Actions Report/Tracker that was discussed last month has now been introduced. This has been introduced to ensure that Committee are confident that items discussed at meetings are being followed through. Any items still outstanding will remain on the tracker each month until they have been completed.

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G Mogan invited Committee to discuss the report and whether it met its needs. K Thomson mentioned that it made perfect sense to have the actions report and agreed with the proposals to bring this to Committee on a monthly basis.

S Quinn provided an update on the action relating to the request for 67% of all lets to S5 Referrals. She confirmed that she met with the Casework Manager regarding the 'Matching Process' and the unsuitability of some referrals received recently. The Casework Manager has agreed to place Rosehill back on the 'Matching Process' and staff members involved have already been in contact to ensure smooth running of how the process will work in future.

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

4.1 17th May 2024

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

4.2 31st May 2024

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

4.3 5th June 2024

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

4.4 17th June 2024

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

4.5 21st June 2024

This item is deferred.

5. Chair's Report

This will be dealt with at Agenda item 10.3.2

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6. Finance Matters

6.1 Revised 30 Year Projections

G Mogan advised that the revised projections have been brought back to Committee to show the amended errors that were previously identified. The figures have been updated and the scenario testing remained the same.

Committee approved the amended 30 Year Projections.

G Mogan advised that our annual accounts will be prepared by A Stewart (Temp Finance Manager).

6.2 Cashflow to 31st May 2024

G Mogan advised that this report relates to the second month of our new financial year. It was highlighted that May shows £3m of funds which had come off deposit but would shortly be put on deposit again.

7. Technical Services Matters

7.1 Control of Variations in Traditional Building Contracts Policy Review

G Mogan presented this report in the absence of S Hunter. This was a routine policy review and is for noting. There were no material changes made to the policy.

7.2 Cyclical Gutter Cleaning – Programming

G Mogan presented the report in the absence of S Hunter and asked the Committee to consider the contents of the report and then decide whether to approve the request to bring forward the programme for the Original Stock and SST Stock.

A Committee Member raised some concerns about the previous contractor's workmanship. G Mogan advised that these comments would be fed back to S Hunter.

Following further discussion, Committee decided to bring the Cyclical Gutter Cleaning Programme forward for both the Original Stock and SST Stock.

8. Housing Services Matters

J Thomson and K Thomson left the meeting at this point.

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8.1.1 *Use of Delegated Authority re: EPB case – report by Director*

G Mogan presented this report from a Governance point of view and confirmed that decisions relating to entitlements, payments and benefits are reserved to the Management Committee.

G Mogan explained to Committee Members that she was approached by the Housing Services Manager on 30th May to advise of a property that had become available for let, however, the Section 5 Referral received was an applicant who was closely connected to a Committee Member. As the next scheduled meeting of the Management Committee wasn't until 3rd July, and the property was ready for let, it would mean the property being vacant for approx. another 5 weeks. In light of the applicant's housing need and the potential loss of rental income, G Mogan invoked our Standing Orders and Scheme of Delegated Authority. In doing so, she contacted the Chair and Vice Chair to arrange a discussion about the potential allocation case. The Housing Services Manager attended the discussion and presented the allocation case and the connection to a Committee Member. It was confirmed that neither the Chair nor Vice Chair were connected to the applicant. Both the Chair and Vice Chair were satisfied that the case had been dealt with in line with our Entitlement, Payments and Benefits Policy and approved the offer of housing to go ahead. In accordance with our Standing Orders and Scheme of Delegated Authority, the decision would be reported at the next Committee meeting.

8.1.2 *Entitlement, Payments and Benefits Report*

Following on from the Director's report, S Quinn explained that her report set out the circumstances of the allocation case, which was a Section 5 referral and the connection with a Committee Member.

A Committee Member mentioned that any decision relating to the application of the EPB Policy are carefully considered, with all factors being taken into consideration before making a decision.

Committee concluded that the EPB Policy had been correctly applied in this allocation case and that the Chair and Vice Chair had made the right decision.

At this point J Thomson and K Thomson re-joined the meeting.

8.2 *Potential Evictions Report*

Committee noted the contents of the report, and that the eviction took place on 31st May 2024. They also noted that two cases were due in court today for dismissal due to their arrears being cleared.

A Committee Member asked who foots the bill for clearing properties out after eviction has taken place. It was explained that we follow a similar process to dealing with abandoned properties in that an assessment is carried out by the Housing Services Manager to gauge whether the items left in the property would cover the costs of the outstanding arrears balance as well as any storage costs that are

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incurred. Majority of the time the costs wouldn't be met therefore, the decision not to put items left into storage is taken.

8.3 *Arrears Management Policy Review*

S Quinn presented the report to Committee and advised that it is intended that the proposed new Arrears Management Policy will replace both the existing Rent Arrears and Former Tenant Arrears Policies. This is because there is a lot of duplication between the two separate policies. The proposal to combine both Policies into one document took account of good practice examples, looking at what other RSLs were doing, and discussions with the Income Team.

Committee considered and approved the draft Arrears Management Policy for immediate implementation.

8.4 *Equalities and Human Rights Report*

S Quinn presented the draft Equalities Action Plan for Committee to consider and approve. She confirmed that this has been developed over several months and that a small group of Committee Members and staff took part in a short life working group to develop the Action Plan. Committee were advised that S Quinn would provide progress reports on a quarterly basis using the R.A.G. system. The first report will be presented at the August meeting, to tie in with the various quarterly performance reports.

Committee considered the draft Action Plan and approved it.

9. **Corporate Services Matters**

9.1 *Special Leave Policy*

A Innes advised Committee that the purpose of the Special Leave policy was to build on the information set out in the EVH terms and conditions and to provide further clarity where needed.

A Innes advised that previously all requests for special leave were approved by G Mogan. These will now go through A Innes with the exception of Managers' requests which will still be dealt with by G Mogan.

A Innes advised that as this policy does not relate to tenants there is no need for any tenant consultation to be carried out.

A Committee Member asked if Section 3.4.2 which relates to a minimum of 3 days leave for the death of a close relative is negotiable. A Innes confirmed that this was a minimum of 3 days and such cases had to be dealt with sensitively and discretion will be used when considering individual cases.

Committee noted the contents of the report and approved the policy for immediate implementation.

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9.2 Health & Safety Update

A Innes explained the contents of the report which related to an incident that took place within our office in June and involved our contract cleaner. A Innes assured Committee that actions have been taken to prevent this from happening again. Actions taken include:

- Keypad entry fitted to door between Reception and foyer
- Additional keys issued to cleaner for the fire doors
- Meeting has been scheduled with cleaning company for next week.

A Committee Member asked about lone working arrangements. G Mogan confirmed that the cleaners work to shift patterns. However, A Innes will cover risk assessments relating to lone working when she meets with the cleaning company.

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

10. Director's Matters

10.1 Review of ICT: Acceptable Use Policy

G Mogan spoke to her report and advised Committee that the additional IT/cyber security measures had been implemented in May. This involved the disabling of USB ports on staff laptops to prevent the uploading or downloading of data from our systems and, the blocking of unmanaged data sharing websites such as dropbox. She added that SharePoint would now be the main resource for sharing or receiving data with third parties, unless the third party had a secure portal for sharing data.

Committee considered the revised policy which reflected the various enhanced security measures put in place. It also acknowledged that a new corporate statement on Equalities and Human Rights had been added to the Policy. Committee further acknowledged that there were 2 options available for the final paragraph of the statement which related to whether an Equalities Impact Assessment was needed or not.

Committee considered the risks relating to the security of our IT systems and concluded that the key risks had been identified and appropriate mitigating measures were in place.

After further discussion, Committee decided to approve the revised Policy and that an EIA was not needed as the Policy equally applied to all groups. Therefore, the wording for the final paragraph of the corporate statement on Equalities and Human Rights is:

“As this policy applies equally to all groups, Rosehill (with committee approval) made the decision not to carry out an Equality Impact Assessment on this policy.”

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10.2 *Proposed Constitutional Change – Update*

Committee considered the Director’s report noting the progress with the required processes. It was pleased to note that “in-principle” approval had been received from OSCR and that updated consent had been obtained from our lender, following the amendment to the proposed new rules approved by Committee at its May meeting.

Committee then considered the progress with the engagement and awareness campaign with members over the proposed constitutional change and expressed disappointment at the low turnout for the series of drop-in sessions. General discussion took place about possible reasons for this and the general lack of response to the information being shared. Committee then considered the planned approach for the remainder of the campaign which will take place on the lead up to the SGM and concluded this appeared robust and adequate, with a focus on Rosehill reaching out more directly to its members including having a stall at our annual fun day, attending another local event and a door knocking exercise. It was also noted that a dedicated webpage had been set-up which contained all the information published to date and that further information leaflets will be produced and added when ready. It was further noted that the recent leaflet about the reasons why members should vote for the constitutional change, will be sent out to every tenant/member in the coming weeks, as well as being added to the website.

10.3.1 *Outcome of Year-end PTRs – All Staff*

The Director spoke to her report which provided an overview of the year-end PTRs for staff which were grouped by Management Team and departments. Committee acknowledged that with the change over in the finance team, no PTRs were carried out for that team.

Committee considered the overviews per team/department and acknowledged the positive outcomes with staff by and large delivering on their work plans, but where there was any partially or not completed tasks there was good reason for this. Staff had completed all training and appropriate training for the coming year will be organised to take account of the needs of individual staff and organisational needs. All staff demonstrated a good understanding of our core values and how they put these into practice. Good examples were provided across a range of our core values.

Committee also considered the part of the PTRs relating to succession planning, noting the position at this time.

10.3.2 *Outcome of Director’s Year-end PTR – Report by Chair and Vice Chair*

At this point the Director left the meeting.

The Vice Chair took Committee through the report. Committee considered the findings of the 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.

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A separate discussion then took place about the process involved in the appraisal process for the Director and it was agreed it would be helpful if training on conducting appraisals could be organised for any Committee Member who had an interest in being the Chair or Vice Chair.

At this point G Mogan re-joined the meeting.

10.4 *Recruitment for Finance Manager Post – Update*

G Mogan spoke to her report and updated the Committee with the outcome of the two rounds of interviews for the Finance Manager post. Committee noted that 4 candidates were interviewed at the long-list interviews which resulted in 3 being invited back for the final interviews on the 3rd July. Committee was pleased to note that a successful candidate had been identified and that all going well the person could be in post in October at the latest, depending on the notice period they would be required to work. Committee was also pleased to note that the post of Finance Officer had been filled with the new staff member joining Rosehill in June.

Committee also noted the current temporary arrangements within the finance team which involves supporting the new Finance Officer and enabling a handover. The temporary arrangements also involve the carrying out of key financial tasks including the preparations for the external audit including liaising with the auditor and preparing the annual accounts. Due to these arrangements Wylie+Bisset are not currently providing any services. They are aware that if we are successful in our recruitment for the Finance Manager post, that we will issue them the required notice to terminate the service arrangement with them.

10.5 *Director's Report*

Committee considered the 3 matters covered in the report which related to The Regulator's visit in May about the Annual Assurance Statement processes; an update on the National Fraud Initiative – Pilot for RSLs and, a letter from The Regulator about making information available to tenants and service users about landlord performance and The Regulator's work.

The Committee considered the feedback letter from Rosehill's Regulation Manager following the visit in May and was pleased to note that 8 areas of positive practice had been identified. It noted that the Regulation Manager had not identified, during the discussions, any specific areas where practice required improvement.

Committee noted the development with the NFI – Pilot for RSLs and that matters were currently on hold.

In terms of the letter from SHR about making information available to tenants and service users, G Mogan advised Committee that all but one piece of information was already published on our website, with the remaining information now being published.

10.6 *Initial Preparations for SGM/AGM 2024*

Committee considered the Director's report and decided the following:

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To approve the agendas for the SGM and AGM;
That in accordance with rule 36 in relation to the longest serving Committee Members, H McLatchie, K Devaney and K Stevenson should step down along with K Thomson who had been appointed to fill a casual vacancy in accordance with rule 38;

Committee approved the prizes for the raffle and bingo.

In respect of the longest serving committee members stepping down Committee recognised that K Stevenson was subject to the 9 year rule and as such it had to decide whether K Stevenson should be allowed to stand for re-election.

At this point K Stevenson left the meeting.

Committee discussed K Stevenson's suitability for standing for re-election. It was acknowledged that she finished her time as Chair last March and was currently the Vice Chair and had provided good support to the current Chair. Committee concluded that she continued to clearly demonstrate her effectiveness and objectivity, which was further strengthened by the findings of the Committee appraisal report presented to Committee in March. On this basis Committee decided that K Stevenson should be allowed to stand for re-election.

At this point K Stevenson re-joined the meeting.

Committee noted the other arrangements for the SGM and AGM.

Due to the time, Committee agreed to suspend the standing orders and extend the meeting for a maximum of 30 minutes.

11. Minutes of Sub-Committee Meetings

None.

12. Any Other Competent Business

12.1 Letter from SHR about Changes to Charity Law

G Mogan advised Committee that the letter had been received in late June to provide information about Charity Law changes which will affect Charitable Registered Housing Associations. G Mogan advised that she had passed this to our solicitor to obtain further information and clarity. It is hoped that she will be in a position to bring a fuller report to the August (28th) meeting.

12.2 Dates for Events

G Mogan advised that she was looking to book dates for the Committee Session on the Annual Assurance Statement and the Business Plan annual planning event.

Taking account of the availability of our governance consultant, the majority of Committee Members present selected the 15th October for the AAS annual committee session and the 23rd November for the Business Plan annual planning event.

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The dates will be circulated to those who were not present at tonight's meeting.

Reminders will be issued to Committee nearer the time.

13. Date of Next Meeting

The date of the additional meeting of the Management Committee will be held on Wednesday 7th August 2024 at 6:00pm.

The meeting closed at 9:10 pm

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

Signed: _____

(Chair)

Date: _____

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