

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON WEDNESDAY
28TH SEPTEMBER 2022 AT 6.30PM**

Present: K Stevenson (Chair)
P McCann (Vice Chair)
N Finlayson
S Bannerman
H McLatchie
K Devaney
K Leitch
A Claffey

In Attendance: G Mogan (Director)
S Hunter (Technical Services Manager)
S Quinn (Housing Services Manager)
K McCallum (Customer Services Officer)
O Gaffney (SHARE)

1. *Apologies*

None.

2. *Declaration of Interest*

None

3. *Presentation by Olwyn Gaffney, SHARE on Forthcoming Annual Committee Assessments*

Olwyn Gaffney led Committee through a presentation for the 3rd Annual Committee Assessment process they have dealt with for Rosehill. She explained that the annual assessment process is a regulatory requirement and it is also good governance, good for personal development/effectiveness/objectivity and assists with identifying skills gaps.

O Gaffney advised that the questions in the draft survey have been streamlined in order to remove any repetitive questions and asked if there were any comments. Committee agreed that there were no changes required to the survey except the addition of a question about Rosehill's core values, which G Mogan will provide the wording for. O Gaffney explained that once the annual assessment process is completed she will produce a report providing the key findings and conclusions, which will form a picture of the Committee as a whole. In addition to this, individual learning statements will be produced for each Committee Member. The findings from the Main Report will be used to produce the annual training programme for the Management Committee.

It was agreed that a link to the survey will be circulated to Committee as soon as possible, and if anyone requires a paper copy to let the office know. G Mogan will confirm to Committee the deadline for returning the survey (either online or by paper return). It was noted that the one-to-ones with Olwyn can

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be held over the phone, virtually or in-person. Committee Members' preferences will be confirmed within the next week or so.

4. Minutes of previous meetings and Matters Arising:

4.1 Wednesday 31st August 2022

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

4.2 Matters Arising

3.2.1 RE: Item 13 – SHAPS (Pension Scheme) – 2021 Valuation

G Mogan advised that the proposed future service contribution rates are not yet available and that independent advice will be arranged for Committee once these have been released.

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

5.1 9th June 2022

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

5.2 24th June 2022

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

5.3 30th June 2022

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

5.4 22nd August 2022

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

5.5 31st August 2022

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

5.6 13th September 2022

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

6. Chair's Report

Nothing to report.

7. Finance Matters

7.1 Annual Budget

G Mogan led Committee through the report which has been produced with input from the Management Team. The following assumptions have been used:

- Inflation – 11% - this is the expected peak
- Rent increase – 5% - this is not to influence Committee's decision on the matter, it is purely for accounting purposes and has taken account of some information given at a recent briefing session on proposed rent increases
- It is anticipated that Factoring income from Glenmuir Estate will begin in November
- Staff wage increase – 5%. The assumption was made taking account of this year's salary wage rise of 4.1% and that inflation is currently sitting at 9.9%. Committee is aware that the wage rise is determined following negotiations between EVH and the Union. As the assumed salary increase is significantly below inflation, there is the potential for the salary costs to be higher
- Repairs cost per unit - £557
- Bad debt – increased to 2%
- Interest payable – 4%
- Interest receivable – 1%
- Corporation tax – 19%

Committee noted that the budget projects a surplus of £443,800 and that total bank and cash balances will reduce by £2.6 m. Committee further noted that our KPIs for the projected year end of September 2023 compare favourably in the main with the Scottish Average (based on information from The Regulator). However, Committee recognised that the latest Scottish average figures available were for 2020/21. Committee acknowledged that the bad debt KPI had been increased to 2% to provide some cushioning against the cost of living crisis.

A Committee Member asked what the impact on finances will be if Scottish Government extends the rent freeze beyond 31st March or introduces rent caps going forward. G Mogan advised that the impact would be substantial. She further advised that GWSF and SFHA are campaigning hard for the Scottish Government to separate RSLs from private landlords in this matter due to the significant impact and the implications for RSLs to continue to deliver their investment plans (planned maintenance), to achieve net zero measures or to be able to build new homes and contribute to the Scottish Government's plans for the provision of new affordable homes over the next few years. It was further acknowledged that the impact could require Rosehill to review its investment programme in its homes which potentially may result in a reduction, or postponement of planned works.

G Mogan advised that the Finance Manager will present the 30-year projections for Committee consideration and approval at next month's meeting.

Committee considered and approved the proposed budget for 2022/2023.

7.2 *Cash Flow to 31st August 2022*

Contents noted.

8. *Technical Services Matters*

8.1 *Social Housing Net Zero Heat Fund*

Committee noted the contents of the report and that theme 2 may be a potential source for Rosehill however clarification for Scottish Government is awaiting.

Discussion took place on what other RSLs are doing in this matter, S Hunter confirmed that there have been various pilot projects however the initial outlays have been significant. It was further noted that solar panels are not an economic solution, it is anticipated that multiple panels would be required and a storage system.

9. *Housing Services Matters*

9.1 *Potential Evictions Report*

Committee noted the contents of the report.

S Buchanan updated Committee on the following cases:

- 443 – case dismissed and debt paid in full
- 447 – court date of 16/11/22 – still no payments made
- 453 – court date of 7/10/22 – likely to be sisted as arrangement maintained and arrears reducing

9.2 *Proposed write offs (FTA, FT credits, Recharge Write offs)*

Committee noted the contents of the report and approved the following:

- Former Tenant Arrears – approved write off of £7707.22
- Former Tenant Credits – approved write off of £7843.39
- Recharges – approved write off of £602.41

It was noted that any of these debts can be re-instated should the debtor return.

9.3 *Policy Reviews*

9.3.1 Customer Scrutiny Strategy

Committee noted the contents of the report and that the proposed changes are minor including updated GDPR statement. The policy was approved for immediate implementation.

9.3.2 Tenant Participation and Community Engagement Strategy

Committee noted the contents of the report and that only minor changes are proposed. The policy was approved for immediate implementation.

10. Corporate Services Matters

10.1 Policy Review:

10.1.1 Attendance and Absence Management

Committee noted the contents of the report and that the previous policy was based on a model produced by EVH. However, it was deemed necessary to re-write the policy to make it more comprehensive and easy to follow whilst ensuring that conditions of service are also adhered to.

It was further noted that the draft policy had been circulated to staff for consultation, followed by a team discussion and no issues were identified.

Committee considered the revised policy and approved it for immediate implementation.

10.2 Health and Safety Update

Committee noted the contents of the report.

Committee asked about the staff incident. G Mogan confirmed the matter was reported to the recent Staffing and Health & Safety Sub-Committee. She provided Committee with a brief summary of the incident which involved two staff members being the subject of abusive and threatening behaviour. She advised of the action taken to date including the matter being reported to the Police and a warning letter issued to the tenant.

Currently looking into devices to support staff safety when out and about in the neighbourhood and visiting tenants' homes. She added that the Management Team is receiving a demonstration of a product next week. It was noted that data protection issues also need to be considered when using any of the products available.

A Committee Member suggested the use of bodycams and advised they have use of these in their place of employment. G Mogan advised a variety of products will be looked at to determine what will work best for Rosehill and its staff.

11. Glenmuir Estate – Update

Committee noted the contents of the report and that following a joint inspection with GCC on 8th September 2022, the stair lighting service was suspended immediately due to several communal doors being locked. GCC now intend to remove these doors and have advised owners of this. The

alternative doors to be installed, if owners want a new door fitted, will be the same as the ones Rosehill has fitted at 36 Linnhead Dr. This latest development means our plans for seeking appointment as Factor are delayed. It is now anticipated that the vote could take place in October and if successful Rosehill becoming factor in November 2022.

S Hunter advised that the tender for works at 48 Linnhead Drive are out for tender at the moment and returns are due by 10th October. It was further noted that there is a clause which could add the works at 40 Ravenscraig Drive to the contract should warrant be achieved and contractor performance appropriate.

A Committee Member asked if there was any update on the communal meters to be installed. It was confirmed that there is no update and the matter is in the hands of Scottish Power.

12. *Business Plan 2021-26 – Year 2 Plan:*

12.1 *Annual Risk Strategy Statement*

Committee noted the contents of the report and the draft strategy statement which had been produced following Committee's review of the Strategic Risk Register at its August meeting. Committee considered the draft statement and decided that no further amendments were required.

The Annual Risk Strategy Statement was approved and will be included as an appendix to the Annual Plan for 2022/23.

13. *Preparations for Annual Rent Review – Update*

Committee considered the report. G Mogan gave a brief account of the session she and the Finance Manager had attended recently about rent increases in the current climate. It was noted that the session had been held prior to the Scottish Government's announcement of a rent freeze for both the private and social rented sector up to 31st March 2023.

The message taken away from the event was that if any rent cap or freeze was introduced by the Scottish Government, this had implications for the delivery of planned maintenance programmes and meeting net zero measures. The advice was to look at suspending such works for the next 2-3 years, until the economy had hopefully suitably recovered.

Committee discussed whether it would be able to consult with tenants on a proposed rent increase depending on what is to happen after 31st March. Committee decided that the December meeting will stay on the calendar until further information is available. It was noted that should this meeting go ahead, Committee will have a difficult decision to make in light of the economic uncertainty but recognised that supporting our tenants through these challenging times had to be balanced with the needs of the business.

14. *Governance & Assurance Review – Report by Consultant*

Committee noted the contents of the report and that the overall conclusion from the review was very good.

G Mogan advised there are a few suggestions to consider. Committee decided that all the suggestions made would be considered over the next few months.

Committee then discussed the second part of the review which will look at Rosehill's fully mutual status. G Mogan advised this will be looked at over the next few months, with the aim of the Committee receiving a report from the consultant early next year. Committee recognised that before any decision would be made on Rosehill's constitution, the matter would need to be fully considered and legal advice would also need to be sought. It was acknowledged that G Mogan had obtained some initial legal advice earlier in the year which was reported to Committee at the time. However, further legal advice would be required. It was recognised that any proposed changes to Rosehill's constitution would need to be put before the Membership at a SGM.

Committee expressed its satisfaction with the outcome of the first part of the Governance and Assurance Review..

15. Policy Review Timetable 2021/22 – Outcomes Report

Committee noted the contents of the report and that, with the exception of the Rechargeable Repairs Policy, all policy reviews had been carried out, the vast majority of which had been reviewed by the original deadline. Only two policies had their review date postponed until later in the year.

G Mogan explained that the Rechargeable Repairs policy review has been postponed as the responsibility for it has only recently been moved back to the Technical Services Team. As such the Technical Services Manager needs time to carry out a comprehensive review of the Policy.

At this point S Buchanan and S Hunter left the meeting.

16. Governance Matters

16.1 Policy Reviews:

16.1.1 Digital Inclusion: Supporting our Committee Members

Committee noted the contents of the report and that only minor changes are required. Committee considered the proposal to move the policy to a 3 year cycle in line with the vast majority of policies.

Committee approved the policy revisions and the proposal to move to a 3 yearly cycle. Committee noted that no Committee Member is currently receiving support and assistance as provided under this Policy.

16.1.2 Gifts and Hospitality

Committee noted the contents of the report and proposed changes to the policy, which has been reviewed in line with the

new Entitlements, Payments & Benefits Policy approved earlier this year.

Committee considered the revised policy and approved it for immediate implementation.

16.1.3 Settlement Agreements

Committee noted the contents of the report and the proposed changes to the policy. G Mogan explained that as part of the review process she had asked L Ewart's views on key points that should be covered under the Policy. She advised that some of the points identified by L Ewart were already included in the Policy. However, reference to settlement agreements and severance payments being the subject of Notifiable Events, had to be added. Also to be added was a statement that any confidentiality clauses in settlement agreements must not prevent a person from whistleblowing on relevant matters. G Mogan confirmed that this policy is a Regulatory requirement and is covered under Standard 5.

Committee considered the revised policy and approved it for immediate implementation.

17. *Proposed Policy Review Timetable 2022/23*

G Mogan advised that during the Governance Review, she sought the advice of L Ewart on the approach to policy reviews. It was advised that routine policy reviews with no material changes do not require Committee approval, however the outcome of the review and summary of changes made should still be reported to Committee.

Committee considered and approved the proposed timetable for 2022/23.

18. *Rosehill Landlord Report (Published by The Scottish Housing Regulator)*

Committee noted the contents of the report, and that the results are taken from Rosehill's ARC submission earlier in the year. It was further noted that the report was uploaded to Rosehill's website at the end of August and is also available on SHR's website.

19. *Notifiable Events – Annual Report 2021/22*

Committee noted the contents of the report and that no NEs were submitted during 2021/22. It was further noted that the original NE relating to the closure of the office in March 2020 as a result of lockdown, had been closed by The Regulator in December 2021, which was Q1 of the current financial year. It was acknowledged that G Mogan had reported to Committee at the time, that the NE had been closed.

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

None.

21. Any Other Competent Business

20.1 Request for Donation

G Mogan advised Committee that a staff member S Green is participating in the Diabetes UK One Million Steps Challenge and has asked whether Committee would consider a donation.

Committee considered the matter and approved a donation of £250.

20.2 Tenant Satisfaction Survey 2022

G Mogan advised that the headline results from the recent survey have now been received and as expected there had been a decrease in the main satisfaction results. The company who carried out the survey have advised that they are seeing lower results across other RSLs they work for, with the results being impacted by the current climate in relation to economic uncertainty, Covid etc.

Committee noted that Knowledge Partnership will present the results at the October meeting.

20.3 EVH Annual Conference

N Finlayson reported on her attendance at the conference earlier this month and the various sessions she participated in.

21. Date of Next Meeting

The next meeting of the Management Committee will be held on Wednesday 26th October 2022 at 6:30 pm.

It was intended to hold a Staffing and Health & Safety Sub-Committee after the next Management Committee, however due to the agenda for the October meeting of the Management Committee and the presentation from Knowledge Partnership, the sub-committee meeting will be rescheduled for early November.

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

Signed: _____

Date: _____

(Chair)