

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON
WEDNESDAY 22ND MAY 2024 AT 6.00PM**

Present: N Finlayson (Chair)
K Stevenson (Vice Chair)
J Gallen
A Greene
P McCann
J Thomson
S Bannerman
H McLatchie

In Attendance: G Mogan (Director)
S Hunter (Technical Services Manager)
S Quinn (Housing Services Manager)
A Innes (Corporate Services & HR Manager)
K McCallum (Customer Services Officer)
J Watson (Wylie +Bisset)

1. Apologies

Apologies for absence were received from K Devaney and K Thomson.

2. Declaration of Interest

None.

3. Minutes of previous meetings for approval:

3.1 Wednesday 24th April 2024

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

3.2 Matters Arising

3.2.1 RE: Item 3.2.1 – Committee Training

G Mogan confirmed that the Data Protection Refresher training took place on 25th April 2024.

3.2.2 RE: Item 3.2.2 – Cyber Essential Renewal Application

G Mogan advised that the assessment for Cyber Essentials Plus is scheduled for 5th June 2024.

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3.2.3 RE: Item 7.1 – Electrical Inspections Policy

S Hunter advised that one of the outstanding EICR's has now been completed.

G Mogan advised that an actions report will be introduced next month, with progress/updates on any actions identified at the last meeting

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

6.1 7th March 2024

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

6.2 4th April 2024

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

6.3 1st May 2024

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

5. Chair's Report

N Finlayson advised that she had attended the EVH Annual Conference last weekend, which was well attended and very successful with some very good speakers, including motivational speakers.

6. Finance Matters

6.1 Management Accounts to 31st March 2024

G Mogan advised that these accounts have been prepared by A Stewart (temp Finance Manager) and referred to the report which states that a surplus of £1,163,494 is recorded which is higher than anticipated.

The following were noted:

- Reactive repair/void costs are significantly overbudget mainly due to the condition of void properties and the volume of work required to bring them up to standard before relet, including bringing forward component replacements. It was also noted that this figure will increase before the annual accounts are finalised as some of the insurance costs will need to be moved as will not be covered by insurance.
- Corporation Tax - over budget
- Factoring costs – are under budget as the date of takeover for Glenmuir was later than expected
- Staff costs – under budget despite recruitment costs being higher

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- Office planned maintenance – under budget as redecoration works on hold under outcome of proposed constitution change is known and ramp still to be built

A Committee Member asked if the work required in a void is due to the neglect/damage of previous tenant, is this recoverable. S Hunter advised that some of the work is.

It was noted that all KPIs have been met with the exception of voids percentage.

It was also noted that the loan covenants were comfortably met.

Committee considered and approved the Management Accounts to 31st March 2024.

6.2 *SHR Return – FYFP (Five Year Financial Projections)*

J Watson referred to the report advising that the 30 year projections have been updated to take into account the accounts to 31st March 2024 and the information for this return has been extracted from this.

J Watson apologised and advised that there were errors in the 30 year projections which have now been corrected. There was also an amendment to reflect 40 new build units at the end of year 5.

J Watson advised that all covenants are met and when looking at the trends and comparators, there is no cause for concern and Rosehill remains in a very healthy position.

A Committee Member noted that the arrears figures in the trends and comparators section of the return seemed rather high. J Watson agreed and advised these figures are automatically generated from the information entered into the return, which may mean there is a problem with the online form. It was agreed that this needs to be clarified as soon as possible before the return can be submitted. J Watson will investigate first thing tomorrow morning and report back to G Mogan.

Committee approved the return and authorised G Mogan to submit it online before 31st May 2024, subject to clarification of the above matter.

6.3 *Loan Portfolio Return to 31st March 2024*

J Watson referred to the report and advised that this annual return details status of loans, balances and interest as at 31st March 2024.

Committee noted the contents of the return and that the information included therein mirrored the loan information reported within the Management Accounts and Treasury Management report.

Committee approved the return for submission by G Mogan online to SHR.

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6.4 *Treasury Management Report*

J Watson led Committee through the report which details the various deposits, loan balances, rates applicable, security held by the banks and bank credit ratings.

J Watson advised that there is an error at item 5.2 in the report and the correct current base rate should be 5.25%.

Committee acknowledged its favourable position in relation to having large cash reserves which meant in the event of further increases to the Bank of England's base rate, the additional interest received on deposits should offset the interest payable on loans.

It was further noted that the debt per unit was significantly lower than the Scottish average and the security comfortably covered the loans.

J Watson advised that Rosehill is in a strong healthy position with sufficient finance available to enable its plans to be executed without the need for further borrowing and robust policies in place to manage the finances.

Committee agreed that Rosehill has a strong financial position and noted the contents of the report and the treasury management strategy for the coming year.

6.5 *Cashflow to 30th April 2024*

Committee noted the contents of the report for the first month of the new financial year.

7. **Technical Services Matters**

7.1 *Quarterly Gas Audit*

Committee noted the contents of the audit report and that no major issues were identified.

7.2 *Planned and Cyclical Maintenance Progress Update*

Contents noted.

8. **Housing Services Matters**

8.1 *Potential Evictions Report – Rent*

Committee noted the contents of the report, and that the eviction is scheduled for 31st May 2024 and the tenant is not entitled to a Minute of Recall.

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8.2 *Potential Evictions Report – ASB*

Committee noted that the eviction took place on 14th May 2024 and the work to bring this property back up to standard before relet will be substantial.

S Quinn advised that eviction is a last resort and to have 2 in one month is unique for Rosehill.

8.3 *Ending Homelessness Together – S5 Referral Quota Update*

S Quinn advised that as agreed at the last meeting, she contacted GWSF who circulated a questionnaire to other RSLs re: the matter and 11 responses have been received, the results are attached at appendix 1. She also contacted Jim McBride to invite him to attend this meeting to speak to Committee however he was unavailable however advised he could attend the next meeting on 3rd July if required.

S Quinn advised that Rosehill is already contributing to the homelessness situation by sustaining communities and tackling hidden homelessness and it is intended to carry out an exercise to quantify this contribution.

A Committee Member asked about the matching process previously mentioned. S Quinn advised that the matching process would link a homeless applicant to a specific property, but that Rosehill was removed from this process last year when we did not agree to the increased quota which results in multiple referrals being made which are not suitable. However, S Quinn has since learned that other organisations who also did not agree to the quota last year were not removed, and she will be addressing this with the Casework Team.

Committee discussed the matter and noted the risks in not agreeing to the proposed quote, including removal from matching process, unsuitable referrals, adverse effect on performance figures and risk of arbitration being intimated. S Quinn clarified that the reference to arbitration was in relation to RSLs not meeting the target agreed (which may be below the requested target).

After further discussion Committee concluded that through some of the lets to external waiting list applicants it was assisting with tackling hidden homelessness or preventing homelessness e.g. people who are sofa surfing and people who are private rented tenants and have received a Notice to Quit. It also believed that it was important to create sustainable communities. On this basis Committee made the decision to agree to a minimum target of 45%. It was agreed that S Quinn would notify GCC of Committee's decision.

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9. Corporate Services Matters

9.1 ARC 2023/24: Pre Submission Audit

A Innes confirmed that the recent audit resulted in 20 indicators being fully validated, 12 online for validation subject to a bit of reworking and 1 partially validated.

A Innes further advised that all reworking has now been completed and an action plan will be drawn up for any work required for subsequent returns to ensure full validation at time of audit.

9.2 ARC 2023/24: Draft Submission for Approval

A Innes led Committee through a presentation of the return along with a comparison to previous results. It was further noted that the results are based on the reporting year of 1st April 2023 to 31st March 2024.

It was noted that there are no changes in the satisfaction indicators, with the exception of repairs where an in-house survey is conducted, as these are all based on the results from the last Tenant Satisfaction Survey carried out in August 2022.

Committee considered the contents of the return and approved it for submission online by G Mogan.

9.3 Health and Safety Update

Committee noted that all staff have recently undergone refresher training on the panic alarms and all equipment in the office has been PAT tested.

10. Organisational Performance Reports:

10.1 Quarterly Performance Report - to 31st March 2024 and Year End

S Quinn advised that there is an error in the figure reported for the % of rent collected and it should be 99.43%.

Committee noted the contents of the reports and that overall performance is excellent.

10.2 Quarterly Performance (to 31st March and Year End) - Exceptions Report

Committee noted the contents of the report detailing all results in amber or red.

A Committee Member asked about the average time to relet result. It was confirmed that a number of properties used for decant purposes have now come back which has affected the result along with the work required in other properties to bring it up to lettable standard, including the installation of an overbath shower, which Committee previously agreed should now be a standard item.

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A Committee Member asked about the staff turnover figure. It was noted that there has been an unprecedented increase in the number of staff moving on and there are various reasons for this, including promotions, moving closer to home etc.

Committee noted the contents of the report and agreed that there were no major concerns.

10.3 *Quarterly Complaints Report to 31st March 2024 and Year End*

Committee noted the contents of the report.

10.4 *Tenant and Resident Safety - to 31st March 2024*

Committee noted the contents of the report.

S Hunter confirmed that one of the outstanding EICR's has now been completed in April and there was another failed access today for the other one.

10.5 *Factoring – Progress Report*

S Hunter advised that the new Factoring Co-ordinator has been in post for 2 weeks now and comes from the private sector. It is intended to bring a written report next quarter. Committee also noted that a meeting has been scheduled with our first Factoring Co-ordinator, Jacqueline Stirling, for an overview of factoring in the registered social sector.

10.6 *Business Plan 2021-26: Section Operational Plans 2023/24 – Quarterly and Year End Results*

Governance

Committee noted that the majority of objectives have been achieved with the exception of attendance at GPAP meetings due to other priorities and Factoring which has only been partially achieved due to staffing issues.

Corporate Services

It was noted that again the majority of objectives have been achieved with the exception of a few items including developing new invoicing system which has been delayed due to testing and the development of website which has been postponed now to link in with the possible constitution change. It was further noted that reduction of staff sickness levels has been partially achieved.

Housing Services

Committee noted that a few areas not achieved include increasing membership of Scrutiny Panel due to other priorities and launching of NearMe app due to information required not being available in time. It was also noted that the development of a marketing strategy for studio flats has not been achieved due to other priorities and no voids.

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Technical Services

Committee noted that the planned maintenance programme is not yet where it was anticipated due to staffing issues and also progress with new build at Gowanbank is not as far on as expected. S Hunter advised that the stock condition surveys have only been achieving a 19% access rate and so further work need to be done to increase this.

Committee noted the contents of the section operational plans and agreed that overall performance is good.

11. Review of Strategic Risk Register

Committee noted the contents of the report and after reviewing the risk register agreed that no further changes are required at this time.

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

12. Director's Matters

12.1 Proposed Constitutional Change – Further Update to New Rules

Committee considered the report and attached documentation, noting that the FCA had advised that the amended wording to Rule 36.1 was acceptable. Committee acknowledged that the new rules would need to be formally submitted for registration with the FCA, following being passed by Members at the SGM later in the year. Therefore the submission will be reviewed again and a decision reached by the FCA at that time.

After further discussion, Committee approved the updated Rules. It was acknowledged that it would be necessary to obtain the consent of Rosehill's lender again to the updated rules. However, this would be sought once our solicitor had obtained in-principle approval from OSCR in relation to our application. G Mogan will proceed on this matter once our solicitor has obtained OSCR's in-principle approval.

12.2 SHR Visit re AAS 2023 – Update

G Mogan and K Stevenson advised that the visit today went well and seemed to be very positive, with K Stevenson being involved to put across Committee's role in the assurance process.

It was noted that they focussed on sources of information, processes and reports and initial feedback indicated some areas of good practice but they may have some suggestions for improvement.

It is anticipated that draft feedback will be received in mid June . Once this is finalised, SHR will publish (towards the end of July) relevant findings and areas of good practice from all the visits carried out.

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12.3 Director's Report

Committee considered the report and noted that following the latest session Audit Scotland had held with RSLs on the National Fraud Initiative (NFI) that the Director had been liaising with our DPO. Our DPO reaffirmed his advice that Rosehill could proceed with taking part in the pilot NFI for RSLs.

G Mogan advised that she has a slight concern about how the information required for the initiative will be extracted from our systems due to the current changes within the Finance Team but hoped that once the posts have been filled this will be addressed. Committee noted that work will continue in the background for a start in autumn and a reminder will be issued to all tenants nearer the time.

13. Minutes of Sub-Committee meetings for information:

13.1 Audit & Risk Sub-Committee meeting held on Wednesday 24th April 2024

Contents noted. Committee also noted the very good outcomes from the various audits.

14. Any Other Competent Business

14.1 SHARE

N Finlayson advised that she has recently had a demo of the new training portal and it seems much better than the original system and that SHARE is willing to give Committee an overview. G Mogan will clarify with SHARE if log-in details for the new e-training platform have been issued to Committee. Following which if Committee would prefer, a demo could be arranged.

14.2 Proposed Constitutional Change – Drop In Sessions

G Mogan confirmed that the timetable/rota for the upcoming sessions are in Decision Time and reminders will be issued nearer the times to the relevant members.

15. Date of Next Meeting

The next meeting of the Management Committee will be held on Wednesday 3rd July 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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