

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF HYBRID MANAGEMENT COMMITTEE MEETING HELD ON
WEDNESDAY 25TH MAY 2023 AT 6.00PM**

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

In Attendance: G Mogan (Director)
S Hunter (Technical Services Manager)
S Quinn (Housing Services Manager)
A Innes (Corporate Services & HR Manager)
(via Teams)
K McCallum (Customer Services Officer)
M McDermott (Wylie & Bisset)

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N Finlayson advised that a request for special leave had been received from Karen Leitch, she has requested a period of 6 months due to health issues. Committee considered and approved the request.

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1. Apologies

Apologies for absence were received from K Stevenson and S Bannerman. It was noted that A Claffey and P McCann have been granted special leave.

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2. Declaration of Interest

None.

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3. Minutes of previous meetings for approval:

3.1 Wednesday 26th April 2023

The minutes were approved as a true and accurate record, subject to the undernoted correction, and were signed by N Finlayson.

Agenda item 11.3 – company name should be Cyber Tec Security

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3.2 Matters Arising

3.2.1 RE: Item 5 – Chair's Report

G Mogan confirmed that the updated Terms and Conditions have now been issued to all staff.

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

4.1 4th April 2023

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

4.2 15th May 2023

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

5. Chair's Report

Nothing to report.

6. Finance Services Matters

6.1 Management Accounts to 31st March 2023

Matthew referred to the report and advised that a surplus of £265,805 is recorded which is higher than budgeted.

The following were noted:

- Stage 3 adaptations – under budget
- Staff costs – under budget due to vacancies
- Wider role/participation – under budget due to very little spend to date

Matthew advised that variances are of no concern as the degree of spend will vary at different times of the year and there continues to be a healthy surplus at this point in time.

A Committee Member asked about the overspend in voids. Matthew advised it is likely to be timing but can clarify this once he can further analyse this area. S Hunter advised that there has been substantial void costs recently due to the level of works required along with the additional decant works and a high number of historical invoice queries have been processed in this period.

Another Committee Member asked about bank charges. Matthew confirmed that with business banking there are charges associated with all transactions, which is standard. It was further advised that there had been a substantial number of transactions recently in relation to the Government funding which was paid out to over 900 tenants.

It was noted that all KPI's have been met with the exception of debt per unit which is slightly higher than budgeted figure but substantially lower than the Scottish average and voids which was 1.22% compared to target of 1%. Matthew advised that the figure for staff costs per unit is wrongly noted as £460, when it should only be £230 as it is the 6 month result.

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

Committee considered and approved the Management Accounts to 31st March 2023, subject to a few non material amendments.

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

Matthew advised that the contents of the return as based on the 30 year projections approved by Committee last year, in a specified format.

A Committee Member asked how the proposed year end change would affect the return. Matthew confirmed that the return next year would shift on 6 months and in future the 30 year and 5 year projections would be approved at the same time.

It was noted that in year 4 a deficit is showing for planned maintenance and this was in relation to the proposed replacement of roofs and external render in the original stock. A Committee Member asked if SHR would ask for further information, and it was confirmed that a comment would be submitted along with the return to explain the deficit, however SHR may still look for further information which can be provided on request. Staff advised that it may naturally even out depending on the timing of the works, which may be more spaced out over more than 1 financial year.

A Committee Member asked about the rent increases which have been entered on the return and what these figures are based on. Matthew confirmed that the figures used are based on inflation assumptions.

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

6.3 *Cash Flow to March 2023*

Contents noted.

Committee thanked Matthew for attending and at this point he left the meeting.

7. ***Technical Services Matters***

7.1 *Quarterly Gas Audit*

Committee noted the contents of the report and that no risks have been identified and only minor issues noted.

A Committee Member asked about the issues with broken meter housing and asked if Rosehill repair/replace these. S Hunter confirmed that Rosehill do repair/replace housings where possibly however sometimes the supplier needs to attend to the issue.

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It was further noted that a meeting is to be scheduled between the auditor and contractor as some of the issues highlighted in the audit do not need to be recorded by the engineer.

7.2 *Planned and Cyclical Maintenance Progress Update*

Committee noted the contents of the report and that there was no further update at this time.

7.3 *Damage to Properties Following Pipework Bursts*

Committee noted the contents of the report and the current position with the works to re-instate the damaged properties.

Committee further noted and approved the amendment to the Disaster Recovery Plan for Properties. The amendment increases the number of properties affected to 10 or more before the matter becomes a Notifiable Event to SHR.

7.4 *Tenant and Resident Safety*

Committee noted the contents of the report which covered gas safety, electrical safety, asbestos and fire safety

A Committee Member asked if asbestos was an issue in our properties. S Hunter confirmed that the majority of stock is unaffected but there is the possibility of asbestos in the Original Stock, specifically the board at the rear of the consumer unit, and the SST stock. A survey is arranged when any of these properties become void and if any asbestos is identified, it is either removed by a specialist contractor or labelled and managed. It was further confirmed that if it is left in place it will be very low risk and in an area where it is highly unlikely to be disturbed.

Committee agreed that the report strengthens the assurance provided to Committee on various safety matters. It was recognised that the reporting framework will continue to be developed and will be incorporated into the quarterly performance reports from August.

8. *Housing Services Matters*

8.1 *Potential Eviction Report*

Contents noted.

9. *Corporate Services*

9.1 *ARC 2021/22 Benchmarking Results: Action Plan Follow up from Director's report February 2023*

A Innes led Committee through the report and it was noted that performance overall is good. It was further noted that no improvement plan is required at this time.

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Discussion took place regarding stage 3 adaptations, and it was noted that the delays are mainly due to awaiting building warrants and funding. The policy to self fund adaptations should help improve performance. Committee noted that GCC aim to respond to warrants within 3-6 weeks, however due to limited resources, the actual time at the moment is approximately 6 months.

9.2 *Health and Safety Update*

A Innes advised Committee that 2 x staff members have recently completed first aid at work courses and online refresher training on various H&S topics has been organised for all staff.

A Committee Member asked about a defibrillator and whether Rosehill will be providing one. It was noted that staff are currently investigating funding to install an external cabinet for a defibrillator for public use.

Committee read and signed the Management Committee responsibilities section of the Health & Safety Manual.

10. **Organisational Performance Reports:**

10.1 *Quarterly Performance Report - to 31st March 2023 and Year to Date (YTD)*

Committee considered the contents of the performance report recognising the good results across a range of performance indicators but that there were also results flagged in amber and red. These results were considered further in the Exceptions Report.

10.2 *Quarterly Performance (to 31st March and YTD) - Exceptions Report*

Committee considered the contents of the report, noting the reasons for amber and red results and what remedial action has been identified.

A Committee Member asked about the staff sickness figure. It was noted that generally sickness levels are higher during the winter period, but it is hoped that performance will improve for the remainder of the year.

Another Committee Member asked about the stage 2 complaints and the reason for the delays. It was noted that it was mainly due to the non-engagement of the complainers.

10.3 *Complaints – Quarter to 31st March 2023 and YTD*

Committee noted the contents of the report.

A Committee Member noted that there had been an increase in the number of complaints. It was noted that this could be due to a number of factors including staff awareness of need to record all expressions of dissatisfaction.

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Another Committee Member asked if any trends had been identified. A Innes advised that generally customer service is a regular area of complaint, however this does not reconcile with the results of the customer satisfaction survey recently conducted, which saw a good response and high satisfaction levels.

10.4 *Business Plan 2021-26: Section Operational Plans 2022/23 – Quarterly and Mid-Year Review*

Governance

Contents noted – all areas achieved or on track to achieve.

Housing Services

Contents noted – all areas achieved and expected to achieve the remaining areas by the year end

Technical Services

Contents noted - all areas achieved

Corporate Services

Contents noted – majority of areas achieved. The areas not achieved are Talent Management and Website. It was noted that the website is a much larger project than anticipated and will now be dealt with by the IT Working Group.

10.5 *ARC 2022/23: Draft Submission for Approval*

A Innes led Committee through a presentation of the draft submission with a comparison to previous returns.

It was noted that as a result of the Tenant Satisfaction Survey carried out in August 2022, all satisfaction indicators have seen a drop in performance. S Quinn confirmed that the company who carried out the survey have advised that the drop in satisfaction is sector wide and seems to be a lasting impact of covid and the withdrawal of services previously provided by GCC. S Quinn advised Committee that the Company had carried out follow up sessions with tenants to get a better understanding of why tenants expressed dissatisfaction in certain areas. The analysis of this feedback will be used to identify an improvement plan and it is anticipated that the Tenant Scrutiny Group will play a vital role in identifying recommendations and overseeing their implementation. Committee further noted that comments will be provided in the ARC to explain the reason for drop in satisfaction.

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

11. ***Glenmuir Estate – Update***

Committee noted the contents of the report.

G Mogan advised that the meeting went ahead last night with 7 owners in attendance and 1 joining remotely, along with the votes submitted prior to

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the meeting, the vote was 61 out of 62 in favour of Rosehill becoming the factor, and as such Rosehill will become the factor from 1st June 2023.

It was further noted that the issues with the common meters is ongoing but this does not prevent Rosehill becoming factor.

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

12. Staffing Matter – Recommendation from Staffing and Health & Safety Sub-Committee

H McLatchie presented the report from the Staffing and Health & Safety Sub-Committee and summarised their recommendation. After consideration, Committee approved the recommendation in relation to the temporary post of Tenant Liaison Officer.

13. Director's Report

13.1 Constitutional Review

This is subject to a confidential report.

13.2 Change to Financial Year – Update

Committee noted the update with the plans to change our financial year and that:

- The Financial Conduct Authority has accepted our request to change our financial year;
- The Regulator has advised that for next year's ARC return we have to report performance for a 12 month period from 1st April 2023 to 31st March 2024;
- Wylie+Bisset have indicated that we are likely to extend our current budget and our 30 year projections for 6 months to 31st March.

13.3 Cyber Essentials Plus Application – Update

G Mogan advised that as part of the application process, 7 laptops have been identified for testing prior to the application being submitted.

It was further noted that the internal audit on our IT Systems had recently completed and early indications are positive. The full and finalised report will be presented to the Audit Sub-Committee in June.

14. Minutes of Sub-Committee meetings for information:

14.1 Audit & Risk Sub-Committee meeting held on 7th March 2023

Contents noted.

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14.2 *Annual General Meeting held on 14th March 2023*

Contents noted.

14.3 *Audit & Risk Sub-Committee meeting held on 25th April 2023*

Contents noted.

15. Any Other Competent Business

15.1 *Business Plan*

G Mogan advised that generally the annual plan review process starts soon, however in light of the financial year change it has been recommended that a light touch review takes place. G Mogan advised she is looking to schedule this in July and will circulate proposed dates to Committee.

16. Date of Next Meeting

The next meeting of the Management Committee will be held on Wednesday 28th June 2023 at 6:00pm.

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

Signed: _____

(Chair)

Date: _____

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