

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON WEDNESDAY
30TH NOVEMBER 2022 AT 6.00PM**

Present: K Stevenson (Chair)
N Finlayson
S Bannerman
H McLatchie
K Devaney

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)
O Gaffney (SHARE)

1. Apologies

Apologies for absence were received from P McCann and K Leitch. It was noted that A Claffey has been granted special leave.

2. Declaration of Interest

None

3. Report on Annual Committee Assessments and Learning and Development Plan presented by Olwyn Gaffney, SHARE

Olwyn led Committee through a presentation of the findings from the assessments and advised that there was a good mix of length of service on the Committee, good links to core values and there is continuous recruitment for new members.

It was noted that there are 3 recommendations from the assessments:

- Look at changing constitution as a way to attract more Committee members who don't need to be members – this is already an area to be investigated as an outcome of the Governance Review
- Committee should familiarise themselves with the Settlement Agreements Policy
- Put Learning & Development Plan in place for the coming year. SHARE have identified some areas based on the outcome of the assessments. G Mogan advised Committee that their individual plans were in their individual folders on Decision Time.

Olwyn also confirmed that the 2 recommendations made last year have been completed. It was also noted that the Chair's Appraisal was carried out and the outcome was very good and the Chair is doing a very good job and is well thought of by the other members.



In conclusion, Olwyn advised that the outcome of the assessments was excellent and the Committee work well and were able to attract new members during the year.

There were no questions for Olwyn. She was thanked for her time and at this point she left the meeting.

4. Minutes of previous meetings and Matters Arising:

4.1 Wednesday 26th October 2022

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

4.2 Matters Arising

4.2.1 RE: Item 17.1 – Warm Space

G Mogan advised that since the Committee room was advertised as a Warm Space only 1 tenant has attended. It is intended to look at other ways of promoting the facility, however it was noted that several other facilities have opened up in the area.

G Mogan reminded Committee that N Finlayson had mentioned at the last meeting that EVH would be providing funding to help with the cost of living crisis. Funding would be capped at £2500 per organisation. She advised that she had submitted a request for funding towards the cost of providing sandwiches for the Warm Space and the Over 60s Xmas Party, If the funds are not fully utilised for this purpose they can be used towards the cost of the Panto. EVH will be making its decision on 5th December.

4.2.2 RE: Item 3 – Tenant Satisfaction Survey

It was noted that the focus group sessions, facilitated by Knowledge Partnership, will be held on 6th December 2022. 14 tenants have indicated that they will attend across 2 sessions.

4.3 Special Meeting held on 9th November 2022

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

4.4 Matters Arising

None.

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

5.1 *4th October 2022*

This item was deferred.

5.2 *13th October 2022*

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

5.3 *26th October 2022*

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

5.4 *3rd November 2022*

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

6. **Chair's Report**

At this point, all Staff Members were asked to leave the meeting for this item.

The Committee discussed two matters which required decisions, the first related to the proposed wage deal 2023 and the Consultation on SHAPS (Pension Scheme) Scheme Benefits. Committee made its decision on both matters and agreed that the Chair would advise the Director of the outcome following agenda item 16. Staff members were invited to re-join the meeting.

7. **Finance Matters**

7.1 *Management Accounts to 30th September 2022*

G Mogan referred to the report and advised that a surplus of £1,148,834 is recorded which is higher than budgeted.

The following were noted:

- Staff costs – 3.4% lower than budget due to vacant positions
- Estate Costs – 10.5% lower than budget however further accruals will need to be made once dispute with contractor resolved for open space maintenance
- Major Repairs – 53.1% lower than budget due to various contracts being suspended
- Interest – receivable and payable both higher due to the interest rates

G Mogan advised that capital expenditure during the year was under budget due to the purchase of the Gowanbank site being delayed and various contracts being delayed. It was noted that the re-tender for the radiator contract is currently being appraised and the tenders for window and door replacements are due to be returned soon.

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G Mogan confirmed that the loan covenants were comfortably met.

A Committee Member asked why the factoring income was lower than anticipated. It was confirmed that this was due to the Glenmuir Estate flats not yet being factored.

Committee considered and approved the Management Accounts to 30th September 2022.

7.2 *Cashflow to 31st October 2022*

Committee noted the contents of the report.

8. **Technical Services Matters**

8.1 *Planned & Cyclical Works Progress Report*

Committee noted the contents of the report and that there were no further updates at this time.

9. **Housing Services Matters**

9.1 *Pending Evictions Report*

Committee noted the contents of the report.

S Quinn advised the following update:

Case 447	court date of 23 rd March 2023 set
Case 453	Eviction was due to take place on 23/11 however there was a minute of recall lodged and court date has been set for 2/12/22.

A Committee Member asked if any of these cases are affected by the temporary legislation. S Quinn confirmed that they are exempt due to the date the notice was served.

A Committee Member asked if the courts were more lenient given the time of year. S Quinn advised that in some cases, decrees have been granted but with a stipulation that they are not enforced before a certain date.

10. **Corporate Services Matters**

10.1 *Update to Freedom of Information Policy*

Committee noted the contents of the report and that the policy had been reviewed with minor changes. It was further noted that legislation changes are due late 2023 and the policy will need revised again.

10.2 *Health and Safety Update*

Committee noted the contents of the report.

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11. Year-end – 30/09/22 Results:

11.1 Organisational Performance Report and Exceptions Report

Committee noted the contents of the performance report to the year end of 30th September 2022 and that the majority of results are being met or bettered. Committee also noted the contents of the exceptions report for any results marked amber or red.

It was also noted that although the result for void relet times has improved from the previous year, due to challenges with the condition of properties and contractor availability, the target is still not being met. It is hoped that the result will improve further this year.

A Committee Member asked about the tenancy sustainment result and it was confirmed that this related to 3 tenancies ending within a year but for different reasons.

A Committee Member asked about the right first time result, again this had improved from the previous year but target still not being met. S Hunter confirmed that stock availability is the main issue for this result. This is also the case for the medical adaption result along with funding and labour issues.

It was further noted that in terms of the sickness result, it is hoped that the introduction of review meetings will make an improvement in this area.

A Committee Member asked about the average time for resolving complaints. It was confirmed that there have been issues maintaining contact with the complainants which delays the resolution.

Committee discussed the outcome of the internal target for Committee attendance and acknowledged it hadn't been met. It was agreed that this was an area for committee focus over the coming year.

Committee concluded that in general performance was good and it was assured that adequate information had been provided to explain any results in amber and red and that staff continue to work to address any failings going forward.

11.2 Complaints Report

Committee noted the contents of the report for quarter 4 and the year end. A Innes confirmed that customer service is an area which requires improvement and she has noted this area on the section operational plan for the coming year to look at.

It was further noted that the reports will be looked at in more depth and compare performance to previous years and identify any trends.

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11.3 Year End Results - Section Operational Plans 2021/22

11.3.1 Governance

Committee noted the results and that there was no real variation from the projected results previously presented to Committee in August 2022.

11.3.2 Technical Services

Committee noted the results and the areas not achieved are mainly due to delayed contracts.

11.3.3 Corporate Services

Committee noted the contents and that for some areas it had been agreed that these would be carried forward into the following year.

11.3.4 Housing Services

Committee noted the results and that the majority were achieved however had been delayed.

11.3.5 Finance

Committee noted that the results were in line with the projected results presented to Committee in August.

12. **Glenmuir Estate – Update**

Committee noted the contents of the report.

G Mogan advised that interviews had taken place today for the Factoring Co-ordinator position and all candidates had been of a good quality. However, a selection has been made and the successful candidate will receive a provisional offer of the job by the end of the week.

It was further noted that a meeting with GCC is scheduled for next week to discuss the stair lighting issue and it is intended to also discuss the possibility of additional funding for the Factoring Co-ordinator post due to the delay in becoming the factor.

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

13.1 *Annual Plan 2022-23 and appendices*

Committee considered the contents of the annual plan and decided that it reflects the issues and priorities identified at the business planning review event held in the Summer. Committee acknowledged that the plan had to take account of the current uncertainty around the Scottish Government's pending decision (14/01/23) on whether to extend the current rent freeze or introduce a rent cap from 31st March 2023. Committee further acknowledged that at the additional meeting held in early November to consider and approve the 30 year

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projections and to decide on the initial rent increase proposal, it had looked at the negative impact of a rent freeze on Rosehill's financial position.

Committee approved the section operational plans for 22-23 noting that the Finance Section Operational Plan will be produced once the new Finance Manager is in post.

Committee further approved the annual operational targets for 22-23 and agreed that these are high but realistic targets.

14. Proposed Rent Increase 2023/24 – Draft Consultation Documentation

Committee noted the contents of the draft documents and that the cover letter is a template provided by GWSF. Discussion took place on whether more emphasis should be put on impact over the years should rents not be increased, however it was agreed that too many figures can confuse matters and it was important to maintain a balance of information.

Committee approved the documents for issuing to tenants.

It was further noted that as part of the consultation process, drop-in sessions for tenants will be held in December and January. The Housing Services Manager will contact Committee Members direct to discuss their availability to attend these sessions.

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

15. Governance Services Matters

15.1 Review of Risk Management Policy

Committee noted the contents of the report and that the policy has been revised as a result of the recent internal audit. The changes reflect the introduction of a risk appetite model and the revised risk registers which are now split between Strategic and Operational Risks.

Committee approved the policy for immediate implementation.

15.2 Governance and Assurance Review – Recommendations: Draft Action Plan

Committee noted the contents of the report and considered the recommendations as follows:

- Consider aligning year end with sector norm – Committee agreed that this is an area which is to be considered along with the issue of changing the constitution.
- Consider not having sub-committee meetings on the same evening as Management Committee meetings – Committee considered and agreed this recommendation, it was noted that there would be flexibility on dates and times of these meetings.
- Consider setting a threshold for write offs to eliminate need to be approved by Committee. Committee considered and agreed that

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the threshold should be set at £100 initially and can be reviewed if necessary. Committee further authorised an amendment to the Scheme of Delegated Authority to reflect this decision.

- Consider signposting Committee to evidence bank or other sources in reports to increase accessibility and effectiveness. Committee agreed that this would be implemented from Jan 23.
- Frequency of membership sub-committee meetings are onerous. Committee noted that these meetings depend on allocations and accepted that if the constitution is changed in the future, membership will become optional and reduce the need to call these meetings.
- Introduction of Director's report for sector information. Committee agreed that this would be implemented from Jan 23 subject to clarification of the type of information to be included.
- Review committee induction process and introduce early regulatory framework information. It was agreed that the Chair and Director would seek feedback from the newest members in January and schedule an overview of Regulatory Framework.

15.3 *Renewal of DPO Service*

Committee noted that G Mogan will renew the contract with Information Law Solutions for another year, effective from 4th of December at a total cost of £7,128.

15.4 *Confidential Report*

This is the subject of a confidential report.

15.5 *Sub-Committee Membership*

Committee noted the contents of the report and that there were vacancies to be filled in both the Audit Sub-Committee and Staffing and Health & Safety Sub-Committee.

H McLatchie volunteered to join the Staffing and Health & Safety Sub-Committee. It was noted that a meeting would need to be scheduled for next week and it was agreed, subject to checking availability with Committee not present tonight, it would be held on Thursday 15th December 2022 at 5 or 5:30pm.

S Bannerman volunteered to join the Audit Sub-Committee. It was noted that a meeting will be scheduled for January and the dates and times of meetings are flexible. Availability will be checked with all members beforehand.

At this point, K McCallum and G Mogan left the meeting.

16. *Report on Director's Year-End Appraisal – Confidential*

The chair presented her report to Committee and talked through the key findings of the year-end appraisal. Committee noted the positive outcome of the appraisal and that no particular recommendations had been identified for the Director.

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At this point G Mogan re-joined the meeting.

In relation to the matters discussed under Agenda Item 6 “Chair’s Report”, the Chair passed the completed ballot paper about the proposed Wage Deal 2023 to the Director to email to EVH on Committee’s behalf.

In relation to the Consultation on SHAPS (Pension Scheme) Scheme Benefits, the Chair advised Committee had discussed the consultation document which consisted of two main questions with the second question consisting of two parts.

The Chair advised the Director of the Committee’s decision in relation to the consultation questions and instructed her to submit the response on behalf of the Committee.

17. Application for Funding

Committee considered the application for funding and decided to approve funding of £300 subject to the Group providing a copy of its constitution and a bank statement.

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

There were no minutes to be considered.

19. Any Other Competent Business

19.1 Scottish Government – Cost of Living (Tenant Protection) (Scotland) Act 2022: Call for Evidence

Committee noted that the request was only received on 28th November by email and the deadline for responding was 8th December. Committee also noted the email from GWSF on the matter. After some discussion Committee concluded that as the current rent freeze in place did not affect our tenants at this time, it would likely prove difficult to provide any of the requested information. Committee decided to delegate authority to the Director to determine whether any response would be possible and if so what information would be provided.

20. Date of Next Meeting

The next meeting of the Management Committee will be held on Wednesday 25th January 2023 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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