

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON WEDNESDAY
31ST AUGUST 2022 AT 6.30PM**

Present:	K Stevenson	(Chair)
	P McCann	(Vice Chair)
	N Finlayson	
	S Bannerman	
	H McLatchie	
	K Devaney	
In Attendance:	G Mogan	(Director)
	A Stewart	(Finance Manager)
	S Hunter	(Technical Services Manager)
	S Buchanan	(Housing Services Manager)
	A Innes	(Corporate Services & HR Manager)
	K McCallum	(Customer Services Officer)
	L Ewart	(Consultant)

K Stevenson welcomed Linda Ewart to the meeting who is attending as an observer as part of the Governance review.

1. *Apologies*

Apologies for absence were received from K Leitch and A Claffey.

K Stevenson advised that Suzanne Littlejohn had submitted her resignation, for personal reasons, on 30th June 2022.

2. *Declaration of Interest*

None

3. *Minutes of previous meetings and Matters Arising:*

3.1 *Wednesday 29th June 2022*

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

3.2 *Matters Arising*

3.2.1 RE: Item 11 – Pensions Consultation

G Mogan confirmed that, as requested, she had advised that the Management Committee could not comment on the consultation as insufficient time before deadline.

3.2.2 RE: Item 12.4 – forthcoming Policy Reviews

G Mogan confirmed that the policies due for review in September are now in the resource library for Committee to



read. It was further noted that the Rechargeable Repairs Policy will not now be coming to Committee in September but a report will follow to advise of reasons.

3.2.3 RE: Item 15.2 – Postponement of Audit Sub-Committee Meeting

G Mogan confirmed that the Sub-Committee met on the re-scheduled date of 27th July 2022.

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

4.1 *1st June 2022*

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

4.2 *9th June 2022*

The item is deferred.

4.3 *14th June 2022*

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

4.4 *24th June 2022*

This item is deferred.

4.5 *30th June 2022*

This item is deferred.

4.6 *13th July 2022*

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

4.7 *27th July 2022*

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

4.8 *2nd August 2022*

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

4.9 *5th August 2022*

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

5. Chair's Report

Nothing to report.

6. Finance Matters

6.1 Management Accounts to 30th June 2022

A Stewart referred to the report and advised that a surplus of £841,459 is recorded which is higher than budgeted.

The following variances were noted:

- Rental Income – slightly higher than budget due to the rent increase being different than budget.
- Medical Adaptations Income & Expenditure – lower than budget due to less adaptations carried out.
- Factoring Income – lower than budget due to Glenmuir Estate properties not yet being factored.
- Cyclical & Major Repairs – lower than budget; but may catch up in the final quarter
- Bad Debts – lower than budget
- Wider Role – lower than budget due to activities not going ahead because of covid.
- Office Overheads – lower than budget

A Stewart advised that there is a significant underspend in our capital expenditure budget. In summary a budget of over £4M was set and to 30th June only £1.2M has been spent. This is mainly due to delays with the planned maintenance programme e.g. radiator replacements.

A Stewart confirmed that all KPIs and loan covenants were comfortably met.

A Committee Member asked if there are any consequences to being underspent. It was noted that some of the underspend will be genuine savings made but most of the underspend is for specific reasons e.g. contracts delayed due to covid/contractor availability etc. This expenditure will be carried forward into the new financial year.

A Committee Member asked about the underspend in staff training and if this will have a detrimental effect of staff development. It was noted that this budget is always very generous and there have also been savings made due to remote delivery/online training.

A Committee Member asked about the underspend on estate costs. It was noted that this is mainly in connection with planned works, which have not yet been able to go ahead for various reasons, including covid and contractor availability. There will be no adverse financial effect on these contracts as the funds have already been accounted for in the 30 year budgets. There will be some additional spend in the final quarter for cyclical maintenance.

A Committee Member asked about the interest payable. It was noted that the higher amount of interest payable has been due to the increasing bank base rate, however this has a positive effect on the interest receivable on funds held on deposit.

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

6.2 *Cashflow to 31st July 2022*

Contents noted.

6.3 *SHAPS Financial Risk Assessment*

Committee noted the contents of the report and that Rosehill has been rated “low” risk.

6.4 *SHR AFS Return*

Committee noted the contents of the report and that the information contained in the return was taken from the financial statements approved by Committee in January.

7. *Technical Services Matters*

7.1 *Final Approval of Policy – Adaptation Policy*

Committee noted the outcome of the consultation process in which 7 positive responses were received. Committee agreed that no further changes are required to the Policy and approved it for immediate implementation.

7.2 *Planned & Cyclical Works Progress Report*

Committee noted the contents of the report and that no further updates are available at this time.

8. *Housing Services Matters*

8.1 *Rent Setting Policy*

Committee noted the contents of the report and the proposed changes to the policy which are minimum. Committee considered the revised policy and approved it for immediate implementation.

8.2 *Digital Inclusion Strategy*

Committee noted the contents of the report and the draft strategy. It was further noted that this will be a working document and will continue to develop.

Discussion took place on the various methods including Tenant’s Hub which will be further developed and tenant’s should eventually be able to login to the system and see various information including up to date

rent statements, repair requests etc. Committee agreed that it was important that no-one is excluded. It was noted that various issues will be addressed including access to broadband, access to equipment, training and assistance.

A Committee Member asked what the biggest challenge is likely to be. It was agreed that the biggest challenge would be to get tenant's on board with the strategy and get them involved.

A Committee Member asked about the timescales mentioned in the strategy. S Buchanan advised that the timescales are realistic at this time.

Committee considered the draft strategy and approved it for immediate implementation.

8.3 *Potential Evictions Report*

Committee noted the contents of the report.

S Buchanan advised that in reference to case 453, the case did not call in court today as expected due to an error on the solicitors part. The new date scheduled is now 7th October, however payments have now started.

9. *Corporate Services Matters*

9.1 *Health & Safety Update*

Committee noted the contents of the report.

10. *Factoring*

10.1 *Glenmuir Estate Progress Report*

A Stewart confirmed that all communal lighting has now been installed, however there still remains issues with gaining access to some of the common vestibules which are locked. GCC will be carrying out a joint inspection on 8th September 2022 to ensure all issues have been addressed. It was further noted that 2 more meters have been installed bringing the total to 4.

A Committee Member asked who pays the communal energy supply. It was confirmed that once all the meters are installed and a factor in place, the energy company will bill the factor who will in turn bill the owners.

A Committee Member asked about the locked areas. It was noted that some flats share a communal space on the landing which historically they have kept locked. However, in order to factor/maintain these areas they cannot be locked and some owners may be hesitant to remove the locks. GCC intend to remove all the locks but it may be the case that owners fit new locks, this will be addressed if the issue arises once Rosehill becomes factor.

Committee noted that it is still hoped that Rosehill can become factor from 1st October 2022.

10.2 *Glenmuir Estate Bad Debt Write Offs*

Committee noted the contents of the report and approved the write off of £0.90 credit.

A Committee Member asked if there was a need for Committee approval when the sum is so small. It was noted that in line with the Financial Regulations, all write offs require Committee approval and a policy would need to be put in place if Committee wanted to delegate this matter. A Stewart will investigate.

11. **Quarterly/Year to Date Organisational Performance Report 2021/22:**

11.1 *Main Organisational Performance Report/Exceptions Report*

Committee noted the contents of the reports and the various results and exceptions for the red and amber results.

A Committee Member commented on the improved performance in Q3 for the void relet times and asked whether it is anticipated performance will continue to improve in the final quarter. It was noted that a higher than normal volume of voids are expected in over the next month but staff have plans in place to limit the time to relet however there are challenges in terms of contractor availability.

A Committee Member asked about the Q3 failed target in relation to allocations to external waiting list applicants. It was explained that the 3 different routes for allocations make up 100% so if more properties are made available for homeless cases then it affects the allocations to external and internal cases.

A Committee Member asked about the reasons for tenancy refusals. It was noted that no pattern has emerged for the refusals.

A Committee Member asked about the adaptations. It was noted that with the approval of the revised Policy tonight, this will assist in bringing this result down in future, although it is unlikely to greatly affect the year end outcome.

Committee agreed that overall performance has been good.

11.2 *Complaints - Q3 and YTD*

Committee noted the contents of the reports and asked if A Innes had identified any trends yet since she has started. A Innes confirmed that a common theme is communication, this is a key/priority task to improve communication throughout the organisation.

12. **Business Planning:**

12.1 *Quarter 3/YTD and Projected Year End Review of Section Operational Plans 2021/22*

12.1.1 Governance

Committee considered the Operational Plan and that the vast majority of tasks and objectives had been achieved or were being achieved by the half-year point. It further considered any narrative provided for specific outcomes. G Mogan referred Committee to the objective relating to Rosehill's involvement with the G53 Together Group and advised that this has now been discontinued. However, it is hoped the forthcoming review of the Area Partnership model will be the new vehicle for community working and that she will be able to represent Rosehill on this. As an interim measure she has been asked to join the current Greater Pollok Area Partnership as Rosehill's representative.

12.1.2 Corporate & HR

Committee considered the Operational Plan and the following was noted:

- Poor response to satisfaction survey for complaints
- Staff training plans will be in place by year end
- Late night opening postponed earlier in the year, possibly look at trialling this soon
- Digital Inclusion review has been postponed due to recent OT upgrade but will now be progressed with new strategy

12.1.3 Finance

Committee considered the Operational Plan, and that on the whole objectives and targets are being met.

12.1.4 Housing Services

Committee considered the Operational Plan and noted that the vast majority of objectives and tasks had been achieved or were being achieved. S Buchanan advised that 4 new members have been recruited for the Scrutiny Panel and the next scheduled meeting is next week for training and plan for areas to be looked at. It was noted that the panel are keen on more hands on involvement rather than simply revising Policies.

12.1.5 Technical Services

Committee considered the Operational Plan. S Hunter advised that generally progress is on track with various projects ongoing and difficulty getting contractors to tender for other works.

12.2 5 Year Business Plan 2021-26 – Annual Review and Proposed Key Priorities/Activities for 2022/23: Outcome of Tenant Consultation

Committee considered the outcome of the Away Day and the draft revised SWOT analysis. It was recognised that when comparing the previous SWOT analysis with the revised version that some matters, not necessarily covered at the Away Day, were still relevant and as such should be transferred into the draft revised version. On this basis Committee approved the revised SWOT analysis.

Committee noted the outcome of the consultation about our proposed priorities and activities for Year 2 and that 54 responses were received which is approximately the equivalent of 5% of tenants. It was noted that only 2 responses disagreed, one of which has an ongoing complaint and the other left no further comment and did not provide contact information in order to follow up. Taking this into consideration, Committee agreed that no further changes are required to the proposed key activities/priorities, as no trends or common suggestions were made in the consultation. As such, Committee approved the Annual Programme of Priorities/Activities for 2022/23.

Committee considered the Strategic Risk Register which had been reviewed by the Management Team at its August meeting. Committee decided that at this time no further revisions are required to the Register and that it reflects the current strategic risks to Rosehill. However, it was noted that additional controls may be added under Economic Uncertainty if other services are subsequently added.

13. SHAPS (Pension Scheme) – 2021 Valuation

Committee noted the contents of the report. G Mogan advised that once the revised future service contribution rates are published, a session will be organised for Committee with Chiene & Tait for independent advice.

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

14. Governance Matters

14.1 Preparations for Annual Assurance Statement

Committee noted the contents of the report. Committee also considered and approved the proposal to discontinue the assurance exercise for Covid-19 effective from 30/09/2022.

After discussion, it was agreed to arrange the assurance review session with L Ewart for Wednesday 12th October 2022 at 6:30pm.

14.2 Proposed Management Committee and Sub-Committee Timetable 2022/23

Committee noted and approved the timetable and agreed that an early December meeting is required this year in order to ensure sufficient time/attention to fully consider the annual rent review prior to consultation.

It was further noted and agreed that the Audit Sub-Committee meeting should not be held on the same evening as the Management Committee for the months of September 22 and September 23 only. G Mogan will contact the members of this Sub-Committee individually about re-scheduling the upcoming meeting.

14.3 *Additional Policy Reviews*

Committee noted and approved the additional policy reviews to the timetable for the reasons set out in the report.

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

15.1 *Audit Minutes 27/07/22 (draft -yet to be approved by the Sub-Committee)*

Contents noted.

16. **Any Other Competent Business**

16.1 *Annual Committee Member Assessments*

G Mogan advised Committee that someone from SHARE will be attending the next Management Committee as part of the annual assessment process. The questionnaire to be completed by all Committee Members will be circulated shortly for commenting/review purposes only. It is then intended that the one-to-one sessions will be held in October and the final report presented to Committee in November.

16.2 *Rosehill Fleeces*

A Committee Member asked if the newer members would receive fleeces. G Mogan agreed to look at supplying the softshell jackets which staff have.

17. **Date of Next Meeting**

The next meeting of the Management Committee will be held on Wednesday 28th September 2022 at 6:30 pm.

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

Signed: _____

Date: _____

(Chair)

