

**ROSEHILL HOUSING CO-OPERATIVE LIMITED**

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON WEDNESDAY  
29<sup>TH</sup> NOVEMBER 2023 AT 6.00PM**

**Present:** N Finlayson (Chair)  
K Stevenson (Vice Chair)  
S Bannerman  
J Thomson  
K Thomson  
A Greene  
P McCann  
J Gallen  
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)  
O Gaffney (SHARE)

Committee welcomed Olwyn Gaffney from SHARE, who would be making a presentation on the Annual Committee Assessment process (agenda item 4) after which she will stay on to observe the meeting as part of the Annual Assessment process. The Chair advised that Jackie Watson from Wylie + Bisset was unable to make tonight's meeting and that the Director will deal with the reports under item 7 on the agenda.

**1. Apologies**

Apologies for absence were received from K Devaney. N Finlayson asked G Mogan to update Committee on the leave of absence (LOA) granted to K Leitch. G Mogan advised that she had reviewed the LOA with K Leitch, who confirmed that she would be able to return to Committee from the February meeting. G Mogan will contact K Leitch again towards the end of January to confirm the plan for returning in February and to arrange a catch up session with her, the Chair and/or Vice Chair to support her return to the Committee.

**2. Declaration of Interest**

None.

**3. Minutes of previous meetings for approval:**

**3.1 Wednesday 25<sup>th</sup> October 2023**

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 9.1 – Draft Customer Service Charter

A Innes advised that staff have also been consulted about the draft document and the finalised document will be published in the New Year.

### 3.2.2 RE: Item 10.1 – Annual Assurance Statement

G Mogan confirmed that the statement was submitted to SHR within the deadline.

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

Olwyn Gaffney thanked Rosehill for working with SHARE again this year and led Committee through a presentation for the Annual Committee Assessment process. 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 survey will be issued this week and one to one appointments have been scheduled for the New Year.

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. This will be presented at the February Committee Meeting. 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.

Some discussion took place about the process and it was acknowledged that this would be the first year for two of the newer committee members. Those who have been part of the process before, commented on the value of the annual assessment and how it helped them think about where their strengths lay and what areas, if any, they needed to develop their knowledge and understanding.

N Finlayson thanked O Gaffney for her presentation.

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

### 5.1 *19<sup>th</sup> October 2023*

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

### 5.2 *25<sup>th</sup> October 2023*

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

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### 5.3 14<sup>th</sup> November 2023

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

## 6. **Chair's Report**

N Finlayson advised that the wage negotiations were currently ongoing between EVH and the Union.

## 7. **Finance Services Matters**

### 7.1 *Quarterly Management Accounts to 30<sup>th</sup> September 2023*

G Mogan referred to the report and advised that a surplus of £802,003 is recorded which is higher than anticipated.

The following were noted:

- Turnover – performed better than budget
- Staff costs – under budget
- Interest receivable out performed budget
- Interest payable under budget
- Operational Costs – under budget
- Repair/Void costs – over budget mainly due to high volume of voids and work required to them
- Corporation Tax – over budget due to the higher rate of interest received

It was noted that the 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.

It was noted that all KPI's have been met with the exception of voids percentage and staff costs per unit, however it was noted that this is nothing to be overly concerned about.

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

A Committee Member asked about the supported accommodation costs and why these varied if there were set costs for them. It was confirmed that this is due to the timing of the cycles for the various items.

Committee considered and approved the Management Accounts to 30<sup>th</sup> September 2023.

### 7.2 *Cashflow to August 2023*

Committee noted the contents of the report and that the miscellaneous income in June and July relate to the grant money for the Fun Day.

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## 8. **Technical Services Matters**

### 8.1 *Damage to Properties Following Pipework Bursts (December 2022)*

Committee noted the contents of the report and that 3 properties remain outstanding for remedial work which affects 2 tenants. It was also noted that staff and the Management Team have reviewed the actions taken for lessons learned and will update the Disaster Recovery Plan to reflect this.

A Committee member asked if there were any major failings. It was confirmed that there were no failings on the part of Rosehill with the exception that communication needs to be improved, however the main delays were caused by the Insurance company. Rosehill carried out a lot more work to assist the insurance company and to try to limit the delays where possible.

A Committee member asked if the Insurance company has timescales they need to meet in regards to claims. It was confirmed that no timescales were ever advised by the Insurance company throughout the whole process.

A Committee member asked if there were any plans in place to prevent a repeat if the weather is as bad. It was noted that an information/tips leaflet has already been distributed to all tenants with advice on how to protect their homes and keep warm during winter.

#### 8.1.1 *Recommendation for Tenants affected by pipework bursts (December 2022)*

Committee considered the report and after some discussion approved the recommendation relating to the 2024 rent increase in respect of two of the tenants affected by the burst pipework.

### 8.2 *Quarterly Gas Audit*

Committee noted the contents of the report and that it was another positive result.

### 8.3 *Planned and Cyclical Maintenance Progress Update*

Committee noted the contents of the report.

A Committee Member asked if the programme for radiator replacement is on track. S Hunter confirmed that it is anticipated that the contract will be complete in March 2024, with a few properties being excluded for valid reasons. It was further noted that the Community Engagement Officer is trying to engage with all no access cases.

A Committee Member asked if the contract is on budget. S Hunter confirmed it is and referred to the cost reports attached as appendices to the main report.

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## **9. Housing Services Matters**

### **9.1 Potential Evictions Report**

Committee noted the contents of the report and that this is the third consecutive month with no cases to report and acknowledged this was due to the hard work of staff engaging with tenants to prevent further action.

### **9.2 Fuel Poverty Funding**

Committee noted the contents of the report and were delighted to receive this grant again. It was noted that the amount payable to each tenant will depend on the number of tenants who respond but will be a minimum of £100. S Quinn confirmed that permission was given from all tenants who responded last year to retain bank information for any future payments, which leaves approximately 300 tenants where information is not held, and staff will make contact with these tenants in the New Year.

A Committee Member asked what if bank information has changed. S Quinn confirmed that an article will be in the next newsletter about the grant and tenants will be asked only to contact the office if they did not respond previously or if their bank information has changed.

## **10. Corporate Services**

### **10.1 Health and Safety Update**

A Innes advised that the sickness performance results are included in the quarterly performance reports and referred them to the Staffing and Health & Safety Sub-Committee minutes at agenda item 15.1 for other information.

## **11. Organisational Performance Reports:**

### **11.1 Quarterly Performance Report - to 30<sup>th</sup> September 2023 and YTD**

Committee noted that there were 2 reports, one for the current extended year October 2022 to March 2024 and one for the period April 2023 to March 2024 which will be in the information required for the next ARC return.

Committee noted the results and that overall performance was good and that amber and red results are detailed in the exceptions report.

### **11.2 Quarterly Performance (to 30<sup>th</sup> September 2023) - Exceptions Report**

Committee noted the contents of the report for the results coded amber or red.

A Committee Member commented that although the void relet target was not currently being met, it is still a good outcome considering the challenges. It was confirmed that it has been challenging due to the volume of work required in properties and staff are always trying to tighten up the process in order to limit the void period. It was noted

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that the Technical guidance is very strict in what can be discounted but certain planned works can be discounted from the calculation which is based on calendar days and not working days.

A Committee member asked if it was possible to get a breakdown of anti-social cases. It was confirmed that this would be classed as an operational matter but agreed that an annual analysis of cases could be looked at.

A Committee member asked about the Right First Time result. It was confirmed that the failures are mainly in relation to the timescale to complete works which is due to the availability of contractors/materials.

A Committee member enquired about the Homeless result. S Quinn confirmed that there have been a further 6 offers made and accepted but work in the properties have not yet been completed. It was further noted that Rosehill has a good relationship with the Homeless Casework Team and staff are providing regular updates on the progress of the works within the properties that have been offered to Section 5 Referrals.

### *11.3 Quarterly Report on Complaints to 30<sup>th</sup> September 2023 & YTD*

Committee noted the contents of the report and that a high volume of complaints were upheld. A Innes confirmed that communication is a big factor and it is hoped the new Customer Service Charter being introduced in the new year will assist with this. The Management Team will further analyse the complaints departmentally and also by contractor to identify any trends and address these.

A Committee member asked if there were any barriers in the complaints process which is why complaints are being withdrawn. It was confirmed that complaints are withdrawn for various reasons, including personal reasons, not a complaint or unable to make contact with the complainant. It was further noted that the complaints process is very accessible as complaints can be made multiple ways e.g. phone, in person, letter, email.

### *11.4 Tenant and Resident Safety - to 30<sup>th</sup> September 2023*

Committee noted the contents of the report and that the report will continue to be developed. It was agreed that a column should be added to detail the movement during a quarter. Committee noted that the 2 outstanding EICR's are continuing to be pursued.

### *11.5 Factoring – Progress Report*

S Hunter advised that the new Factoring Co-ordinator is due to start in the new year. It was also noted that the issue with the common supply meters is outstanding and will be progressed when the new staff member is in post.

Committee noted that there is one close where Rosehill is not yet the factor as these owners had appointed their own factor previously and

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a date has not yet been agreed for the takeover due to outstanding monies to the existing company.

#### 11.6 *Business Plan 2021-26: Section Operational Plans 2022/23 – Quarterly and YTD Review*

##### Governance

Committee noted that there has been no real change from the projected outcomes reported in September, which was a positive outcome with the vast majority of objectives and targets being met. Only one objective was on hold which related to the annual business plan review, due to the extension to the current financial year. Committee acknowledged that an interim review had been held instead to plan the extended 6 month period. The next full business planning event will be held shortly. The remaining training for Committee will be held during the extended 6 month period of the current financial year. i

##### Corporate Services

It was noted that there were also no changes from the projected outcomes reported previously. Committee were advised that the late night trial will be introduced in the New Year along with the Customer Service Charter.

##### Housing Services

Committee noted that there were no changes from the projected outcomes and there were valid reasons for tasks not achieved.

##### Technical Services

It was noted again that there were no changes from the projected outcomes and tasks not achieved are due to timing of contracts.

Committee concluded that taking everything into account, performance across the board was good and that it was satisfied there were valid reasons for any objectives not being met or being delayed.

#### **12. *Proposed Annual Rent Increase: Consultation Document***

Committee noted the contents of the draft consultation document following their decision at the last meeting to propose an annual rent increase of 6.7%. It was agreed that there was sufficient information contained in the document and Committee particularly liked the rent comparison with other local landlords and the Scottish average, which shows that Rosehill's rents are the lowest.

Committee approved the consultation document and noted that this will be distributed to all members next week.

G Mogan requested volunteers to attend the consultation drop in sessions, K Stevenson volunteered to attend the evening session. Committee were asked to advise of their availability for the other sessions as soon as possible.

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### **13. Review of Strategic Risk Register**

G Mogan advised as part of the enhanced approach previously agreed, the register will be reviewed quarterly by the Management Committee.

Committee noted that digital inclusion has been updated following Committee comments at the previous review, and cyber security has been updated following the last review by the Audit & Risk Sub-Committee.

G Mogan was pleased to report that we have received verbal confirmation that the Glenmuir Estate development does not contain RAAC and the written report will be received shortly. This will enable this risk to be removed from the Register.

A Committee member asked if it was correct that Pandemic was showing higher than Glenmuir Estate. It was confirmed that as Rosehill is now factor this has reduced the risk. It was agreed to review the likelihood score for a Pandemic.

It was also noted that Homelessness may need to be added as the Casework Team has recently intimated that they will take action against RSL's who fail to meet their quotas.

After discussion, it was agreed that no other areas require review at this time.

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

### **14. Director's Matters**

#### **14.1 Confidential Report**

This item is subject to a confidential minute.

#### **14.2 SHR – Consultation on Regulation of Social Housing**

Committee noted that the Management Team has reviewed the consultation document and determined that there are no significant changes proposed.

Committee acknowledged the proposal to carry out further consultation next year on the ARC in relation to new measures for damp/mould, tenant safety and EESSH and The Regulator's intention to set up a working group to deal with this. Following some discussion Committee concluded it would be beneficial if our Technical Services Manager could be part of the working group and decided that a request for this should be included as part of our response to the consultation.

Committee considered the draft response to the consultation and approved it for submission and authorised G Mogan to do so.

#### **14.3 Pensions Update**

Committee considered the report, noting the updated position with DB pensions and, in particular, that the 3 yearly valuation will be carried

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out in September 2024 and that the results will be shared during 2025. Based on this timeline it is anticipated that any changes to future service contribution rates will apply from April 2026. Committee further noted that it is anticipated that deficit contributions will be re-introduced from April 2026.

Committee recognised that liability is still being accrued. Discussion took place about Rosehill's prudent approach in its financial projections to allow for all staff being in the DB scheme. G Mogan confirmed that only 7 staff members are currently in the scheme. It was decided that in the interests of prudence that deficit contributions should be included in the financial projections when they are reviewed in the next few months.

Following further discussion, Committee concluded that as the 3 yearly valuation results and proposed changes to the DB scheme won't be known until 2025, that there was no need for a session to be held at this time for independent advice. Rosehill's position will be reviewed again once further information is made available.

#### *14.4 Director's Report*

Committee noted the contents of the report and that the DPO Service has been renewed at a cost of £7128 per annum, with costs be which is good value for money.

### **15. Minutes of Sub-Committee meetings for information:**

#### *15.1 Staffing and Health & Safety Sub-Committee meeting held on 24<sup>th</sup> October 2023*

Contents noted.

At this point K McCallum left the meeting.

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**16. Any Other Competent Business**

*16.1 Succession Planning*

A brief discussion was held about succession planning within Rosehill. G Mogan advised Committee that the Corporate Services & HR Manager was currently developing a Policy on this subject which would cover senior posts i.e. Director and Manager posts. This should be available for Committee's consideration and approval at the January meeting.

**17. Date of Next Meeting**

The next meeting of the Management Committee will be held on Wednesday 24<sup>th</sup> January 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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