

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF HYBRID MANAGEMENT COMMITTEE MEETING HELD ON
WEDNESDAY 26TH OCTOBER 2022 AT 6.30PM**



- Present:** K Stevenson (Chair) (via Teams)
P McCann (Vice Chair)
N Finlayson
S Bannerman
H McLatchie
K Devaney
K Leitch
- In Attendance:** G Mogan (Director)
A Stewart (Finance Manager)
S Hunter (Technical Services Manager)
S Quinn (Housing Services Manager)
A Innes (Corporate Services & HR Manager)
K McCallum (Customer Services Officer)
A Kennedy (Knowledge Partnership)

It was noted that P McCann would Chair the meeting as K Stevenson is joining remotely and has advised may experience connection issues.

1. Apologies

Apologies for absence were received from J Thomson. P McCann advised that A Claffey had requested a special leave of absence on 12th October for approximately 6 months, which had been provisionally approved by the Chair. Committee considered the request and approved it. It was noted that the Chair or Director would contact A Claffey to carry out a 3 month review.

2. Declaration of Interest

None

3. Presentation by Alan Kennedy, Knowledge Partnership on Results of Tenant Satisfaction Survey

Alan Kennedy led Committee through a presentation of the results from the recent Tenant Satisfaction Survey carried out. It was noted that 516 tenants participated which equates to 52% of all tenants. Alan advised that although the results are lower than the previous survey in 2019, this seems to be a sector wide trend.

The following headline satisfaction results were noted:

| | |
|------------------------------|--------------------------------------|
| Overall service | down 6% to 86.2% |
| Being kept informed | down 9% to 88.8% |
| Opportunities to participate | down 7% to 89.3% |
| Quality of home | down 7% to 84.5% |
| Repairs | 86.8% (no data from previous survey) |
| Management of neighbourhood | down 12% to 79.5% |

Rent value for money down 5% to 87.6%

Discussion took place on possible causes of the lower results, including Covid and cost of living crisis.

Committee agreed that some areas have already been identified as needing improvement, including digital involvement and sign posting. It was agreed that these areas and the plans to tackle them need to be publicised.

Committee agreed that communication is key – tenants need to be kept informed as to what is achievable and what is out with Rosehill's control.

Discussion took place on barriers to any plans put in place to address the reduction in satisfaction levels, and it was noted that the biggest barrier is increased costs and possible restrictions on rent increases from Scottish Government. It was agreed that after Knowledge Partnership have completed tenant focus group sessions, the Housing Services Manager would analyse the full results and look at ways to address topics identified as concerns.

G Mogan advised that the Scrutiny Panel will be looking at engagement in the upcoming session and try to identify other methods. It was agreed that all information is available on the website and is regularly published in newsletters but if tenants do not read these, how else can we engage with them?

Alan advised that approx. 50 tenants noted interest in attending a focus group, and Knowledge Partnership will facilitate this. The agenda would be agreed with Rosehill beforehand. Alan advised that staff members don't usually attend these sessions, however it may be beneficial this time or even Committee members to attend also. Some committee members volunteered to take part in the focus group discussions.

Committee thanked Alan for his time and presentation and at this point he left the meeting.

4. Minutes of previous meetings and Matters Arising:

4.1 Wednesday 28th September 2022

The minutes were approved as true and accurate and signed by P McCann.

4.2 Matters Arising

3.2.1 RE: Item 20.1 – Request for Donation

G Mogan advised that Committee's decision to donate £250 to a staff member participating in Diabetes UK One Million Steps Challenge was relayed to the staff member who was very happy and wished to pass on her thanks to Committee.

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

5.1 28th September 2022

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

6. Chair's Report

Nothing to report.

7. Finance Matters

7.1 Cash Flow to 30th September 2022

Contents noted.

7.2 Expenses Report

Committee noted the contents of the annual report.

8. Technical Services Matters

8.1 Policy Review - Management of Annual Gas Safety Checks Access Arrangements

Committee noted the routine review of the policy which has not resulted in material changes, only minor amendments.

8.2 Quarterly Gas Audit Report (April – June 2022)

Committee noted the contents of the positive report.

9. Housing Services Matters

9.1 Policy Review - Anti-Social Behaviour

Committee noted the routine review of the policy which has not resulted in material changes, only minor amendments.

A Committee Member asked whether Rosehill still had a service agreement with Glasgow Community Safety Services. S Quinn confirmed that we do however the service is not fully available in person, some areas are still remote, but the service is still usable just challenging at times.

9.2 Potential Evictions Report

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

A Committee Member asked whether evictions are still going ahead at the moment. S Quinn confirmed that the decree granted would still

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be enforced due to the date the action was started and the level of the arrears.

9.3 *Amended Report – Write Off's*

Committee noted the contents of the report and that there was a calculation error in the former tenant rent arrears to be written off which was approved at the September meeting. Committee noted that the actual amount to be written off is less than the figure reported and approved the revised figure of £6291.96.

10. **Corporate Services Matters**

10.1 *Health and Safety Update*

Committee noted the contents of the report. A Innes advised that when terminating the office cleaning contract, the contractor advised that TUPE would apply and we are now seeking legal advice on this.

10.2 *Freedom of Information*

Committee noted the contents of the report summarising all requests received in the year.

10.3 *Personal Data Breaches*

Committee noted the contents of the report summarising all breaches within the year and that these have all been recorded in the relevant register.

11. **Glenmuir Estate – Update**

Committee noted the contents of the report.

G Mogan reminded the Committee that the Factoring Co-ordinator is leaving which was unfortunate as Rosehill was close to seeking appointment as factor for the development. The permanent post has been advertised through the usual routes. It was noted that EVH had confirmed that they do not have any candidates who would be suitable for a temporary contract. Alternatives were being considered and there was a potential candidate, identified via a factoring network which the Factoring Co-ordinator belonged to. G Mogan would be arranging to meet with the person to establish their suitability for the temporary post. Committee noted that GCC has been advised of the situation and that this may delay Rosehill taking on the factoring. However, it was recognised that the issues relating to adoption of the stair lighting had not yet been fully addressed which would determine when Rosehill would be able to seek appointment as Factor.

A Stewart advised that GCC is still progressing with the removal of the communal doors which are preventing the stair lighting being adopted.

S Hunter advised that 4 tender returns have been received for the works at 48 Linnhead Drive, however these are all substantially over budget. 50% of these costs will be covered by GCC, however this is still over budget for Rosehill and will need to be considered carefully whether the works can go

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ahead. Rosehill will raise the issue with GCC at the upcoming mid year review.

12. Business Plan 2021-26 – Year 2 Plan:

12.1 Programme of Key Priorities/Activities 2022/23

Committee noted the contents of the report and that the draft plan had been approved at the August meeting.

Committee approved the final plan for year 2 which includes the addition of other priorities required to support the running of the business.

13. Preparations for Annual Rent Review – Update

Committee noted the contents of the report and that the advice from SHR and Scottish Government is that the work to determine the level of rent increase required, including consultation should go ahead, despite the Scottish Government not making their final decision until January 2023 on whether the rent freeze will be extended beyond 31st March 2023.

G Mogan advised that early indications from discussions between the Scottish Government and organisations such as GWSF provide some hope that any extension of the rent freeze may not apply to the social rented sector. However, there may be some form of rent cap introduced.

Committee agreed, although it will be difficult under the circumstances, the consultation must go ahead. It was noted that planned maintenance costs have already increased more than inflation and that this must be taken into consideration and this information needs to be conveyed to tenants in an appropriate manner.

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

14. Pensions – Update

Committee noted the contents of the report and considered Chiene & Tait's recommendation that in light of the fact there will be no changes to the contribution levels from 1st April 2023, to hold off making any changes/decisions until the future of the final salary scheme is known.

After some discussion Committee decided to accept Chiene & Tait's recommendation.

15. Governance Services Matters

15.1 Annual Assurance Statement

Committee noted the contents of the report and the final annual assurance statement prepared taking into consideration the outcome of the assurance session with Linda Ewart and the Governance and Assurance Review.

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Committee approved the statement. Due to the Chair currently being away, Committee authorised P McCann as Vice Chair to sign it. It was noted that G Mogan will upload it to the SHR website before the deadline.

15.2 *Policy Reviews:*

15.2.1 Prevention of Fraud and Anti-Bribery Policy

Committee noted the contents of the report and that the policy has been strengthened and clarified. Committee approved the revised policy for immediate implementation.

15.2.2 Disaster Recovery & Business Continuity Plan

Committee considered the proposed changes to the policy and that it has been revised to take into consideration the migration to cloud based IT systems. Committee approved the revised policy for immediate implementation.

15.2.3 Disaster Recovery Plan for our Properties

Committee noted the routine review of the policy and that only minor amendments have been made.

15.2.4 ICT and Data Security Policy

Committee considered the proposed changes to the policy and that it has been revised to take into consideration the migration to cloud based IT systems. Committee approved the revised policy for immediate implementation.

16. ***Minutes of Sub-Committee meetings for information:***

16.1 *Staffing & Health & Safety Sub-Committee meeting held on 15th September 2022*

Contents noted.

16.2 *Audit Sub-Committee meeting held on 21st September 2022*

Contents noted.

17. ***Any Other Competent Business***

17.1 *Committee Room*

G Mogan advised Committee that she intends to consult staff about offering the Committee room as a warm space for tenants to access, possibly 2 afternoons per week, throughout Winter. As well as providing a warm space for tenants, it will also provide an opportunity to meet with neighbours and others living in Rosehill and help with tackling social isolation. It is intended to provide tea/coffee and sandwiches.

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Committee agreed that this would be a good facility in the current climate.

N Finlayson advised that at a recent EVH meeting, it was reported that some funding would be available for local projects which are supporting tenants during these challenging times such as provision of warm spaces, provision of Christmas toys for children.

It was agreed that G Mogan would contact EVH to find out more.

17.2 *Remembrance Sunday*

G Mogan advised that Rosehill has again been invited to participate in the local Remembrance Sunday event on 13th November 2022. A wreath will be purchased to be laid at the memorial on Nitshill Road. G Mogan advised that if any Committee member would like to volunteer to lay the wreath, they should contact the office.

17.3 *Co-option*

G Mogan advised that she had been approached by The Regulator to serve as a co-opted Committee member on the board of another RSL. She had spoken with the Chair and Vice Chair before agreeing to do so. The anticipated duration of the co-option is one year.

18. ***Date of Next Meeting***

The next meeting of the Management Committee will be held on Wednesday 30th November 2022. However, it was noted that a Special Management Committee meeting will be held on Wednesday 9th November 2022 to discuss and approve the 30 year projections and annual rent review.

G Mogan asked whether Committee would wish to review the start times of Committee meetings and suggested an early start time if possible. Committee considered and agreed that an earlier start of 6pm would be suitable.

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

Signed: _____

Date: _____

(Chair)

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