

**ROSEHILL HOUSING CO-OPERATIVE LIMITED**

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON WEDNESDAY  
30<sup>TH</sup> JUNE 2021 AT 7.00PM WHICH WAS HELD REMOTELY USING  
ZOOM**

<b>Present:</b>	K Stevenson	(Chair)
	N Finlayson	
	M Cameron	
	S Bannerman	
	J Thomson	
<b>In Attendance:</b>	G Mogan	(Director)
	K McCallum	(Customer Services Officer)
	A Stewart	(Finance Manager)
	S Hunter	(Technical Services Manager)
	L Chelton	(Housing Services Manager)
	B Marlow	(Rosehill Tenant's Voice - Facilitator)
	O Getsaev	(Rosehill Tenant's Voice)
	S Lowrie	(Rosehill Tenant's Voice)

K Stevenson reminded Committee that as the meeting is being held using video conferencing, it was essential that members do not all speak all at the one time and that everyone will be given the opportunity to speak individually.

K Stevenson welcomed a few members of the scrutiny group Rosehill Tenant's Voice, who were here to present their 1<sup>st</sup> report to the Management Committee after reviewing the Service Standards.

**1. Apologies**

Apologies for absence were received from K Leitch, S Littlejohn and K Thomson.

It was also noted that M Baldie has been granted Special Leave.

**2. Declaration of Interest**

K Stevenson and S Bannerman declared an interest in agenda item 9.2.

**3. Rosehill Tenants' Voice (RTV) Report June 2021 – Customer Service Standards**

The 2 tenant members, S Lowrie and O Getsaev introduced themselves as did B Marlow who is the facilitator for the group. L Chelton then advised that since the early New Year the newly formed scrutiny group has been completing training and working on their first project to review the Service Standards.

She referred to the report and advised that the group felt that the existing Service Standards were quite lengthy and not meaningful. They have put together a proposed new Customer Charter, which mirrors the Scottish Housing Charter, and is based on good practice and are recommending



Committee approve it, for it to be produced in leaflet format and circulated to all members and uploaded to our website.

K Stevenson opened the discussion for questions from the Committee. There were no specific questions from any Committee Members but all made positive comments about the draft Customer Charter and acknowledged their appreciation of the work the Group is doing.

K Stevenson, on behalf of the Management Committee, thanked the tenant group members for attending, for their report and draft Customer Charter and all their hard work. She advised that Committee would now consider the draft Charter and make its decision shortly. After which L Chelton would be asked to feedback the Committee's decision to the Group.

At this point, B Marlow, O Getsaev and S Lowrie left the meeting.

Committee discussed the proposed Customer Charter and agreed that the group have put together a good document which is simplified and jargon free. Committee approved the document for immediate implementation.

Committee requested that their thanks be passed onto all the members of the group for their work so far.

#### **4. Minutes of previous meeting:**

##### **4.1 Approval of Minutes 26<sup>th</sup> May 2021**

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

It was acknowledged that the paper copy of the minutes couldn't be signed at present due to Covid-19 restrictions. It was agreed that once this was possible K Stevenson was authorised to sign the Management Committee Minutes of 26<sup>th</sup> May 2021.

##### **4.2 Matters Arising**

###### **4.2.1 RE: Item 3.2.4 - Management Committee Members**

G Mogan advised that she is consulting with staff in an attempt to identify 2 or 3 members who would be interested in the joining the Management Committee with a view to inviting them to observe the August meeting. Once members have been identified they will also be invited to attend an informal session with the Chair who will chat to them about what being on the Committee entails.

###### **4.2.2 RE: Item 12.1.1 - Data Protection Officer Service**

G Mogan confirmed that Information Law Solutions have been appointment to provide this service for an initial period of 6 months at which time it will be reviewed. It was noted that the service so far has been quite good and staff are receiving responses quickly.

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

5.1 4<sup>th</sup> June 2021

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

**6. Chair's Report**

Nothing to report.

**7. Health & Safety Matters**

Committee noted that the annual re-signing of the following documents within the Health & Safety Control Manual:

- Policy Statement
- Management Committee Responsibilities
- Health & Safety Sub-Committee Responsibilities

Committee authorised the signing of the documents and agreed that Committee should contact K McCallum to make arrangements to attend the office to sign them.

**8. Finance Matters**

8.1 *Cashflow to April 2021*

Contents noted.

8.2 *Treasury Management Report*

A Stewart led Committee through the report which details the various deposits, loan balances, rates applicable, security held by the banks and bank credit ratings.

It was noted that the interest rates are very low, which is good for loans but not for investments.

A Stewart advised Committee that the Bank of Scotland has now agreed to release the security on 434 properties. It is hoped that this process will be finalised in the next few months. Committee were extremely pleased with this result, and noted that the Bank was under no obligation to release the security.

It was further noted that the debt per unit was significantly lower than the Scottish average.

Committee agreed that Rosehill has a strong financial position and approved the recommended treasury management strategy for the coming year.

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### 8.3 *SHR Loan Portfolio Return*

Committee noted the contents of the return and that the information included therein mirrored the loan information reported within the Management Accounts and Treasury Management report as at 31<sup>st</sup> March 2021.

Committee approved the return for submission by G Mogan online to the Regulator.

### 8.4 *SHR Five Year Financial Projections Return*

Committee noted the contents of the return and that the information is taken from the 30 year projections approved by Committee In November.

Committee approved the return for submission by G Mogan online to the Regulator.

## 9. **Technical Services Matters**

### 9.1 *Planned and Cyclical Works Update*

Committee noted the contents of the report.

S Hunter advised that staff are making good progress in contacting those tenants who have not responded to attempts by the contractor to gain access for the smoke alarm upgrade work.

### 9.2 *Kitchen Choices (Turnberryhill, Rosehill Cottages, Darvel Street, Hurllehill, Craigbank 1A&B and Overtown Cottages) – Discussion*

It was noted that as there are 2 interested Committee Members for this item, it would leave insufficient numbers for a decision to be made. As such it was agreed that this matter would be discussed at a special meeting held before the next Business Planning Session on 28th July 2021. A reminder will be issued nearer the time.

## 10. **Housing Services Matters**

### 10.1 *Potential Evictions Report*

Committee noted the contents of the report and L Chelton confirmed that the eviction had taken place on 28<sup>th</sup> June 2021. It is anticipated that it will be highly unlikely that the outstanding debt will be recoverable but attempts will be made.

### 10.2 *FTA policy review*

Committee noted the revised policy which has only 2 minor changes, updating of job titles and clarification on use of Sheriff Officers.

After consideration, Committee approved the revised policy for immediate implementation.

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## 11. **Barratt Flats**

### 11.1 *Appointment of Factoring Officer*

Committee noted the contents of the report and the proposal to appoint a permanent Factoring Officer on an officer grade, in order to entice the right candidates to apply.

It was noted that GCC will fund 50% of the costs for the first year with the possibility of an extension. It was also noted that the post costs would need to be covered by the factoring income as it is not appropriate for rental income to cover the post.

Committee also noted that any shortfall could be made up by the post holder assisting in other departments such as Technical Services.

After discussion, Committee approved the proposal to appoint a Factoring Officer on a permanent basis on an officer grade pay scale and that the recruitment process should begin as soon as possible.

### 11.2 *General Update*

Committee noted the update.

At this point A Stewart, S Hunter and L Chelton left the meeting.

## 12. **Governance & Corporate Services Matters**

### 12.1 *IT Infrastructure – Proposal*

Committee noted the contents of the report and that in order to resolve an issue identified with the backup and also in line with the life span of the equipment, it is determined that the best solution would be to migrate to a cloud based system.

Committee further noted in respect of the outlay costs, that these in part can be covered by the capital element under the current IT budget but there will be a shortfall of £6,755. This additional expenditure will require to be approved by Committee but it was noted that the costs can be accommodated in the overall budget.

In terms of the running costs, Committee considered the comparison between current and new running costs, noting that there will be an increase but not to such an extent that would prevent the proposal going ahead.

G Mogan has spoken with another RSL which has migrated to a cloud based system (not same IT company) and their experience so far has been very positive. She has requested if they would be willing to share their costs but has not yet heard back.

After consideration, Committee agreed that a meeting with Omniledger is not necessary for the Management Committee.

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Committee further approved the following:

- the proposal to move to a cloud based system at a cost as set out in para 6.5 of the report;
- additional expenditure of £6,755 under the associated budget, on the understanding that the costs can be accommodated in the overall budget;
- To delegate authority to G Mogan to finalise costs and arrangements with Omniledger. It was recognised that the final costs may vary and as such the Director requires some flexibility on agreeing the final costs with Omniledger. Committee decided that only in the event there was a significant increase in costs will the matter be brought back to Committee for further consideration and approval.

#### 12.2 *IT – Annual Penetration Test: Target Defense Report*

Committee noted the outcome of the annual test which has identified 3 medium threats and noted that one of the threats has now been resolved and one is in progress to be resolved. In terms of the 3<sup>rd</sup> threat, G Mogan explained that our IT provider had advised that whilst it was technically correct to class this as a risk, it didn't actually apply to Rosehill's Pyramid server as there are no SMB shares on the server.

#### 13. **Matters for Updating**

##### 13.1 *Supported Accommodation*

G Mogan advised that there is no update available at the moment. It had been hoped to have a draft application available early in June but despite several messages being left, G Mogan had not heard back from Solicitors.

#### 14. **Minutes for Noting:**

##### 14.1 *Staffing and Health & Safety Sub-Committee meeting held on Wednesday 30<sup>th</sup> June 2021*

These minutes are not available (in error) and will be brought back to the next Management Committee meeting.

#### 15. **Any Other Competent Business**

##### 15.1 *EVH*

N Finlayson advised that she is to receive an award from EVH for 20 years' service in Housing. Committee passed on their congratulations and agreed this was an excellent achievement.

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**16. Date of Next Meeting**

The next meeting will be held on Wednesday 25<sup>th</sup> August 2021 at 6:30pm. It was also noted that a Special meeting will be held on 28<sup>th</sup> July 2021 to discuss the kitchen replacement contract (see item 9.2).

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

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

(Chair)

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