

**ROSEHILL HOUSING CO-OPERATIVE LIMITED**

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON THURSDAY  
24<sup>TH</sup> JUNE 2020 AT 4:00PM WHICH WAS HELD REMOTELY USING  
ZOOM**

|                       |             |                             |
|-----------------------|-------------|-----------------------------|
| <b>Present:</b>       | K Stevenson | (Chair)                     |
|                       | M Cameron   |                             |
|                       | S Bannerman |                             |
|                       | N Finlayson |                             |
|                       | M Baldie    |                             |
|                       | K Leitch    |                             |
|                       | K Thomson   |                             |
|                       | J Thomson   |                             |
| <b>In Attendance:</b> | G Mogan     | (Director)                  |
|                       | L Chelton   | (Housing Services Manager)  |
|                       | K McCallum  | (Customer Services Officer) |

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.

**1. *Apologies***

Apologies for absence were received from E Henderson.

K Stevenson advised that Ellen Henderson has requested a special leave of absence for personal reasons. She has requested this is for 6 months initially. Committee considered and approved this request which will be reviewed after 3 months.

As E Henderson currently holds the position of Vice Chair, K Stevenson asked whether anyone would consider stepping up to fill this position temporarily. Karen Leitch was nominated by N Finlayson and seconded by J Thomson. There being no other nominations K Leitch was appointed as Vice Chair and she duly accepted. It was further noted that E Henderson also served on the Audit Sub-Committee and Staffing and Health & Safety Sub-Committee's and as such K Leitch also agreed to fill her position on these.

**2. *Declaration of Interest***

None.

**3. *Minutes of previous meeting held on Thursday 28<sup>th</sup> May 2020 and Matters Arising***

**3.1 *Minutes***

The minutes were approved as true and accurate.

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It was approved that K Stevenson would sign the pdf version of the minutes using her digital signature, meantime. The original paper copy will be signed once things return to normal.

### 3.2 *Matters Arising*

#### 3.2.1 RE: Item 5 – Health & Safety

G Mogan confirmed that all Managers and herself had attended online training which was quite successful, and it is hoped that other H&S training can be organised this way too.

#### 3.2.2 RE: Item 6.5 – Loan Portfolio Return

G Mogan confirmed that the return had been submitted online to the Regulator by the deadline.

#### 3.2.3 RE: Item 12.2 – HouseMark

G Mogan confirmed that she has advised HouseMark that Rosehill would not be renewing its subscription this year.

### 4. ***Minutes of Membership Sub-Committee meetings***

Nothing to report.

### 5. ***Chair's Report***

K Stevenson advised that she has submitted and passed the 2<sup>nd</sup> unit of the CIH course she is undertaking and has just submitted the 3<sup>rd</sup> assessment. K Stevenson would like to thank S Hunter for her assistance with this module.

It was further noted that K Stevenson continues to be in regular contact with G Mogan whilst we are still in lockdown and is kept informed of any key matters. She is pleased with the progress being made and the Assurance Exercise specifically about COVID-19 is prudent to ensure that Rosehill continues to operate during these difficult times

G Mogan confirmed that some services have now been able to restart including close cleaning, open space maintenance and the garden assistance service, which should help with the general look of the area as it was looking rather overgrown. It was also noted that some staff have also re-started estate management duties by walking around the area including garden inspections, whilst keeping their distance from members of the public. These staff have been issued with gloves and masks and have access to the office for toilet breaks.

### 6. ***Finance Matters***

#### 6.1 *Cash flow to April 2020*

Committee noted the contents of the report and that the grant received was in connection with adaptation works carried out prior to lockdown and the contract payments were for works carried out in the electrical & smoke detectors contract prior to lockdown.

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## **7. Technical Services Matters**

Nothing to report.

## **8. Housing Services Matters**

### *8.1 Review of Void Management Policy*

Committee considered the revised policy which takes into account the requirements of the revised Charter, in terms of the date of tenancy termination in relation to the death of the tenant.

Committee approved the revised policy for tenant consultation.

### *8.2 Potential Eviction Cases Report*

Committee noted the contents of the report and that it was the same 2 cases from last month, as the cases have not yet been heard in court. L Chelton advised that Courts will resume business on 29<sup>th</sup> July 2020 and it is intended to get these cases listed as soon as possible.

A Committee Member asked how the balances on the cases have gotten so high. L Chelton confirmed that staff have followed the standard pre-action procedure and that the case was sisted in April 2020 due to COVID-19, as soon as courts resume the case will be listed for a calling date as soon as possible.

## **9. Governance and Corporate Services Matters**

### *9.1 Review of Complaints Handling Procedure (based on revised Model CHP)*

Committee noted that this document was scheduled for review this month, which is good timing as a revised model from SPSO was issued in January.

The revised document is largely based on the model but tweaked to reflect Rosehill's structure and local practice.

Committee noted the contents of the revised procedure and highlighted text that signified the changes needed by Rosehill. Committee decided that whilst the draft was largely based on the Model to ensure compliance and that key elements of it were requirements and could not be changed, it should still be put out for consultation. Committee approved the revised procedure for consultation.

### *9.2 Review of Procedure for Handling Serious Complaints against the Director*

Committee noted that the review of this procedure is linked to the Complaints Handling Procedure and that only minor changes have been made. It was further noted that it is also in line with Regulatory guidance.

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A Committee Member asked what if the complaint has financial implications and the Finance Manager could not act as liaison. G Mogan confirmed that the Finance Manager merely acts as a liaison between Committee and solicitors and if such a case arose, Committee would simply be passed contact information to deal directly with Solicitors. The solicitor would then advise Committee if it required independent, external assistance with any potential investigation.

Committee approved the revised procedure for immediate implementation.

### 9.3 *Arrangements for Annual Review of Business Plan*

G Mogan confirmed that 2 sessions via zoom are proposed which will be facilitated by Linda Ewart, consultant and the proposed dates are as follows:

Wednesday 15<sup>th</sup> July 2020 – 5pm to 7pm  
Wednesday 22<sup>nd</sup> July 2020 – 3pm to 5pm

All committee members present confirmed that these dates were suitable with the exception of K Thomson and M Cameron who may not be able to attend due to work commitments but are unable to confirm until nearer the time.

G Mogan advised that as majority of committee are available, these sessions will be organised for the date proposed. Committee will receive a reminder nearer the time.

### 9.4 *Arrangements for Annual Committee Assessments – October 2020*

It was recognised that whilst the assessment form used had been revised last year, Committee concluded that it hadn't enhanced the process or experience. Committee felt it was time for a complete revamp.

Committee considered the proposal from SHARE, which Rosehill is affiliated to, to provide this service and decided to approve the proposal on the following basis:

- Appointment of SHARE for one year only at a cost of £3000 plus £500 for the review of the Chair;
- Set aside the requirement for 2-3 quotes for the reasons stated in point 3.3 of the report.

## 10. ***Matters for Updating***

Committee noted the contents of the report and that there is no further update on either of the 2 matters listed.

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## **11. Minutes of Sub-Committee Meetings for information:**

11.1 *Staffing and Health & Safety Sub-Committee held on 26<sup>th</sup> February 2020 (approved by Sub-Committee in June)*

Contents noted.

11.2 *Draft Staffing and Health & Safety Sub-Committee held on 1<sup>st</sup> June 2020 via Zoom (not yet approved by Sub-Committee)*

Contents noted.

11.3 *Draft Audit Sub-Committee Minutes held on 14<sup>th</sup> April 2020 via Zoom (not yet approved by Sub-Committee)*

Contents noted. Committee were delighted with the strong rating received during internal audit of the Repairs service.

## **14. Any Other Competent Business**

14.1 *EVH Member Protect*

G Mogan advised that EVH had recently launched a new service for RSLs, EVH Member Protect, which provides unlimited legal advice and representation in relation to all employment tribunal claims. Due to the number of staff Rosehill has, the cost will £875 plus VAT per annum. This is a capped fee per year, which means that you can use the service as often needed in the period without any additional charges.

It was also noted that the Solicitors who provide this service in partnership with EVH can also provide other employment advice at a discounted rate.

After consideration, Committee agreed that the service may never be used but in the event it was needed it was good insurance and value for money, as such Committee approved the subscription to this service at the cost of £875 plus VAT.

14.2 *Thriving Places*

G Mogan advised that during the current pandemic various good services have been setup in the area and are proving very popular. It was also noted that SWAMP, local community trust, had been awarded a grant from the Scottish Government Supporting Communities fund and G Mogan has received an invitation to a meeting next week to consider how this money should be distributed in the area.

It was agreed G Mogan would provide any updates on the work of this newly formed group at future Committee meetings.

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**15. Date of Next Meeting**

It was agreed that the next meeting will be held on Wednesday 26<sup>th</sup> August 2020 at 4:00 pm, via Zoom.

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

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

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

(Chair)

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