

Committee Members' Handbook

Reviewed: June 2022

Next Review: 2025



Rosehill Housing Co-operative Limited
250 Peat Road, Glasgow, G53 6SA
Tel No: 0141 881 0595, email: admin@rosehillhousing.co.uk
www.rosehillhousing.co.uk

1: Introduction and Purpose

- 1.1 This is your Committee Members' Handbook which forms part of your Committee Members' Information Pack. Its purpose is to be a guide to help you to be an effective Committee Member. It is an important information tool, along with the rest of the Information Pack, which you are encouraged to refer to throughout your time as a Committee Member with Rosehill.
- 1.2 In the following pages you will find information about your responsibilities as a Committee Member, as well as summarised information about our key governance policies and processes. The full Policies are in the Information Pack which can be found in the Resource Library of our Board Portal.
- 1.3 We hope you find this handbook helpful and informative.

2. What does that mean?

- 2.1 One of the first things that Committee Members need to get to grips with is becoming familiar with terms and phrases used in the Housing Sector and jargon.
- 2.2 It is Rosehill's aim to support Committee Members with this and will do so by:
 - Providing all Committee members with Copies of the "A –Z guides" published by Employers in Voluntary Housing, or similar where available;
 - Make sure that all committee reports are written in Plain English as far as is reasonable in the circumstances.
- 2.3 If you do see abbreviations or other jargon in reports that you're not sure about, the chances are that other Committee Members might not know either. So, you should never be worried about asking for an explanation!
- 2.4 Just to prove this point, one of the things Committee Members asked to be included in this handbook was an explanation of some of the terms commonly used in the housing sector. A list of words, phrases, abbreviations used can be found at the back of this handbook.

3. The set-up of the Management Committee

- 3.1 Rosehill, as a fully mutual co-operative, requires all tenants to be members and vice versa. This means that only our tenants can be full members of the Management Committee.
- 3.2 The Management Committee can consist of no less than 7 members and no more than 12. Each year at our Annual General Meeting (AGM) a third of the Management Committee must step down and then can stand for re-election. In addition, other tenants/members can stand for election.
- 3.3 Members can also be appointed to the Management Committee by the Committee to fill any vacancies that may arise during the year until the next AGM. The Management Committee can also co-opt people to the Committee or a Sub-Committee, but they do not need to be Members of Rosehill. Co-optees cannot hold an office bearer position and do not count towards the quorum for Committee and Sub-Committee meetings. Co-optees cannot make up more than one third of the total number of members of the Committee or Sub-Committee at any one time.
- 3.4 The Management Committee must have a Chairperson, a Secretary and any other Officer Bearers it considers necessary. Rosehill also has a Vice Chairperson. The positions of Chairperson and Vice Chairperson can only be held by elected Committee Members. The position of Secretary can be held by the Director, which is currently the case.
- 3.5 At the first Management Committee meeting each year following the AGM the Office Bearers will be elected. The position of Chairperson cannot be held by the same Committee Member continuously for more than 5 years.

3.6 Role of the Chair

- 3.6.1 The Chairperson is responsible for the leadership of the Committee and ensuring its effectiveness in all aspects of the Committee's role and to ensure that the Committee properly discharges its responsibilities as required by law, the Rules, and the Standing Orders of the Association. The Chairperson will be delegated such powers as is required to allow the Chairperson to properly discharge the responsibilities of the office. Among the responsibilities of the Chairperson are that: -

- The Committee works effectively with the senior staff;
- An overview of business of the Association is maintained;
- The Agenda for each meeting is set;
- Meetings are conducted effectively;
- Minutes are approved and decisions and actions arising from meetings are implemented;
- The standing orders, code of conduct for Committee Members and other relevant policies and procedures affecting the governance of the Association are complied with;
- Where necessary, decisions are made under delegated authority for

- the effective operation of the Association between meetings;
- The Committee monitors the use of delegated powers;
- The Committee receives professional advice when it is needed;
- The Association is represented at external events appropriately;
- Appraisal of the performance of Committee Members is undertaken, and that the senior staff officer's appraisal is carried out in accordance with the agreed policies and procedures of the Association; and
- The training requirements of Committee Members, and the recruitment and induction of new Committee Members is undertaken.

3.6 Role of Secretary

3.6.1 The Secretary and the other Office Bearers will be controlled, supervised, and instructed by the Committee.

3.6.2 The Secretary's duties include the following (these duties can be delegated to an appropriate employee with the Secretary assuming responsibility for ensuring that they are carried out in an effective manner):

- calling and going to all meetings of the Association and all the Committee Meetings;
- keeping the minutes for all meetings of the Association and Committee;
- sending out letters, notices calling meetings and relevant documents to Members before a meeting;
- preparing and sending all the necessary reports to the Financial Conduct Authority and The Scottish Housing Regulator;
- ensuring compliance with these Rules;
- keeping the Register of Members and other registers required under these Rules; and
- supervision of the Association's seal.

3.6.3 The Secretary must produce or give up all the Association's books, registers, documents, and property whenever requested by a resolution of the Committee, or of a general meeting.

3.7 More information about the role and responsibilities of the Office Bearers can be found in the Information Pack.

3.8 Role of the Management Committee

3.8.1 The Management Committee is Rosehill's governing body and is responsible for the leadership, strategic direction, and control of Rosehill with the aim of achieving good outcomes for its tenants and other service users in accordance with Regulatory Standards and Requirements.

3.8.2 The Management Committee is also responsible for making sure, amongst other things, that:

- It ensures financial viability and regulatory compliance;
- It acts as a good and fair employer;
- It agrees and oversees the organisation's financial plans to achieve its purposes and intended outcomes for its tenants and other service users;
- Tenants receive high quality services that are good value for money;
- Rosehill stays solvent and makes proper use of its money and other resources;
- It complies with the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management;
- Rosehill meets all of its legal obligations;
- It abides by the requirements of its Registered Rules.

3.8.3 The Management Committee's most important duties include:

Setting Rosehill's overall strategy for the future

For example, by formulating and approving the Business Plan, and monitoring how it is put into practice.

Approving the policy of Rosehill

The Management Committee approves all of Rosehill's major policies, for example in relation to governance, housing services and employment. It also makes decisions about what kinds of new activities Rosehill should get involved in.

Making major financial decisions about using resources

For example, the Management Committee approves the annual budget and rent increases. It also monitors Rosehill's overall income and expenditure, cash-flows, and loan covenants.

Overseeing the way Rosehill manages risk

Making sure Rosehill identifies major things that could go wrong and takes these into account when decisions are being made, in line with its approach to risk management.

Employing staff

Approving Rosehill's arrangements for pay, conditions of service and pensions.

Dealing with Notifiable Events

The Scottish Housing Regulator has published statutory guidance on what it calls “Notifiable Events”. These are things which, if they happen, are considered so serious that the Regulator must be formally notified about them. These include things like breaching loan covenants, the resignation of the Chair or the Senior Officer. A copy of the statutory guidance can be found in the Information Pack.

Performance monitoring

Monitoring the quality of service tenants receive, and tenant satisfaction with Rosehill’s performance.

- 3.9 Responsibility for putting Rosehill’s policies into practice and managing the organisation and service delivery is delegated to the staff team, under the leadership of the Director. Rosehill’s Scheme of Delegated Authority (which can be found in your Information Pack) sets out what decisions the Committee needs to make, and what decisions and activities it has delegated to the staff team. Where responsibility is delegated to the staff team, the Management Committee receives regular reports on Rosehill’s performance against targets.

4. What makes an effective Committee?

4.1 Here are some of the signs to look out for:

Signs of an effective committee	Signs that things could be better
<ul style="list-style-type: none"> The committee spends most of its time on the big strategic issues and on reviewing overall performance 	<ul style="list-style-type: none"> The committee spends too much of its time on less important issues e.g. the colour of doors
<ul style="list-style-type: none"> Meetings are business like and well run Staff and Committee respect each other's distinct roles 	<ul style="list-style-type: none"> Not all members are well prepared for meetings Meetings take longer than they need to Important decisions are taken without proper discussion
<ul style="list-style-type: none"> Everyone contributes to discussions over the course of meetings 	<ul style="list-style-type: none"> A few members do most of the talking
<ul style="list-style-type: none"> There is a professional relationship between committee members and staff. Committee works as a team 	<ul style="list-style-type: none"> Conflict and poor communication Staff do most of the talking
<ul style="list-style-type: none"> Reports are clear and concise, contain options where possible, with recommendations 	<ul style="list-style-type: none"> Committee members have difficulty in following reports
<ul style="list-style-type: none"> Committee members ask staff questions about the reports they receive 	<ul style="list-style-type: none"> A committee which routinely "rubber stamps" staff recommendations on major issues, without proper discussion

4.2 The Management Committee should talk about the kinds of issues listed above from time to time.

4.3 A good way of doing this is to take some "time out", to discuss:

- How well the Committee is carrying out its job
- Whether anything could be improved
- What help or support committee members or staff might need to make improvements.

4.4 In addition to the above more informal approach, these matters are also considered and reviewed at the annual self-assessments of Committee. This process looks at the effectiveness of individual Committee Members and of the Management Committee as a whole.

5. How to be an effective Committee Member

- 5.1 Committee members make decisions that affect all tenants and other customers. Following a few simple rules will help you to be effective in your role, and to get the most out of being a committee member:

Attend regularly, and prepare for meetings

The papers for the Committee meetings are accessible through our Board Portal and will typically be available one week before the meeting. You should always read and think about the papers before you attend committee meetings. There is a note facility on the Portal to enable you to make notes on the papers about things you want to ask. You also have the option of sharing your notes with other Committee Members. Making notes will help you contribute at meetings. It can also help make meetings shorter and run better.

If you are not well prepared, there is a risk that too much time is spent at meetings making sure everyone understands what is in the reports, or that decisions just get nodded through. The reports you receive should be clear and concise. Make sure you speak up if you think reports are difficult to follow, or if you need any help understanding them.

Contribute

Everyone should try to contribute to discussions and decisions during committee meetings. One of your main roles is to hold the staff team to account. This isn't just about looking for problem areas – it's just as important for you to recognise when things are going well and for this to be acknowledged at meetings. The sign of an effective committee is that questions are asked, and answers considered.

Build up your knowledge and skills

It's hard for you, as part of the committee, to be in control of Rosehill, unless you keep your knowledge up to date. So, taking part in training and other activities will help you make better decisions as a committee member.

Follow the Committee Members' Code of Conduct

As a committee member, you need to meet high standards, to give tenants confidence that Rosehill is a well-run and well-managed organisation. The Code of Conduct sets out the main rules everyone is expected to follow, and our standing orders provide further information

and guidance. The code of conduct is part of your Committee Members' Information Pack.

Feel like you're making a difference – it's why you joined!

5.2 Asking Questions – some practical tips

Performance

The Committee regularly receives reports, from staff, about Rosehill's performance.

Performance reports will usually compare current performance with the targets the Management Committee has set previously. Rosehill has a very successful track record in meeting its targets and comparing favourably with most other housing organisations on service delivery (things like re-letting empty houses, repairs, managing rent arrears). Where performance results are on track or better, remember that all of this is the result of good procedures and hard work by the staff team.

The following pointers will help you to understand the reasons in any cases where targets **aren't** being met. You don't have to be an "expert" to ask any of these questions.

Overall questions

- What are the risks to Rosehill if performance does not improve?
- What decisions, if any, do staff need the committee to take?
- Is there anything in particular which is affecting performance?
- Is there anything else the committee should be aware of?

If the committee wants to delve deeper, the following types of questions could be asked:

Why is performance below the target?

- Are any problems relatively new, or are they part of a trend over a longer period?
- What actions have been taken already by staff to improve performance?
- Is the target for this area still achievable? (it could be that Rosehill's target is now too ambitious)

What are the consequences of not meeting the target?

- Will the performance result affect Rosehill's overall aims?
- Is it affecting the quality of service to tenants?

- Will it affect Rosehill's financial position, or its ability to meet its legal obligations?

If the answers to these questions are "no", by all means ask other questions – but it is unlikely that there will be any serious cause for concern.

How will performance be improved?

- What action is being taken or considered?
- What are the things standing in the way of improvement?
- When will action be taken? When will improvements be seen?
- Do staff have the right resources to address the issue? Do they need any additional support?

Projects/Initiatives/Services/Activities

Committee will receive reports, from time to time, setting out proposals for its consideration and approval in relation to our involvement in or delivery of projects, initiatives, new services and development activities.

Some key questions to consider:

- Does it contribute to the delivery of our Business Plan Objectives?
- Is it in keeping with our Rules?
- Does it comply with any relevant legislative or regulatory requirements?
- What are the associated risks, if any?
- Are there any financial implications?

6. Key Governance Policies and Documents

- 6.1 There are a range of governance policies and documents that set out what is required and expected of Rosehill and the Management Committee.
- 6.2 In the following pages there is a summary of some of the key policies/documents which can all be found in the Committee Members' Information Pack. The summaries are to provide you with a good indication of what is required from you and what good governance is. However, it is important that the full versions of the Policies/Documents are read and that they are referred to throughout your time as a Committee Member.

Committee Members' Code of Conduct

The Code of Conduct sets out the standards that all Committee Members must meet. Before a Committee Member can serve on the Management Committee they will be required to agree to and sign the Code. After which, each Committee Member will be required to sign the Code each year.

The Code is based on seven principles which are recognised as providing a framework for good governance. Examples of each of the principles are listed below:

Selflessness: -

- Always uphold and promote Rosehill's aims, objectives and values and act to ensure their successful achievement.
- Will not seek to use my position inappropriately to influence decisions that are the responsibility of staff.
- Will not seek to use my influence inappropriately or for personal gain or advantage or for the benefit of someone to whom I am closely connected or their business interests.

Openness: -

- Will avoid any situation that could give rise to suspicion or suggest improper conduct.
- Will declare any personal interest(s) and manage openly and appropriately any conflicts of interest; I will observe the requirements of our policy on the matter. I will keep my entry in the Register of Interests complete, accurate and up to date. I will make an annual statement to confirm my declarations are accurate.
- Will ensure that Rosehill is open about the way in which it conducts its affairs and positive about how it responds to requests for information.

Honesty: -

- Will always act honestly and in good faith when undertaking my responsibilities as a committee member.
- Will report any concerns or suspicions about possible fraud, corruption or other wrongdoing to the appropriate senior person within the organisation in

accordance with our whistleblowing policy.

- Will ensure that neither I nor someone closely connected to me receives or is seen to receive preferential treatment relating to any services provided by the organisation or its contractors/suppliers. I will declare all interests openly and ensure they are effectively managed to demonstrate this.

Objectivity: -

- Will prepare effectively for meetings and ensure I have access to all necessary information to enable me to make well-informed decisions.
- Will ensure that the Management Committee seeks and takes account of additional information and external/independent and/or specialist advice where necessary and/or appropriate
- Will contribute to the identification of training needs, keep my knowledge up to date, and participate in ongoing training that is organised or supported by us.

Integrity: -

- Will always treat my committee colleagues, our staff, our customers and partners with respect and courtesy
- Will publicly support and promote our decisions, actions, and activities; I will not, by my actions or behaviour, compromise or contradict the organisation, its activities, values, aims or objectives. I will notify the Chair quickly if I become aware of any situation or event that I am associated with which could affect Rosehill and/or its reputation
- Will respect confidentiality and ensure that I do not disclose information to anyone who is not entitled to receive it, both whilst I am a member of the Committee and after I have left.

Accountability: -

- Will observe and uphold the principles and requirements of the SHR's Regulatory Framework, and gain assurance that relevant statutory and regulatory guidance and Rosehill's legal obligations are fulfilled.
- Will contribute positively to our activities by regularly attending and participating constructively in meetings of the Management Committee, its committees and working groups.
- Will not speak or comment in public on our behalf without specific authority to do so.

Leadership: -

- Will ensure that our strategic aims, objectives, and activities deliver good outcomes for tenants and service users. I will make an effective contribution to our strategic leadership.
- Will always be a positive ambassador for the organisation.
- Will not act in a way that could jeopardise our reputation or bring us into disrepute.

Declaration of Interests

This Policy interlinks with our Committee Members' Code of Conduct and our Entitlements, Payments, and Benefits Policy and as such should be read in conjunction.

In summary, as a committee member you should:

- Always declare any outside activities or interests that could influence your actions or decisions;
- Always declare any outside activities or interests that **could be seen by other people** as influencing the way you carry out your duties;
- Consider members of your household, people closely associated with you and others you need to consider. More guidance on this can be found in Table A of the Entitlements, Payments, and Benefits Policy.

How do I make a declaration of interests?

You will be asked to complete a declaration of interests form each year. You must keep this form up to date and amend it as soon as you are aware of anything which should be declared. You should also notify the chairperson of the meeting, if you have an interest in any business to be discussed at a meeting of the Management Committee or a sub-committee. Declaration of Interests is a standard agenda item which will provide you the opportunity to declare an interest in any matter being raised at the meeting. If you do not do this, a member of staff will do it for you.

What happens if I declare an interest?

If you have a major conflict of interests, the rest of the Committee may ask you to resign. However, this is unlikely. In most cases:

- You may be asked to withdraw from the discussion of any items at committee meetings, where you have declared an interest. If this happens you must leave the room for the duration of the item, and this must be recorded in the minutes.
- The rest of the Committee will decide if the interest you have declared has any bearing on the proper course of action for Rosehill.
 - for example, your relatives will not be disadvantaged in any way if they apply for membership or a house, as long as the proper procedures are followed.

Entitlements, Payments and Benefits

This policy gives clear guidance on declaring interests and on what entitlements apply, what payments and benefits are permitted and those which are not.

The main payments and benefits covered by the policy are:

1. A tenancy to a house
2. Work to houses, such as repairs and modernisation work
3. Discretionary payments relating to a tenancy (e.g. discretionary compensation paid to tenants in modernisation schemes, or redecoration allowances paid to new tenants)
4. Employment contracts
5. Payments/benefits to staff that are not covered by their employment contract
6. Payments to committee members
7. Contracts between Rosehill and businesses trading for profit
8. Purchase or sale of property owned by employees or committee members.

Who does this policy apply to?

1. All committee members
2. All employees
3. Any person who has been a committee member in the last year
4. Anybody closely associated with you, this includes:
 - Members of your household, which means anyone who normally lives as part of your household, whether they are related to you or not; those who are part of your household but work or study away from home
 - Your partner (if not part of household)
 - Your relatives and their partners
 - Your partner's close relatives (i.e. parent, child, brother or sister)
 - Your friends
 - Anyone you are dependent upon or who is dependent upon you

What payments and benefits are allowed?

The following are examples of the permissible payments and benefits:

- Out of pocket expenses to committee members, in line with the expenses policy;
- Payments or benefits to employees under their contract of employment (for example, wages, travelling expenses etc);
- Payments or benefits to which somebody has a **legal entitlement** e.g. sick pay; redundancy payment;
- A committee member can be rehoused by Rosehill, and so can their close relatives;
- Committee members and their relatives who are tenants can receive the same benefits as any other tenant (for example, a decoration allowance, a new kitchen and so on);
- Receiving a gift, or hospitality, so long as the value does not exceed £60 and it is recorded in our gifts and hospitality register.

What payments and benefits are not allowed?

The following are examples of payments and benefits that are never allowed:

Employment contracts with Rosehill - Not allowed for committee members, and their close relatives, unless they left the committee more than 12 months previously

Commercial contracts with Rosehill - Not allowed in almost all circumstances, if an owner or manager of the business is a current Rosehill committee member or employee. If a committee member resigns, or if an employee leaves, any business they own or manage can't be awarded a contract for a period of 12 months. See Appendix A of the Entitlements, Payments, and Benefits Policy for more information.

Committee Members' Expenses

It is important that our committee members don't have to spend their own money carrying out their duties as Committee members. Therefore, expenses are paid in line with our expenses policy. We want to make sure nobody is out of pocket, and that people are not excluded from joining the committee because they are on a low income or have to pay for children or other relatives to be looked after.

When can you claim expenses?

You can claim expenses for attending Management Committee or sub-committee meetings, or when you attend conferences, training, or other meetings on behalf of Rosehill.

You **can't** claim expenses for meals, accommodation, transport costs or any other items if these have already been included in the attendance fee for an event, if they have already been paid for by Rosehill, or if they are provided free of charge.

What type of expenses can you claim?

- a) Travel costs
- b) Accommodation, meals and overnight allowances
- c) Care of Children and Other Dependent Relatives
- d) Loss of earnings

How do you claim your expenses?

With the exception of meals/overnight allowances or mileage claims, you will need to provide receipts for your expenses. Fill in an expenses claim form, attach your receipts where appropriate and hand in to the office. Remember that it is a serious matter to make a false claim for expenses, or to claim expenses you are not entitled to. You could be removed from the Committee and/or reported to the Police for fraud.

Whistleblowing

Rosehill's policy allows any staff or committee member with serious concerns about malpractice or wrongdoing within the organisation to report their concerns. For example, someone might be concerned about possible fraud,

corruption, breaking the law etc.

If you are approached by staff members expressing serious concerns...

- Remember that Rosehill's employees have a legal right to raise concerns without being victimised.
- Never ignore any concerns which are expressed to you concerning other committee members or staff. You must tell the Director and Chairperson immediately – making sure that the staff member or committee member knows you intend to do this and is comfortable with that.
- If the concerns are about the Director, tell the Chairperson who will contact Rosehill's solicitors for advice.
- If the concerns are about the Chairperson tell the Vice Chairperson.

If you yourself are concerned about malpractice or wrongdoing...

1. *Talk to the Chairperson and/or Director*

You can raise your concerns verbally or in writing.

2. *Professional Advisers*

You can also contact Rosehill's auditors and solicitors in confidence for advice and as a way of raising concerns or starting investigations. Contact details can be found in Appendix 2.

3. *Raising your concerns outside Rosehill*

You must follow steps 1 or 2 before speaking to anyone outside Rosehill. However, we recognise that, in exceptional circumstances, a committee member might report their concerns immediately to the Police or to The Scottish Housing Regulator. You should be prepared to justify doing this.

Malicious or frivolous allegations

Anyone who abuses this procedure by making allegations that are malicious, frivolous or for their own personal gain may be subject to action being taken against them.

If you choose to report matters to the media without making any attempt to raise your concerns internally or to one of the external parties described above, this will be deemed to be a serious breach of the Code of Conduct, unless the Management Committee is satisfied that it was reasonable for you to adopt that course.

People volunteer to be committee members because they want to influence things for the better. If everyone acts in line with this handbook, our code of conduct and our other related policies this will ensure that everything is handled properly and that the interests of both tenants and Rosehill will be well looked after.

Appendix 1 – Glossary

Words and phrases	What it means
Annual Assurance Statement	Registered Social Landlords need to provide the Scottish Housing Regulator with an Assurance Statement by 31 st October each year which provides assurance that their organisation is compliant with the Regulatory Standards of Governance and Financial Management.
Auditors	Professional consultants who work for Rosehill. The external auditors check Rosehill's financial accounts and report their findings to the management committee and to members at the AGM. The internal auditors check that Rosehill's policies and procedures are being put into practice properly and report their findings to the audit sub-committee
Budget	A document that sets out Rosehill's expected income and expenditure for the coming year. The Management Committee approves the budget and receives regular reports (called the management accounts) on how actual income and expenditure compare with what was expected in the budget.
Business Plan	Rosehill's main planning document, setting out its aims and priorities for the next 5 years. It includes information about financial resources and possible risks. Also includes budgets and long-term financial projections.
Code of Conduct	A document that sets out the standards of conduct every committee member must follow. (There is also a staff version)
Conflict of interests	A situation where a committee member's ability to be objective could be affected because they have outside or family interests in a matter being decided by the Management Committee. (Refer to the Committee members' code of conduct for more information)
Declaration of Interest	Management Committee and staff members must place on record whether they have any personal, business, or financial interest that could affect their duties with Rosehill. It may also be necessary to make a declaration relating to other people to whom the committee or staff member is closely connected.

Delegated Authority	A process where the Management Committee decides to give responsibility to make certain decisions to a sub-committee or to Rosehill's staff. The arrangements Rosehill has adopted are set out in the Standing Orders and Scheme of Delegated Authority.
Expenses	Money that committee members can claim, if they are out of pocket, because of being a committee member.
Governance	The arrangements for leadership and control of Rosehill. The Management Committee is responsible for the governance of Rosehill, supported by the Director and Management Team.
Policy	A document that sets out the aims and objectives to meet for a particular service or activity. Rosehill has policies for all its services and major activities. These are approved by the Management Committee and implemented by the Management Team.
Register	For many aspects of governance, Rosehill is required to keep registers to provide a formal record of things. For example, there are registers to record Rosehill's members; committee members' interests; gifts and hospitality; and payments and benefits.
Regulatory Standards of Governance and Financial Management	A framework for governance and financial management published by the Scottish Housing Regulator which all registered social landlords must comply with.
Risk Management	Rosehill's process for identifying, analysing, evaluating, treating, monitoring, and reporting risks.
Scheme of Delegated Authority	A document that records what responsibilities and decision-making powers the Management Committee has delegated to staff or to sub-committees
Standing Orders	A document that sets out the procedures to be followed at committee meetings, the remits of sub-committees and the responsibilities of Rosehill's office bearers.
Sub-committee	A committee set up by the Management Committee, with responsibility, and decision-making powers over agreed aspects of Rosehill's affairs.
The Rules	Rosehill's constitution
Whistleblowing	A situation where somebody who is concerned about serious wrongdoing within an organisation can report their concerns without fear of reprisals

A list of abbreviations Committee Members might come across

AAS	Annual Assurance Statement
AFS	Audited Financial Statements
AGM	Annual General Meeting
ARC	Annual Return on the Charter
BME/BAME	Black and Minority Ethnic/Black, Asian and Minority Ethnic
BP	Business Plan
CBHA	Community Based Housing Association
CCHA	Community Controlled Housing Association
DDA	Disability Discrimination Act
DP	Data Protection
DPO	Data Protection Officer (Rosehill buys in an external service to provide this role)
DWP	Department of Work and Pensions
EESH	Energy Efficiency Standard for Scottish Social Housing
EIR	Environmental Information Regulations
EVH	Employers in Voluntary Housing
FCA	Financial Conduct Authority
FOI	Freedom of Information
FOISA	Freedom of Information (Scotland) Act 2002
FYFP	Five Year Financial Projections
GCC	Glasgow City Council
GDPR	General Data Protection Regulation
GWSF	Glasgow and West of Scotland Forum
HB	Housing Benefit
IT/ICT	Information Technology/Information and Communication Technology
JNC	Joint Negotiating Committee (collective bargaining between EVH and Union; deals with appeals from Staff)
KPI	Key Performance Indicator
NPRP	Notice of Proceedings for Recovery of Possession
NRS	Neighbourhoods, Regeneration and Sustainability (a department of Glasgow City Council)
PAiH	Positive Action in Housing
PEST	Political/Legal, Economic, Socio-cultural and Technological
QS	Quantity Surveyor
RSL	Registered Social Landlord

SCS	Stock Condition Survey
SFHA	Scottish Federation of Housing Associations
SG	Scottish Government
SGM	Special General Meeting
SHAPS	Scottish Housing Associations' Pension Scheme
SHARE	Scottish Housing Associations Resources for Education
SHIP	Strategic Housing Investment Plan
SHQS	Scottish Housing Quality Standard
SHR	Scottish Housing Regulator
SSST	Short Scottish Secure Tenancy
SST	Scottish Secure Tenancy
SWOT	Strengths, Weaknesses, Opportunities and Threats
TP	Tenant Participation
UC	Universal Credit

Appendix 2

External Auditors	Chiene & Tait	0141 488 1200
Internal Auditors	Wylie Bisset	0141 566 7000
Solicitors	TC Young	0141 221 5562