

ROSEHILL HOUSING CO-OPERATIVE LIMITED

**MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON WEDNESDAY
29TH SEPTEMBER 2021 AT 6.30PM WHICH WAS HELD REMOTELY
USING ZOOM**

Present: K Stevenson (Chair)
N Finlayson
M Cameron
S Bannerman
J Thomson
K Thomson
K Leitch

In Attendance: G Mogan (Director)
K McCallum (Customer Services Officer)
A Stewart (Finance Manager)
S Hunter (Technical Services Manager)
L Chelton (Housing Services Manager)
K Devanney (Rosehill Tenants Voice)
O Gaffney (SHARE)

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 advised there were a few new faces at the meeting tonight with some attending as observers.

K Stevenson introduced and welcomed Kieran Devanney from Rosehill Tenant's Voice, explaining that he will be presenting the latest scrutiny reports from the group.

She then introduced and welcomed Paula McCann and Karen Graham who were there to observe as potential committee members.

K Stevenson also welcomed Olwyn Gaffney from SHARE to the meeting, who was there to observe the meeting as part of the Committee Members Annual Assessment process.

1. Apologies

None.

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

K Stevenson advised that S Littlejohn had requested a special leave of absence due to current work commitments which she had approved and requested retrospective approval from Committee. Committee approved the request.

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2. **Declaration of Interest**

N Finlayson declared an interest in item 12.1.2.

3. **Presentation from Rosehill's Tenants' Voice on latest Scrutiny exercises and recommendations**

K Devanney advised that the group has been working on two exercises recently:

Arrears Policy – The group felt that as performance in this area is very good, very little changes are needed to the policy. The main proposed change was to strip out any procedural information. L Chelton advised the full report will be taken under item 10.3.

Annual Performance Report – it was noted that the group felt that the report was too long and as such most members would be reluctant to read it, and that the cost of printing and posting the full report would be high. The group have looked at other organisations' reports and have the following recommendations:

- The Annual Report be condensed to a one page summary based on the "at a glance" section of previous Rosehill reports.
- The document be sent in paper or digital format as per the usual process. The document will also include information on how to access additional performance data. Tenants should also be given the opportunity to request a paper copy of the full Annual Performance Report.
- A website page is set up with the additional performance information and tenants be given instructions on how to access.
- Tenants feedback of the new format be sought within the next few months
- Cost savings are monitored and recorded

Committee thanked K Devanney for attending the meeting and the whole group for their work. He then left the meeting to allow Committee to consider the report/recommendations.

K Devanney left the meeting at this point.

Committee considered the reports and a Committee member asked if the summarised Annual Performance Report would meet regulatory requirements. L Chelton confirmed that the group had checked the SHR requirements and a summary would be sufficient.

A Committee Member stated that the report usually includes a summary of the activities undertaken by Rosehill in the year and if there was scope to include this information in the summary. G Mogan confirmed that it would be difficult to include in the summary report being published. However, it could be added to the further information on the Annual Performance Report being published on our website.

After discussion, Committee approved and accepted the recommendations from Rosehill Tenant's Voice and agreed this should be implemented for this year's report which is due in October.

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4. Minutes of previous meeting held on Wednesday 25th August 2021 and Matters Arising

4.1 Minutes

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 25th August 2021.

4.2 Matters Arising

4.2.1 RE: Item 13.2 - IT Infrastructure Proposal – Update

G Mogan advised that the first stage of the upgrade was implemented on 28th September 2021 when our main housing management software was moved to a cloud based system.

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

5.1 27th July 2021

The minutes were proposed as true and accurate on a motion by K Thomson and seconded by N Finlayson.

5.2 3rd September 2021

The minutes were proposed as true and accurate on a motion by M Cameron and seconded by K Thomson.

5.3 7th September 2021

The minutes were proposed as true and accurate on a motion by K Thomson and seconded by N Finlayson.

6. Chair's Report

Nothing to report.

7. Health & Safety Matters

G Mogan provided an update from last month's report on the working arrangements during Covid-19. She reminded Committee that it had been the plan to increase the number of workings in the office further during October. However, due to the rising infections numbers and advice provided at a recent Covid-19 seminar, it was decided to remain at 3 days in the office and 2 days at home on a rota basis. This would help to keep the number of staff working in the office in any given day at a minimum and allow for greater social distancing. The office remains closed to the public but appointments are available on request.



8. **Finance Matters**

8.1 *Annual Budget to 30th September 2022*

A Stewart led Committee through the report highlighting the main areas of income and expenditure and the assumptions used, including that Rosehill will begin factoring the Barratt Flats from 1st January 2022.

Committee noted that the budget projects a surplus of £692,500 and includes sufficient funds to meet all financial obligations and easily meet KPI's and Loan Covenants.

Committee considered and approved the proposed budget for 2021/2022.

8.2 *Cash flow to July 2021*

Contents noted.

8.3 *SHAPs Risk Assessment*

Committee noted the contents of the report and that Rosehill has again been categorised as low risk.

8.4 *Policy Reviews*

8.4.1 Treasury Management Policy

Committee noted the proposed amendments to the policy which are only minor changes to the guidelines/processes in place and an update to the GDPR and Equalities statements.

Committee considered the revised policy and approved for immediate implementation.

8.4.2 Financial Regulations

Committee noted the contents of the report and approved the recommendation to delay the review of this policy until Feb/Mar 2022 for the reasons detailed in the report.

9. **Technical Services Matters**

9.1 *Clerk of Works Appointment (Kitchens and Heating Contracts)*

Committee considered the contents of the report and approved the appointment of Ross Quality Control in the sum of £70,812.

9.2 *Planned & Cyclical Works Progress Report*

Committee noted the contents of the report.

S Hunter advised that the first "Forced Access" has been arranged for 30th September 2021 to ensure that the Fire Detection in the property

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are upgraded to comply with new regulations. There remains 7 properties still to be completed before the deadline of February 2022.

10. **Housing Services Matters**

10.1 *Potential Eviction Cases Report*

Committee noted the contents of the report which was the same report as the previous month due to the extended notice period required.

10.2 *Proposed write offs (FTA, FT credits, Recharge Write offs)*

10.2.1 Former Tenant Arrears

Committee considered the report and approved the write off of £7857.75, noting that these balances can be reinstated in future if circumstances change.

10.2.2 Former Tenant Rechargeable Repairs

Committee considered and approved the write off of £369.84.

10.3 *Arrears Policy (report to be presented at 3 from RTV)*

Committee noted the contents of the report and the following 4 recommendations made by Rosehill Tenants'Voice:

- The procedural information be stripped out of the current policy
- Minor changes of updated legislation be made
- Changes should be made to reflect changes to the policy due to the pandemic.
- Their proposed policy be adopted.

Committee considered the contents of the report and approved the proposed policy for immediate implementation.

11. **Barratt Flats – Update**

Committee noted the contents of the report.

A Stewart confirmed that a Factoring Co-ordinator has been appointed following interviews with a proposed start date of 13th October 2021.

Committee noted that Rosehill now owns 18 flats within the development, further to purchases concluding recently.

S Hunter advised that GCC are optimistic that the close works can be completed by mid October 2021.

K Stevenson advised Committee that Linda Chelton will be leaving her position at Rosehill on 22nd October 2021. Committee thanked Linda for her work to date and wished her well for the future.

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

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12. Governance and Corporate Services Matters

12.1 Policy Reviews:

12.1.1 Risk Management Policy

Committee noted the proposed minor changes to the policy and that nothing material is required, and approved the revised policy for immediate implementation.

It was further noted that the area of Risk Management is due for Internal Audit in Spring 2022. Therefore if this were to highlight any recommendations to the Policy, it would be brought back to Committee for further consideration.

12.1.2 Digital Inclusion: Supporting our Committee Members

N Finlayson had declared an interest in this item at the start of the meeting and as such took no part in the discussion.

G Mogan confirmed that this policy is part of the Digital Inclusion Strategy and the arrangements in place have been reviewed and deemed still required. It was further noted that the only amendment to the policy is the Data Protection statement.

Committee considered the revised policy and approved it for immediate implementation. Committee acknowledged that the arrangement in place is still required.

12.1.3 Data Protection and other related Policies

Committee noted that the following policies are being presented to Committee for approval and are based on templates provided by the DPO with minor changes proposed by the Management Team as detailed in the report.

- Data Protection Policy (replacing Privacy Policy)
- Data Breach Management Policy
- Data Retention Policy
- Response Procedures for Data Subject Requests (replacing Subject Access Request Policy)

Committee considered the policies and approved them all for immediate implementation.

Committee also noted that following on from the recommendation of the DPO, the DP statement in our ICT and Data Security Policy and ICT, Acceptable Use Policy will be updated. However, this will not constitute a formal review of these policies and their original review dates will stand.

12.1.4 Flexible Working Policy

Committee noted that this policy is based on a template from EVH and was only reviewed in March 2021, but following on from recent

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discussions with our Employment Solicitor further changes are being proposed.

Committee considered the revised policy and approved it for immediate implementation.

12.2 New 5 year Business Plan – Outcome of Planning Sessions

Committee considered and agreed the summary of the 4 sessions held with Linda Ewart, including the revised SWOT/PEST analysis and the outcome of the consultation on our proposed Business Plan priorities for the next 5 years..

Committee considered the Risk Registers, with a particular focus on the Material Risks and agreed that no further changes are required at this time.

Committee also considered and approved the draft 5 Year Programme of Priorities/Activities for 21-26

13. ***Timetable of Management Committee/Sub-Committee Meetings 2021/22***

Contents noted.

At this point, Paula McCann and Karen Graham were thanked for attending to observe the meeting and left.

G Mogan advised Committee that both Paula and Karen were invited to observe the meeting, after she and K Stevenson met with them last week and both expressing interest in possibly joining. It was noted that it was intended to let them observe two meetings before making a decision and they have both still to complete the necessary paperwork required before they can join. Committee further noted that there is currently only one casual vacancy on the Management Committee and if both Paula and Karen decide they wish to join the Committee one will need to be co-opted initially.

Committee agreed to delegate authority to K Stevenson to approve both appointments, subject to the necessary paperwork being completed satisfactorily.

14. ***Staffing Matters***

14.1 *Proposed New Post of Corporate and HR Services Manager*

Committee noted the contents of the report. A Committee Member asked whether this would be a notifiable event due to a structure change. G Mogan confirmed it is not a Notifiable Event as it is not classed as a restructure.

Committee considered and approved the creation of the post of Corporate and HR Services Manager to be advertised and filled.

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14.2 Housing Services Manager – Vacant Post

Committee noted and approved the proposal to fill the post of Housing Services Manager which will be vacant once L Chelton leaves in October.

15. Confidential Matter – Notifiable Event

Committee noted the contents of the report.

It was recognised that a genuine human error occurred and Committee took comfort in the quick response from SHR in that the matter was dealt with appropriately once identified and action is being taken to try and prevent a repeat, in the form of staff training and the use of external support.

A Committee Member asked if the matter should be addressed in the Annual Assurance Statement. G Mogan advised that this could be discussed with Linda Ewart at the session planned for next week.

16. Matters for Updating

G Mogan advised that there is no update on the issue and that she will continue to pursue the solicitor dealing with the matter.

17. Presentation by Olwyn Gaffney, SHARE on Annual Committee Assessments

O Gaffney led Committee through a presentation for the 2nd Annual Committee Assessment process they have dealt with for Rosehill. She explained that the annual assessment process is a regulatory requirement and it is also good governance, good for personal development/effectiveness/objectivity and can also identify skills gaps.

O Gaffney asked if there were any comments on the draft survey. A Committee Member stated that “Why did you want to become a Committee Member” is asked every year and generally this answer does not change, is there a need for this to be in? O Gaffney agreed that it is a repetitive question and she would look at re-wording it slightly such as “Why do you want to remain on the Management Committee”.

After discussion the following timetable was agreed:

Draft survey sent to Committee for feedback	04/10/2021
Feedback returned to SHARE	08/10/2021
Survey available for Committee to complete	08-22/10/2021
1-2-1 interviews commence	25/10/2021
SHARE report back to Management Committee	24/11/2021

Committee thanked O Gaffney for attending the meeting.

At this point, O Gaffney left the meeting.

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18. Minutes of Sub-Committee meetings for information:

18.1 *Staffing and Health & Safety Sub-Committee meeting held on Wednesday 25th August 2021*

Contents noted.

19. Any Other Competent Business

None.

20. Date of Next Meeting

The next meeting of the Management Committee will be held on Wednesday 27th October 2021 at 6:30 pm

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

Signed: _____

Date: _____

(Chair)

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