



Agenda Item 3.1 Minutes

Reidvale Housing Association Management Committee meeting held on 26.05.21 at 5.30 pm by video conference using Zoom

Attendance:	Eddie Marley	Chair	Chairperson
	Helen Moore	Vice Chair	Vice Chairperson
	Irene McInnes	IM	Secretary
	Jane Marley	JM	Committee Member
	Davina Boyle	DB	Committee Member
	Alastair Firth	AF	Co-optee
	Catherine Lowe	CL	Co-optee
In attendance:	[S.38(1)(b)]	[S.38(1)(b)]	Procurement and Technical Consultant
Observer	Mrs McGowan		
Staff/Adviser(s) Attendance:	Susan McDonald	SMCD	Interim Director
	Gerry Shepherd	GSh	Finance Manager
	Jacqui Anderson	JA	Housing Manager
	Terry McKenna	TMcK	Maintenance Manager
	Ann Dundas	AD	Minute Taker

NO.	ITEM	ACTION
	WELCOME AND ORDER OF BUSINESS	
	The Chair thanked everyone for their attendance. The Chair informed the Management Committee that Mrs McGowan would be in attendance as an observer at the meeting with a view to returning to the committee from 28.06.21 as a casual member.	
1.	APOLOGIES	
	Apologies were received from Paul McCrudden and Gail Sherriff. SMcD reported that a leave of absence request had been received from Ellen McVey (Casual Member) [S.38(1)(b)]. The Management Committee noted and approved this leave of absence. The leave of absence for Mary Dunn was noted.	

2.	DECLARATIONS OF INTEREST	
	There were no new declarations of interest noted.	
9.	OPERATIONS	
9.2	Contractors Framework Procurement	
	<p>The Chair advised that Agenda 9.2 should be moved to this point in the meeting and introduced [S.38(1)(b)] , Procurement and Technical Consultant. The Management Committee agreed to move this item.</p> <p>The Management Committee noted the Contractor Framework Options report. [S.38(1)(b)] went through the report he had provided as the Association is looking to re-procure the Repairs and Maintenance (R&M) and Voids service that has recently expired. It was noted that RHA is currently working on an extended provision in its current format until a new contract can be procured. [S.38(1)(b)] explained the suggested 3 options given along with the pros and cons for each option in full and suggested timescales for a dual (2 stage) process.</p> <p>It was noted that although the Association has a set budget for R&M and Voids services the formal procurement process and contractor submitted rates will be reviewed by a QS to ensure best value can be achieved through an open and transparent procurement process.</p> <p>The Chair thanked [S.38(1)(b)] for his report and opened up discussion.</p> <p>JM asked if option 2 was adopted (Multiple SME multi trade contractor to max of 2/3 service providers) would they be able to provide a same day service. TMcK advised that this service would not be available through this option. [S.38(1)(b)] advised that this could be added as a contract requirement so anyone bidding would know that they had to tender for a same day service. [S.38(1)(b)], however, stated that smaller contractor do have more flexibility to provide a same day service where bigger contractors do not. JM advised that a same day service is important to RHA. CL advised that although a same day service is what is being worked at the moment value for money would have to be looked at. TMcK advised that RHA does not pay extra for the same day service as it is on the same hourly rate.</p> <p>EM asked why if we have this service just now and it works why would it need to change. CL advised that contractors would need to look at their costs over the next 4 years and at what cost they can carry out the work.</p>	

GS asked if it was felt that RHA should wait until the Options Appraisal has been carried out before negotiating contracts. CL felt that this would be a good suggestion as RHA's bottom line is in terms of their financial position is not known from the Options Appraisal at this time. SMcD advised that she felt that there should be some reporting back on the Options Appraisal before the procurement process starts and that the extension provision under the current framework should be looked at to understand how long we have to do this.

SMcD also suggested that benchmarking information should be collated on a per unit comparison to see whether we are out of sync with other RSL's in terms of costings on a like for like basis. If it then turns out that we are not paying excessively for our same day service or the findings are that we are then the same day service can then be reviewed and this would then change the brief. CL felt that the same day service would not be sustainable in the long term. DB and JM both stated that it has worked to date and they both felt that the tenants would not be happy if this service stopped. TMcK explained that it is not every repair but the majority of repairs that are carried out on the same day. IMcI stated that she felt that the repairs service works exceptionally well at the minute and is beneficial for the tenants and asked why we need to change this.

SMcD explained that the concern is if it is something that RHA can continue to afford and agreed that as we do not have all the information required to show this then we do not know at the moment. If it turns out that we cannot afford this service then should we consider one of the alternative options given in [S.38(1)(b)]report.

EM asked if RHA could procure under all 3 options as opposed to one. EM also pointed out that every option given shows that we do not know the value for money and that it is what is important and that social value should also be taken into account. AF asked why when we show an average of 2/3 days in the ARC for repairs why are we calling it a same day repair service. TMcK advised that the gas servicing repairs, which are very rarely a same day repair due to parts being required, are shown within the repairs section within the ARC but that the biggest majority of repairs phoned in before 2 pm are done as a same day.

AF asked that a report is carried out to show the numbers for the main service we provide ie plumbing; electrical; joinery etc. TMcK will provide this report.

**SMcD/
TMcK**

TMcK

	<p>After discussion the Management Committee agreed to rule out Option 3 (Single Large Multi trade contractor).</p> <p>EM asked the Management Committee if they felt that they needed more information before making a decision. [S.38(1)(b)] advised that as previously discussed the long term future was the reality and that benchmarking was important. [S.38(1)(b)] advised that he knew that a lot of other RSL's similar to RHA offered option 2. [S.38(1)(b)] confirmed that materials have increased quite substantially and this could impact on tendering.</p> <p>SMcD asked if a fourth option could be that a mix of local contractors and one larger contractor could be done to give a balance. [S.38(1)(b)] advised that under the transparency and fairness of the procurement position we cannot say that you can be a local contractor as this would discriminate against other contractors. [S.38(1)(b)] advised that there were other aspects that could be used around environmental and sustainability and one of the suggestions that has worked successfully was a multi trade lot where there is a multi trade lot with a multi trade contractor with smaller contractors doing some of the existing trade lots that they could cope with. [S.38(1)(b)] explained that with creating a framework the contractors could be limited in the amount of lots that they go for.</p> <p>CL asked if Option 1 was approved (single trades by lots and create a framework of contractors) how did RHA provide an out of hours service. TMcK advised that the out of hours service has been procured separately.</p> <p>[S.38(1)(b)] will provide a report for the fourth option suggested and this will be brought back for discussion.</p> <p>The Management Committee agreed that more information, as discussed, was required before a decision could be made. It was agreed that a separate meeting before the next Mge Cee meeting should be held as they felt that this was a very important issue. CL suggested that the current Repairs Policy should be looked at and that [S.38(1)(b)] advice should be looked at regarding getting better value for money without detracting from the service to tenants. SMcD will send out available dates.</p> <p>The Chair thanked [S.38(1)(b)] for his attendance. [S.38(1)(b)] left the meeting at this point (6.20 pm).</p>	<p>[S.38(1)(b)]</p> <p>SMcD</p>
3.	PREVIOUS MINUTES FOR APPROVAL	
3.1	Minute of Management Committee Meeting 28.04.21	

	<p>The Management Committee noted the Minutes of the meeting of 28.04.21.</p> <p>The Minutes were approved on a proposal by DB and seconded by IMcI.</p>	
3.2	Draft Minutes of Finance and Audit Sub-Committee 04.05.20	
	The Management Committee noted the draft minutes.	
4.	COMMITTEE MEETING MATTERS ARISING SCHEDULE	
	<p>The Management Committee noted the Committee Meeting Matters Arising Schedule.</p> <p>CL felt that there should be more actions on the Committee Meeting Matters Arising Schedule from the meeting of 28.04.21. SMcD will check and update as necessary.</p>	SMcD
5.	GOVERNANCE	
5.1	ARC Submission and Appendix – ARC 2020/21	
	<p>JA and TMcK presented the ARC Submission paper and the appendix showing the comparisons for every indicator for the 2019/20 and 2020/21 ARC.</p> <p>The Management Committee noted the contents of the performance report and agreed the ARC should be submitted to the Scottish Housing Regulator forthwith in order to comply with the regulatory requirement on all RSLs to submit their ARC by 31st May 2021 subject to any non material changes that are cleared with the Chair before submission.</p> <p>A full copy of the submitted ARC report, showing all comments, will be sent to all committee members.</p>	EM/JA/AD AD
5.2	Shareholder Memberships	
	<p>The Management Committee noted the contents of the report.</p> <p>Mrs McInnes approved the removal of the 2 shareholders and Ms Boyle seconded.</p> <p>The Management Committee noted the summary of shareholders at 20.05.21.</p>	
5.3	SGM Arrangements for Adoption of New Model Rules	
	<p>SMcD presented the SGM Arrangements for Adoption of the New Rules papers.</p> <p>It was noted that the only matter of business would be the approval of the new rules.</p>	

	The Management Committee approved the proposals for holding the Special General Meeting to adopt the new Rules.	
5.4	Options Appraisal Update	
	SMcD reported that she had received an update from Arneil Johnston and that due to holidays etc they had only been able to send an update at 5.30 pm just before the Management Committee and SMcD explained that she had been unable to review the report. A slide pack including the interim report had been received and they have suggested that they could give a full presentation to the Management Committee at a future meeting. SMcD asked if the preference would be to have this presentation given to the full Management Committee or a steering group. CL and AF felt that it should be presented to the full Management Committee and all committee present agreed. SMcD will arrange a separate meeting and distribute copies of the Arneil Johnston report.	SMcD
6.	STRATEGY	
6.1	Working Groups Update	
	<p>SMcD presented the Digital Strategy Working Group report. SMcD presented the proposed website design that had been received from Kisweb. The Management Committee were pleased with the proposed design. The content will now be collated and training will be organised. It was hoped that the website will go live by end June/beginning July with the basic functions being built on. HM advised that she felt the functionality of the website had been taken into account and that this was very important.</p> <p>SMcD advised that alternative quotes are awaited for the telephone system and that these will be brought to the June Management Committee meeting.</p> <p>SMcD presented the Rent Affordability Working Group report and remit. SMcD will look into a suitable date and time that suits for everyone on the group.</p> <p>TMcK presented the Asset Management Working Group report. TMcK advised that Alan Grant finished the surveys on 28.05.21 and will now mark drawings up and a specification which will then be sent to out to surveyors for pricing. This will be brought back to committee once complete.</p> <p>The Management Committee noted the progress being made by the working groups.</p> <p>The Management Committee approved the brief for the Rent Affordability Working Group.</p>	<p>SMcD</p> <p>TMcK</p>

7.	FINANCE	
7.1	Internal Audit 2020/21 and Timescales and Responses and Appendix – Internal Audit Reports (Risk Management; Financial Management; Governance and Factoring)	
	<p>Gerry Shepherd presented the Internal Audit Reports for Risk Management; Financial Management; Governance and Factoring which were discussed at the Finance & Audit Sub-Committee. EM explained that there were recommendations in each of the areas with 4 being marked as important and 7 marked routine. These recommendations were accepted and will be incorporated into future work schedules and trackers going forward. It was noted that there were no areas marked as essential.</p> <p>SMcD advised that she will be doing a comparison with the Options Appraisal report from the Arneil Johnston health check to see the difference with their view from the internal auditor.</p> <p>AF left the meeting at this point (6.45 pm).</p> <p>CL asked that RHA be much more robust about what is internally reviewed and to be much more robust about the specification for the reviews for future. EM advised that as previously noted more days will be spent on the review and the specification will be looked at. SMcD confirmed that a brief will be presented to the Finance & Audit Sub-Cee and will then be brought to the Management Committee for approval. SMcD confirmed that benchmarking has been started and the paper that went to the F&A sub-cee had comparisons of similar sized organisations with their scope and the number of days taken for their internal audits and it was agreed that this was something that did need to be looked at for RHA.</p> <p>The Management Committee approved the Internal Audit report.</p> <p>The Management Committee noted the actions and timescales proposed by staff.</p> <p>The Management Committee approved the proposal to tender for the Internal Audit service.</p>	<p>SMcD</p> <p>SMcD</p>
7.2	Management Accounts Appendix – Accounts (Q4 to 31 March 2021)	
	Gerry Shepherd presented the Management Accounts paper on the financial affairs represented in the Management Accounts to 31 st March 2021 which had been presented to the Finance and Audit Sub-Committee on 04.05.21.	

	<p>CL asked when the external audit was being carried out and GS advised that we are at the end of the current external audit.</p> <p>GS advised that the accounts should be approved at the F&A sub-tee on 08.06.21 subject to the business review being updated and incorporated.</p> <p>EM asked that it be noted that the £14k to the RNC was for the gas and electricity for the building and that it was not necessarily £14k every year, it is whatever the bills amount to in the year. CL asked if this was a retrospective award and GS advised that it was and was allowed for in the budget for 2020/21 but this award is normally paid in May/June of each year.</p> <p>The Management Committee adopted the Management Accounts.</p> <p>The Management Committee approved the annual award of £14k to the RNC which had been included in the Regeneration Budget for 2020/21.</p>	
8.	STAFFING	
	There was no staffing report.	
9.	OPERATIONS	
9.1	Business Continuity During Covid	
	The Management Committee noted the Business Continuity During Covid report.	
9.2	Contractors Framework Procurement	
	See above.	
9.3	Policy Review Update Appendix 1 – Membership Policy	
	<p>SMcD presented the Policy Review update paper and Membership policy.</p> <p>SMcD asked that committee consider points 7.4 and 16.9 and 16.7 from the policy:</p> <p>7.4 and 16.9 these clauses set out how a refusal will be dealt with and are based on what we believe is a reasonable approach whereby we won't give a reason for a refusal but an applicant can request a review. Alternative approaches would include giving no right of review and simply stating the Committee's decision is final or alternatively you could offer a right of appeal which is more substantial than a review but would mean an appeals panel would be required and</p>	

	<p>members of that panel could not be part of the application process/decision.</p> <p>16.7 Are the Committee happy for the informal meeting with new applicants for the Management Committee to be with the Chair and the Director? We have flexibility to decide who we want to involve or could cover this elsewhere in the additional documentation but I felt putting this in the policy makes people aware of the process if they are considering applying as the policy is likely to be the first thing they look at when considering membership.</p> <p>ED felt that points 7.4 and 16.9 were a fair approach and the Management Committee present agreed.</p> <p>The Management Committee agreed that point 16.7 should be included in the Membership policy. CL advised that she felt that the Vice-Chair should be included in the case that the Chair is not available. CL also asked that the Entitlements, Benefits and Payments Policy should be mentioned in the policy. SMcD asked if she could include this in the information pack and this it is explained in the members guide. The Management Committee agreed that this should be done.</p> <p>SMcD explained that as this is the first time that the Association will be carrying out an official recruitment drive and as there will be the policy, application form; guides etc, that a day is set aside where SMcD, JA and AD will be looking at all this and SMcD asked if any committee would be interested in attending this meeting to help formulate the recruitment process. After discussion EM stated that as he will be involved in the interviews that he would like to attend. JM also expressed an interest to attend. SMcD will arrange a date for this meeting.</p> <p>EM advised that he liked the way the Membership Policy was formatted and asked if the Management Committee thought that all the policies should be formatted in a similar style. The Management Committee agreed that this house style should be adopted for new and previously approved policies.</p> <p>The Management Committee approved the new Membership Policy.</p>	<p>SMcD</p> <p>SMcD</p> <p>SMcD/AD</p>
10.	COMMUNITY DEVELOPMENT	
10.1	RNC	
	The Management Committee noted the RNC report.	

10.2	RAPA	
	JM advised that RAPA is now opened with a limited service. The Management Committee noted the RAPA report.	
11.	HEALTH AND SAFETY	
11.1	General Update	
	CL asked how the return to the office plan was working. SMcD advised that the calendar system is working well and the staff who have been back in the office have given positive feedback. SMcD advised that the next stage will be looked at once we are in Level 2 where people will be asked to work in the office at least 1 day per fortnight. SMcD advised that a refreshment of carrying out assessments of staff's home working as it is felt that working from home will be the norm for some time. It is hoped that RBS will carry out this assessment. The Management Committee noted the Health and Safety General Update report and agreed that SMcD should provide a copy to the SHR.	SMcD SMcD
12.	ANY OTHER COMPETENT BUSINESS	
12.1	Meeting with SHR	
	SMcD reported that she will be meeting with the SHR on 29.05.21. SMcD advised that she has shared the updated Governance Improvement Plan and Health and Safety papers in advance. SMcD will report back at the June Mge Cee meeting.	SMcD
12.2	[[S.38(1)(b)]]	
	The meeting finished at this point (7.15 pm) and the Chair thanked everyone for their attendance.	
13.	DATE OF NEXT MEETING(S)	
	Finance & Audit Sub-Cee – 8 th June 2020 (T.B.C.) Special General Meeting – 28 th June Management Committee – 30 th June Options Appraisal – T.B.C. Procurement – T.B.C.	