



## Agenda Item 3.1 Minutes

Reidvale Housing Association Management Committee meeting held on 25.08.21 at 5.30 pm by video conference using Zoom

<b>Attendance:</b>	Eddie Marley	Chair	Chairperson
	Irene McInnes	IM	Secretary
	Jane Marley	JM	Committee Member
	Davina Boyle	DB	Committee Member
	Paul McCrudden	PMcC	Committee Member
	Catherine Lowe	CL	Co-optee
	Gail Sherriff	GSher	Co-optee
<b>Staff/Adviser(s) Attendance:</b>	Susan McDonald	SMcD	Interim Director
	Gerry Shepherd	GShep	Finance Manager
	Jacqui Anderson	JA	Housing Manager
	Terry McKenna	TMcK	Maintenance Manager
	Ann Dundas	AD	Minute Taker

NO.	ITEM	ACTION
	<b>WELCOME AND ORDER OF BUSINESS</b>	
	The Chair thanked everyone for their attendance and apologised for the late start to the meeting of 6.00 pm.	
<b>1.</b>	<b>APOLOGIES</b>	
	Apologies were received from Helen Moore, Linda McGowan and Alistair Firth.	
	The leave of absence for Mary Dunn was noted.	
<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>	
	IMcI declared an interest for Agenda Items 6.1 and 6.2.	
<b>3.</b>	<b>PREVIOUS MINUTES FOR APPROVAL</b>	
<b>3.1</b>	<b>Minute of Management Committee Meeting 30.06.21</b>	
	The Management Committee noted the Minutes of the meeting of 26.05.21. The Minutes were approved on a proposal by JM and seconded by DB.	
<b>3.2</b>	<b>Draft Minutes of Finance and Audit Sub-Committee 10.08.21</b>	
	The Management Committee noted the draft minutes.	

<b>3.3</b>	<b>Minutes of the Management Committee Meeting 16.08.21</b>	
	The Management Committee noted the Minutes of the meeting of 16.08.21. The Minutes were approved on a proposal by IMcI and seconded by JM.	
<b>4.</b>	<b>COMMITTEE MEETING MATTERS ARISING SCHEDULE</b>	
	The Management Committee noted the Committee Meeting Matters Arising Schedule.	
<b>5.</b>	<b>GOVERNANCE</b>	
<b>5.1</b>	<b>Annual Assurance Evidence Bank (First Draft)</b>	
	<p>The Director presented the Annual Assurance Evidence Bank (First Draft) and explained the format in full.</p> <p>CL asked how the committee make an assessment around each of the standards to show that they think we are working towards compliance or comply. SMcD advised that is the next stage where a separate meeting with the Management Committee could be held and each item is worked through one by one, either with the whole committee or nominated persons. This could be done as a couple of half day sessions.</p> <p>GSherr advised that she has an Audit and Assurance Sub-Committee who take responsibility for this along with senior staff and who also test a variety of the links. GSherr felt that it could be volunteers from the Management Committee. EM asked if GSherr had the same format and she confirmed that it was. JM asked how many were on this Audit and Assurance Sub-Committee and GSherr advised that there were 4 committee members with senior staff members.</p> <p>GSherr felt that what SMcD was proposing should give the committee confidence and reassurance that everything that should be considered is being considered.</p> <p>EM suggested that all committee should pass any comments on to SMcD to take forward to the working group to be clarified.</p> <p>The Management Committee:</p> <ol style="list-style-type: none"> <li>1. <b>noted</b> the terms of Part 1 of the Annual Assurance Statement Evidence Bank.</li> <li>2. <b>approved</b> the approach and timetable for progressing the Annual Assurance Statement.</li> <li>3. SMcD will email the Management Committee to confirm who would be willing to sit on the "approval" sub-group.</li> </ol>	<p>SMcD</p> <p>SMcD</p> <p>SMcD</p>

	EM and CL confirmed that they would be willing to sit on the "approval" sub-group providing dates are suitable.	
<b>5.2</b>	<b>ARC Performance Report (First Draft)</b>	
	<p>The Director presented the ARC Performance Report (First Draft).</p> <p>CL asked that the column that reads "Scottish average" should read "Scottish Average 2021". CL also felt that it was always good to use graphics. SMcD confirmed that graphics will be used particularly to show performance against average.</p> <p>GSherr asked that the Average time to complete non emergency times should be included as this is an important ARC indicator.</p> <p>CL advised that she thought that repairs satisfaction surveys should be carried out more frequently and TMcK advised that these are done yearly independently. CL asked that this be highlighted in the ARC return. SMcD agreed to draw this out more in the report. GSherr advised that repairs satisfaction is normally continuous and reported quarterly. SMcD agreed that this should be looked at. CL asked if the survey process is to be re tendered then it should be looked at on a continuous approach. CL also stated that there was no report on the factoring. CL asked that SMcD also look at alternatives to the satisfaction surveys. GSherr advised that she could provide the names for 3 companies when RHA are re tendering for the surveys.</p> <p>The Committee <b>approved</b> the approach being taken with the ARC performance report and authorised SMcD to finalise the report once the SHR report is published.</p>	<p><b>SMcD</b></p> <p><b>SMcD</b></p> <p><b>SMcD</b></p> <p><b>SMcD</b></p>
<b>5.3</b>	<b>Shareholder Memberships</b>	
	<p>The Management Committee <b>noted</b> the contents of the report.</p> <p>The Management Committee <b>approved</b> the new shareholder membership at para 3.1.</p> <p>The Management Committee <b>approved</b> the removal of the 8 shareholders identified at para 4.1.</p> <p>The Management Committee <b>noted</b> the summary of shareholders at para 5.1.</p>	

6.	<b>STRATEGY</b>	
6.1	<b>Working Group – Updates</b>	
	<p>SMcD presented the Working Group Update paper for the Digital Strategy Working Group; Asset Management Working Group and Rent Affordability Working Group.</p> <p>SMcD advised that the website was due to go live on Friday 27<sup>th</sup> August.</p> <p>TMcK advised that the costings have been received from Armours. These have been presented to the Asset Management Group as follows:  Category A – need done immediately - £2.826m  Category B - £1.004m  Category C - £3.484m  Total £7.3m excluding VAT.</p> <p>GShier asked GShep is there was anything he wished to say about the costs before the AMWG meet. GShep stated that the costings from Armour for Category A were over 5 years and at some point this will need to be factored into the Business Plan and a 30 year projection particularly over the next 4/5 years. GShep stated that borrowings might be a possibility. SMcD advised that although this is the total these figures include owners and commercial properties. SMcD advised that if the RHA properties are to be done we will have to commit to the full amount and recoup the monies from owner occupiers and commercial properties. A spreadsheet programming exercise has been started which will show how much sits with commercial and factored owners and RHA.</p> <p>GShier asked what the amount of properties in Category A for example are 100% ownership of RHA. It was noted that this is probably not the case but could be the strategy that the Mge Cee adopt. GShier stated that owners need to be given time to look at how they will fund the works. GShier stated that the Mge Cee need to decide if the owners can be given the opportunity to pay the works up as this can be very difficult if owners default in their payments. SMcD advised that a spreadsheet programme is being worked on that will show all the shareholdings for the properties.</p> <p>JM asked if there were any grants available or could costs be shared with other housing associations. TMcK advised that he is speaking to another local housing association with the possibility of working in partnership for the stonework. TMcK advised that at present there are no grants available for the association but a possibility of grant funding for owners once a programme is in place.</p>	

	The Management Committee <b>noted</b> the progress being made by the working groups.	
<b>6.2</b>	<b>Factoring Review</b>	
	<p>The Director presented the Factoring Service paper.</p> <p>GSherr suggested that the charge of £5-10 to provide documents was low. After discussion CL suggested that is the document requested was a general association document then the charge should be £5 and if it is a building specific document then the charge should be £20. The Committee <b>agreed</b> to these updated charges.</p> <p>GSherr asked what the private repairs covered and SMcD advised that this can be for any repair that is recharged to the owner. GSherr asked if this was part of the Rechargeable Repairs report monitoring ie. How many owners have requested this service and how many do pay 100% in the timescale set by the Association and that tenants rents are being protected. SMcD advised that this is something that should be monitored moving forward.</p> <p>EM advised that he would like to see figures before approving and asked that they be brought to the next meeting as he did not feel that he would like to be approve what he felt could potentially be massive increases for owners. SMcD advised that one main change is where somebody would be expected to contribute towards the cyclical fund which would be about £70 per year but only where there is a deed of condition in place.</p> <p>SMcD advised the biggest change from these charges will be for the commercial units as they are not being charged at the moment. TC Young will be looking at the title deeds for all the commercial units.</p> <p>SMcD advised that there are only a small number of owners who do not pay on time then hopefully the new charges would not affect the majority of owners.</p> <p>SMcD advised that she has done a rough comparison with other RSL's on their charges for Change of Ownership and £50-£75 is the average and private factors are higher.</p> <p>GSherr and CL suggested that SMcD should add the wording too the Major Repairs admin fee that a charge of between 5 and 10% will be added reflective on the scale and complexity of the works and advised in writing when the project is initiated. SMcD agreed that she would do this.</p>	<p><b>SMcD</b></p> <p><b>SMcD</b></p> <p><b>SMcD</b></p>

	<p>SMcD advised that feedback and reporting on numbers will be built into future reporting.</p> <p>The Management Committee <b>approved</b> the changes proposed in the paper to allow RHA to prepare an updated suite of factoring documents.</p>	SMcD
<b>7.</b>	<b>FINANCE</b>	
<b>7.1</b>	<b>Management Accounts and Appendix Accounts (Q1 to 30 June 2021)</b>	
	<p>GShep presented the Management Accounts to 30<sup>th</sup> June 2021 previously presented to the Finance and Audit Sub-Cee on 10<sup>th</sup> August 2021.</p> <p>CL asked that the we watch the language used in the reports ie: reference to liquid assets, CL felt that this was not the correct phraseology given what was discussed about the investment in the stonework for formal committee reports. GShep advised that he will take this on board.</p> <p>The Management Accounts to 30.06.21 were <b>approved</b> by the Management Committee.</p>	GShep
<b>7.2</b>	<b>Community Development Spend</b>	
	<p>GShep presented the Community Activity Costs paper.</p> <p>GSher asked if the Tenant Reward Scheme was the monies given to tenants what was the "Awards" and GShep advised that this was monies given to local schools.</p> <p>GSher asked if this paper would be discussed in the future, especially regarding the Tenant Reward Scheme, to discuss how this does or does not comply with Regulatory Standards. SMcD advised that at this point this report is for information to look at social value and that all of our costs will be looked at as part of the business planning and this is not an area of particular focus and sits alongside everything else.</p> <p>CL asked regarding the Budget Report against this report that showed that the budget was £117k but the budget is £144,500. SMcD explained that some items were shown under community development/community regeneration.</p> <p>The Management Committee <b>noted</b> the attached breakdown and consider how we best measure the social value for this.</p>	
<b>8.</b>	<b>STAFFING</b>	
	<b>Confidential Discussion</b>	

	The staff left the meeting at this point and SMcD handed the meeting over to EM.	
<b>9.</b>	<b>OPERATIONS</b>	
<b>9.1</b>	<b>Business Continuity During Covid</b>	
	<p>TMcK and JA presented the Business Continuity During Covid report.</p> <p>The Management Committee was felt that this report was no longer needed and that anything Covid related should be brought as and when.</p> <p>The Management Committee <b>noted</b> the contents of this report.</p>	
<b>9.2</b>	<b>Contractors Framework Procurement</b>	
	<p>TMcK presented the Contractors Framework Procurement paper.</p> <p>The Committee <b>noted</b> and <b>approved</b> entering into a joint procurement process with Milnbank Housing Association.</p>	<b>TMcK</b>
<b>9.2.</b>	<b>Stock Condition Survey Update</b>	
<b>b</b>	<p>SMcD presented the Stock Condition Survey Update paper.</p> <p>TMcK advised that the information for this report had not been received in time for the report to be sent with the original papers.</p> <p>GSher asked if the procurement route adopted complied with the procurement policy. TMcK and SMcD confirmed that it did. GShier accepted that if it is business critical it is fine to quick quote and accepts that it is below the regulations. GShier felt that the end result is not particularly good as only 1 from 6 consultants put a tender in and if it had been advertised then there would have been more than one tender submitted. GShier asked for clarification that when the brief was issued there was no reference to the JMP Hub. TMcK reminded GShier that a re-adaption of the brief had been sent out to the AMWG before it was sent out. TMcK advised that the exact wording of the reasons given as to why the consultants did not tender are noted in the report. SMcD advised that she agreed that only receiving 1 tender is not an ideal outcome, however, if the exercise is re run we would be way beyond the November deadline for a full procurement exercise and there is no guarantee more tenders would be received. GShier asked that in future reports are clear about the procurement route and how they relate to to the procurement policy, especially is there are deviations. SMcD agreed that in future procurement routes and policy will be covered in more detail in</p>	<b>SMcD/ TMcK</b>

	<p>the papers but confirmed that she was happy that the correct route has been followed.</p> <p>The Management Committee <b>approved</b> the tender submitted by JMP for the stock condition survey.</p>	
<b>9.3</b>	<b>Management Quarterly Reports</b>	
	<p>TMcK and JA presented the Management Quarterly Reports.</p> <p>CL asked if a claim was expected regarding the commercial premises. TMcK advised that he did not feel that the association was negligent and did not expect a claim and the owner has intimated that they will have the work carried out themselves.</p> <p>EM asked regarding the narrative on the boilers and asked why there was no other information regarding bathrooms. TMcK advised that works were only being done in voids at the moment and it is mainly boilers and kitchens.</p> <p>The Management Committee <b>noted</b> the content of these reports.</p>	
<b>9.4</b>	<b>Analysis of Complaints Received 01.04.21 to 30.06.21</b>	
	<p>JA presented the Analysis of Complaints Received report.</p> <p>The Management Committee <b>noted</b> the contents of this report.</p>	
<b>9.5</b>	<b>Key Performance Indicators Report (1<sup>st</sup> Quarter 2021/22) And Appendix – Summary Performance Targets 2021/22</b>	
	<p>JA presented the Key Performance Indicators Report.</p> <p>The Management Committee <b>noted</b> the contents of the performance report.</p>	
	<p>GSherr suggested that the above separate reports should be changed to TMcK doing a full Maintenance Report quarterly and JA doing a full Housing Management Report quarterly in turns.</p> <p>The Management Committee <b>agreed</b> to the new format of these reports.</p>	<b>TMcK/ JA</b>
<b>9.6</b>	<b>Policy Review Update and Appendix 1 – Succession of Tenancy and Appendix 2 – Adaptations</b>	
	<p>SMcD presented the updated Succession of Tenancy Policy and Adaptations Policy.</p> <p>The Management Committee <b>approved</b> the Succession Policy.</p>	



	<p>The Management Committee <b>approved</b> the Adaptations Policy.</p> <p>SMcD advised that in future updated policies presented will show the tracked changes.</p> <p>GSher asked if RHA had monies in their budget if the grant runs out. GSher advised that there was. SMcD advised that it would be an exercise to see how much money had been used for RHA for adaptations. TMcK advised that he did not think RHA monies had been required as grants had been made available.</p>	SMcD
<b>10.</b>	<b>COMMUNITY DEVELOPMENT</b>	
<b>10.1</b>	<b>RNC</b>	
	The Management Committee <b>noted</b> the RNC report.	
<b>10.2</b>	<b>RAPA</b>	
	<p>The Chair presented the letter from RAPA for a request for £2500 to allow free entry for local children to the park.</p> <p>CL pointed out the conflict of interest for JM and DB as they are on the committee of RAPA. SMcD advised that if a vote is required JM and DB would not take part.</p> <p>CL asked if RHA had a Donations Policy and asked if there was a budget for donations as she could not see this. GSher advised that there was allowances for other wider action areas for requests. CL advised that she had an issue with this request as the monies are being paid for through tenants rents and over the year it totalled £3.5k. GSher advised that note 19 in the management accounts showed that there was provision. IMcI advised that it is tenants that use RAPA and that they do mostly self fund. JM advised that they are looking at other funding streams to pay for free entry for future. JM advised that during the six weeks of the summer holidays RAPA gave out foodbags to over 1000 children. GSher advised that a Donations Policy was normal and that a Donations Budget should be shown specifically.</p> <p>CL stated that she did not disagree with what RAPA does or the request but it is around the governance to show that we are clear that we have a Donations Budget and Policy. CL was reassured that JM had advised that RAPA were looking for other funding sources as well.</p> <p>EM advised that the social value of such requests should be looked.</p>	

	<p>SMcD advised that it is not a specific requirement to have a Donation Policy but agreed that it was good governance and is also about making good use of tenants' money. CL advised that there was a requirement for a Donations Policy.</p> <p>JM and IMcI felt that all this discussion was taking away from the community and felt worried that RHA are losing their community aspect.</p> <p>GShep advised that it had been agreed previously that requests for donations were focussed on the local area and donations for outside the community were not approved. CL advised that this needs to be shown in writing.</p> <p>GSher advised that she felt that the request should be granted as they make reference to covid but moving forward we accept that we need a Donations Policy and for every budget moving forward a separate amount needs to be shown which shows transparency.</p> <p>The Management Committee <b>agreed</b> that a Donation Policy should be written for discussion and adoption.</p> <p>The Management Committee took a vote with JM and DS abstaining and then <b>approved</b> the donation of £2.5k to RAPA to allow further free entry to the park.</p> <p>IMcI asked that a letter be written to RAPA advising that future requests for donations will be looked at in their own merits in line with the Donations Policy and budget.</p>	<p>SMcD</p> <p>SMcD</p> <p>EM/SMcD</p>
<b>11.</b>	<b>HEALTH AND SAFETY</b>	
	<b>General Update</b>	
	<p>TMcK presented the Health and Safety paper.</p> <p>The Management Committee <b>noted</b> the contents of the report and <b>confirmed</b> a copy of this report should be shared with the SHR.</p>	
<b>12.</b>	<b>ANY OTHER COMPETENT BUSINESS</b>	
	<p>SMcD advised that in future she will do a Director's Report for noting items that do not require a separate paper as opposed to bringing these items as AOCB. SMcD will look at the Agenda to see where this would best fit. The Management Committee <b>agreed</b> to this new agenda item.</p> <p><b>New Rules</b> - SMcD advised that the new Rules were registered on the 18<sup>th</sup> August and the SHR has been informed. OSCR have been informed but have not confirmed their receipt as yet.</p>	<p>SMcD</p>

	<p><b>Membership</b> - Membership is being worked on at the moment and SMcD advised that she has one interested party. SMcD and EM will arrange a meet with this person.</p> <p><b>SHR</b> - SMcD advised that she had a very positive meeting with the SHR and they have indicated that they are very satisfied with the progress being made, particularly the ARC return and Covid Return figures. SHR have completely signed off on Health and Safety.</p> <p><b>Options Appraisal</b> - SMcD advised that now that we have the stonework figures the Options Appraisal will be triggered again and dates will be arranged before the next Mge Cee meeting for workshops around the Options Appraisal for scoring and weighing up options.</p>	<p><b>SMcD/EM</b></p> <p><b>SMcD</b></p>
	The meeting finished at this point 8.21 pm,	
<b>13.</b>	<b>DATE OF NEXT MEETING(S)</b>	
	<p><b>AGM – 14<sup>th</sup> September</b>  <b>Management Committee – 6<sup>th</sup> October</b>  <b>Finance and Audit Sub-Committee – 9<sup>th</sup> November</b></p>	