



Agenda Item 3.1

Minutes

Reidvale Housing Association Management Committee meeting held on 24.04.24 at 5.30 pm in the offices of Reidvale Housing Association, 13 Whitevale Street

Attendance:	Denise Dempsey	Chair/DD	Chairperson
	Helen Richman	HR	Vice Chair
	Linda Wishart	LW	Committee Member
	Ellen McVey	EMcV	Committee Member
	Eddie Marley	EM	Committee Member
	Carmen Rubio Gutierrez	CRG	Committee Member
	Geraldine Dempsey	GD	Committee Member
	Gerry Bitten O'Prey	GBOP	Committee Member
	Jane Marley	JM	Committee Member
	Paul McCrudden	PMcC	Committee Member
	Helen Moore	HM	Co-optee
	Ian Elrick	IE	Co-optee
	Michael Carberry	MC	Co-optee
	Jim Hastie	JH	Co-optee
Staff/Adviser(s)	Julie Smillie	JS	Interim Director/ Secretary
Attendance:	Paul Rydquist	PR	Consultant
	Jacqui Anderson	JA	Housing Manager
	Terry McKenna	TMcK	Maintenance Manager
	██████████ – Via Teams	██	██████████
	Ann Dundas	AD	Corporate Support/Minute Taker
In Attendance:	██████████	██	Director of Regulation, SHR
	██████████	██	Assistant Director of Governance and Performance, SHR
	██████████	██	Regulation Manager, SHR
	██████████ (Agenda Item 6.2 only)	██	Architectural Consultant ██████████
	██████████ (Agenda Item 6.2 only)	██	Quantity Surveyor ██████████

NO.	ITEM	ACTION
	WELCOME AND ORDER OF BUSINESS	
	The Chair welcomed everyone to the meeting. The Chair advised that herself, HR and MC had met with [REDACTED], [REDACTED] [REDACTED] from the Scottish Housing Regulator on the 23 rd April and thanked them all for attending this meeting in person to talk to the Management Committee.	
1.	APOLOGIES	
	There were no apologies.	
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4.	ACTION LIST FROM PREVIOUS MEETINGS	
	It was noted that this item will be presented at the next meeting.	
5.	OUTGOING INTERIM DIRECTORS' REPORTS	
5.1	Service Delivery, Repairs and Staffing ([REDACTED])	
	<p>JS presented the report.</p> <p>DD asked with regard to item 3.5 – Factoring fees and JS advised that she has spoken to PR and it was felt that as factoring is a complex and legal area that JS will be looking to bring in expertise to look at all aspects.</p> <p>HM asked with regard to item 3.10 – Policies. HM felt that it would be useful if committee could see a policy schedule. JS advised that this schedule is in place and lists all policies and dates when they are due to be renewed. This schedule will be provided to committee. It was noted that there are some outstanding policies that had been put on hold due to the transfer process and JS will speak to JA and TMcK to progress these.</p> <p>EM advised that he felt that the dates for the policy reviews should be staggered so that they are not all due at the same time and JS agreed to look at this.</p> <p>JH asked that JS and PR bring back a report on the staffing levels as there is a budgetary figure for this financial year which has been agreed. It was felt that this would show the SHR that we are going down the correct road and that there are skilled and robust seconded services in place and that there are other associations who have offered help on a</p>	<p>JS</p> <p>JS/AD</p> <p>JS/JA/ TMcK</p> <p>JS</p> <p>JS/PR</p>

	<p>good will basis in terms of the Glasgow commitment to community ownership.</p> <p>PR advised that there were 2 very clear areas where the association is not compliant. PR advised that he felt that the logic was to sort out the strategic direction first and then deal with the staff structure issues once this has been done.</p> <p>JH and IE advised that they felt that the retirement of the Finance Officer at the end of June 2024 needs to be looked at imminently and asked that JS and PR bring a report back to the next committee meeting.</p> <p>CRG asked regarding agenda item 3.7 Allotments – CRG asked about the lease for the allotments only being to 2025 and JS advised that she will be looking at this.</p> <p>As it was 7.30 pm the Chair asked for Standing Orders to be suspended and committee agreed.</p> <p>The Management Committee noted the recommendations made by ██████ as follows:</p> <ul style="list-style-type: none"> i) identify in its new Business Plan its strategy for housing and maintenance service delivery including factoring, commercial properties, allotments, sheltered housing, pest control and bulk refuse uplifts; ii) review the staff structure, salaries and benefits to support the new Business Plan. iii) reintroduce a staff appraisal and performance management process, with the necessary training for committee and managers; iv) avoid further losses and resolve the management of the Reidvale Neighbourhood Centre urgently; v) implement its current policy on Complaints; vi) agree and implement a new programme of policy review, including for house letting and procurement; vii) agree a new framework agreement with contractors to provide repairs and maintenance for a 3-5 year period; viii) fill the imminent vacancy of Finance Officer to allow a handover with the current staff member by 19 June 2004 and; ix) pursue a comprehensive programme of training and support to equip the committee and its members for the challenges ahead. 	<p>JS/PR</p> <p>JS</p>

5.2	<p>Regulatory Compliance and Appendices 1. Annual Assurance Statement to SHR Oct. 23;</p> <p>2. Photograph of Rear of [REDACTED] Duke Street Following Recent Masonry Fall;</p> <p>3. Governance and Financial Management Improvement Plan Programme to April 2024 (Paul Rydquist)</p>	
	<p>PR presented his report and appendices. MC asked if the GIP was the plan to be sent to the SHR. PR advised that he was meeting with the RHA Management Team on Thursday morning and dependent on what the committee agreed the plan may need to be changed. It was noted that the Plan was not the report but a schedule with some timescales and responsibilities noted which PR would be happy to show to the SHR. PR advised that at the next committee meeting he would have a further report showing more clearly how we will progress with this plan.</p> <p>JH advised that the stonework surveys carried out in the past have actually produced action and would be more interested in getting the next phase of the stone repair programme identified. JH also felt that an early component replacement review was required and was nervous about RHA commissioning new surveys. PR advised that the construction contract is the key issue but that a reappraisal of the 2021 stonework survey and associated works is a piece of work that is necessary in order to have an Asset Management Strategy that RHA has confidence in.</p> <p>JS advised that she felt that surveys on the internal condition of the properties are required and this will inform the investment programme moving forward.</p> <p>IE asked if the list of work, identified by SHR as being non-compliant, is carried out would RHA be able to say that there are no longer any weaknesses. PR advised that is the point that we would want to get to although it is early days and it is hoped to get to at least partially compliant which would then give the association a different status.</p> <p>11. Recommendations</p> <p>11.2 Management committee</p> <p>11.2.1 agreed to the preparation of an Interim Business Plan for 2024/25.</p> <p>11.2.2 agreed to commit to the preparation of a new Asset Management Strategy as part of the process of agreeing a new strategic and business plan for RHA.</p>	

	<p>11.2.3 agreed to the immediate procurement of a third stock condition survey, to take in all remaining un-surveyed housing stock.</p> <p>11.2.4 agreed to instruct the formal commissioning of an updated Stonework survey and report, as successor to the 2021 survey.</p> <p>11.2.5 agreed to initiate a comprehensive self-assessment process to review current compliance with all regulatory requirements.</p> <p>11.2.6 adopt the revised Governance and Financial Management Improvement Plan.</p>	
6.	FINANCE	
6.1	<p>Updated Budget 2024/25 and Appendices 1. Budget 2024/25; 2. Investment Programme 2024/25; 3. Cash Flow 2024/25</p>	
	<p>█ presented the report and appendices.</p> <p>█ █ █ █ █ █</p> <p>█ █ █</p> <p>█ █</p> <p>█ █ █</p> <p>█ █ █</p> <p>█ █ █</p> <p>10. Recommendations 10.1 Management Committee 10.1.1 noted the updated budget for the financial year 2024/25. 10.1.2 approved the budget for the financial year 2024/25.</p>	<p>GB</p> <p>GB</p>

6.2	<p>Stonework Contract Updated Costs Appendices 1. Previous Report to Mge. Cee. (20.03.24) including Report from [REDACTED] (15.03.24);</p> <p>2. Quantity Surveyors Budget Cost Report</p>	
	<p>[REDACTED] and [REDACTED] joined the meeting for this item.</p> <p>TMcK presented the report and appendices.</p> <p>TMcK advised that the options are that:</p> <ol style="list-style-type: none"> 1. we could accept the quote and move on with the contract as is 2. retender as it is now more a building contract than a stonework contract. TMcK advised that there was little or no work for stonemasons as the new elevation would be built in brickwork with a render over it to look like stone which could then possibly bring the costs down. 3. demolish and rebuild with funding 4. demolish and leave the site vacant. <p>[REDACTED] advised that going out to competitive tender could be a cost saving but he felt that it would not be significant but by going to a different type of contractor then the contract could be executed better and quicker, although this is difficult to forecast. It was felt that by going out to retender the general building contractors should have a better understanding of the construction involved.</p> <p>[REDACTED] advised that one of the failings in cases of high costs is when there is doubt and if the designers can eliminate doubt then the cost is much more accurate. [REDACTED] advised that [REDACTED] would recommend that committee should consider retendering then a set of more thorough investigations and specifications could be prepared to go out to competitive tender but this will take time, possibly 2/3 months.</p> <p>[REDACTED] advised that the negotiated tender presented at this meeting would be looking at a 12/18 month period from start to finish but this is not 100% accurate.</p> <p>[REDACTED] advised that the scaffolding that is in place at the moment is serving a purpose in supporting the elevation, and the present contractor has the rights of the sub-contractor for the scaffolding and that RHA would have to take over the renting of the scaffolding as it cannot be taken down. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	

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Insulation to the front elevation could be upgraded as part of the works.

If there was to be new build then there would only be 16 units built so the numbers would be reduced but they would be a better layout.

An analysis of the options could be carried out if a brief is given by the committee to give more accurate costs.

█ advised that he felt that the committee should consider going to market to get a proper market price for the proposal in term of alteration to the existing building and to use that time to consider the other options.

PR advised that the reason this report was not asking for a decision to be made at this meeting was there is not enough information at this time to decide on the best option for the future.

JH stated that this contract also included █ Bellfield Street and █ advised that building had been finished successfully. JH asked if █ felt that these 2 closes were unique and █ advised that the quality of the stone in the RHA area is generally poor with repairs done earlier in the 70/80's and also more recent cosmetic repairs were inadequate and not carried out by stonemasons, however, it was reported that of repairs carried out on 5/6 properties in the Dennistoun area, these are the only 2 that have incurred such difficult problems. █

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	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>MC asked what the reference to the Housing Team is in the policy and JA advised that it is a weekly meeting with the Housing and Maintenance staff. MC also asked as per the policy if the association has written lettable standards and JA confirmed that we do.</p> <p>MC asked if people are being decanted from Bellfield Street would they remain the tenant of their property in Bellfield Street and JA confirmed this was the case. MC asked if the decision was to demolish the properties and the tenant had asked to go back to their property in Bellfield Street does this remain a decant or would the resident be given the first choice and JA advised that their principle home would be in Bellfield Street. JA advised that this would then be a variation of their tenancy agreement and that a number of residents from these properties would prefer to move on a permanent basis. JS advised that RHA would need to make sure that the allocations policy allows for this. JA advised that in the interim she may need to bring an amendment to the allocations policy to the next management committee.</p> <p>10. Recommendations 10.1 Management Committee approved the new Decant Policy.</p>	JA
7.3	Shareholders Report	
	<p>AD presented the report.</p> <p>10. Recommendations 10.1 Management Committee 10.1.1 noted the contents of the report. 10.1.2 considered and approved the 3 new shareholder membership applications received.</p>	
7.4	Letter from Scottish Government – Housing Scotland Bill	
	The Management Committee noted the letter attached.	

8.	OPERATIONS	
8.1	Performance Reports	
	<p>TMcK presented the report and advised that this report was an update on the Maintenance figures to December 2023.</p> <p>MC asked if there could be a column for peer comparison and TMcK advised that this could be added.</p> <p>MC asked about the reference to A, B, and C on indicator 15 - Number of Anti-Social Cases Reported and JA advised that these referred to the seriousness of each situation.</p> <p>EM asked why the numbers on Ref. 15 and 19 were high and TMcK advised that one company in particular were struggling with labour supplies and advised that a meeting is arranged with the company to discuss this.</p> <p>10. Recommendations 10.1 Management Committee 10.1.1 noted the contents of the report.</p>	TMcK/JA
8.2	Allocations 2024/25 and Appendices 1. Overview of Allocations 2023/24; 2. Letter from GCHSCP – Request for 67% of Total Lets to Homeless Households 2024/25	
	<p>JA presented the report and appendices.</p> <p>JA advised that the association is obliged to report back and lodge our stand to GCHSCP, and that we are obliged to assist with homelessness, but the level needs to be agreed.</p> <p>MC advised that he felt that 60% was too high.</p> <p>JA advised that RHA works with the partnership on a matching system and this has proved successful and has cut down on the time staff spend working on homeless referrals.</p> <p>JS asked for more evidence on the impact the numbers are having on the association ie. when we allocate to homeless referrals are we seeing an increase of anti-social behaviour, as the ethos of the allocations policy is to create a balanced community. JA advised that she will look into this and advised that over the last couple of years we have not had a huge problem with anti-social cases based on section 5 referrals. MC advised that the association should respond to the partnership advising that as a new committee this is a question they are asking before agreeing a quota.</p>	JA

	<p>JA advised that part of the ARC, which will be presented at the May meeting, is the success of tenancies being sustained and is this costing the association void loss and what types of support mechanisms are required, and if this is the case then this is an issue which needs discussion with the partnership.</p> <p>HM advised that with the decants required for the residents affected by the stonework required the partnership should be made aware of this and that the figure requested cannot be a one size fits all situation.</p> <p>IE felt that the committee should agree to the recommendation of 60% net of transfers, when the partnership is requesting 67% of total lets, as homeless people may have greater needs for support but that shouldn't mean they should not get access to housing. MC advised that RHA is about creating a balanced community and other committee also felt that this figure was too high.</p> <p>JS advised that we cannot ignore that we have a statutory obligation to allocate a percentage of our lets to Section 5 referrals but felt that further discussion is required on what works for RHA and maintains a balance in the community.</p> <p>10. Recommendations 10.1 Management Committee 10.1.1 noted the overview of Allocations for 2023/24. 10.1.2 agreed to defer an agreement for further information on the outcomes of Section 5 referral lets and to write to the partnership advising that we are not in a position to allocate at this time.</p>	JA
8.3	Bulk Uplift Tender	
	<p>TMcK presented the report.</p> <p>Committee advised that they were very impressed with the work being carried out by ██████████ in the area.</p> <p>10. Recommendations 10.1 Management Committee 10.1.1 ██████████ ██████████</p>	TMcK
9.	ANY OTHER BUSINESS	
9.1	Finance Audit and Risk Sub-Committee	
	<p>JS advised that as there are now only 2 members on this sub-tee, JM and EM, volunteers are now being sought to join. JM advised that she would be standing down from this sub-tee. PMcC and HR volunteered to join as full</p>	

	committee members and IE advised that he would be willing to join as a co-optee. It was noted that the meeting is normally held on a Tuesday at 5.00 pm.	
9.2	Extra Sub-Committee Meetings	
	<p>JS advised that she is proposing looking at our governance structure for sub-committee meetings. The main Management Committee could deal with the strategic direction of the Association with a Services Sub-Cee looking at the Housing and Maintenance operational issues and a Finance Audit and Risk Sub-Cee looking in detail at the finances and risk aspects of the association.</p> <p>PMcC asked if there was potential for a Tenants Association running in parallel and JS advised that scrutiny panels and tenants participation strategy are being looked at and these are noted in the action plan.</p>	<p>JS</p> <p>JS</p>
9.2	████████████████████ – Request for Donation for Summer Fayre	
	AD advised that the above request has been received. After discussion the committee agreed to award £200 to the school and AD will advise the school and the Finance Officer of this decision.	AD
10.	DATE OF NEXT MEETING	
	Finance Audit and Risk Sub-Cee – 8 th May Management Committee – 29 th May	