



# Agenda Item 3.3 Minutes

**Reidvale Housing Association Management Committee** meeting held on 30.10.24 at 5.30 pm in the offices of Reidvale Housing Association, 13 Whitevale Street

<b>Attendance:</b>	Helen Richman	HR	Vice Chair
	Eddie Marley	EM	Committee Member
	Carmen Rubio-Gutierrez	CRG	Committee Member
	Jim Hastie	JH	Committee Member
	Geraldine Dempsey	GD	Committee Member
	Helen Moore	HM	Committee Member
	Linda Wishart	LW	Committee Member
	Michael Carberry	MC	Committee Member
	Paul McCrudden	PMcC	Committee Member
<b>Staff/Adviser(s) Attendance:</b>	Julie Smillie	JS	Interim Director/ Secretary
	Paul Rydquist	PR	Regulatory Compliance Consultant
	Terry McKenna	TMcK	Maintenance Manager
	William Boale	WB	Housing Manager

NO.	ITEM	ACTION
	<b>WELCOME AND ORDER OF BUSINESS</b>	
	The Chair welcomed everyone to the meeting.	
<b>1.</b>	<b>APOLOGIES</b>	
	Apologies were received from Denise Dempsey, Ian Elrick and Gerry Bitten O'Prey.	
<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>	
	GD declared an interest for agenda item 6.2. Staff declared an interest for agenda item 9.1.	
<b>3.</b>	<b>MINUTES</b>	
<b>3.1</b>	<b>Draft Minutes of the AGM 11.09.24</b>	
	The Management Committee noted the draft minutes with a few minor amendments to be made.	AD

<b>3.2</b>	<b>Draft Minutes of FA&amp;R Sub-Cee 15.10.24</b>	
	<p>The Management Committee noted the draft minutes.</p> <p>There was a revised budget presented at the FA&amp; R by the Finance Agent which was scrutinised at that meeting and has since been distributed to all Mge Cee members. Unfortunately neither the Finance Agent or Chair of the sub-cee was present to give a verbal update on the revised budget to the Mge Cee.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Committee asked about the stone repairs being referred to as [REDACTED] for 24/25 when all the papers being distributed are saying that the cost of the repair programme for this year is being met from Reactive Maintenance which is listed at [REDACTED]. Committee asked if the cost was the [REDACTED] and asked for clarification on how much is actually being spent on the stonework repair programme and the day to day repairs as [REDACTED].</p> <p>[REDACTED]. TMcK confirmed that that the [REDACTED] is the reactive maintenance figure. JS and TMcK clarified that the [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Committee then asked that rather than calling it Major Repairs that it be called Component Replacements. JS advised that this is what it has been called historically. PR advised that there are 3 items to note, there is [REDACTED] this year as part of [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] there has been some spend for boiler replacements; there is separate provision for [REDACTED] that does not appear in the revenue budget and there are the key items in the budget with regards to Bellfield Street as well as other component replacement costs. PR felt it would be better if the Finance Agent provided a note to committee specifically on this matter.</p> <p>Committee asked that when the revised 24/25 budget is produced that there should be notes produced to clarify where the expenditure for the stonework repairs in Bellfield Street and emergency day to day stonework programme are shown.</p>	<p>FA</p> <p>FA</p>

	<p>JS advised that the Finance Agent can be asked to fully clarify any points before committee approved the revised budget. Committee commented that they felt how the budget is now presented is a huge improvement. JS confirmed that the Budget had been presented methodically at the FA&amp;R sub-tee.</p> <p>Committee <b>approved</b> the revised budget subject to clarification of the points regarding Bellfield Street.</p>	FA
<b>3.3</b>	<b>Minutes of Special Management Committee Meeting 25.09.24 – Self-Assurance</b>	
	The Minute of the Special Management Committee Meeting of 25.09.24 will be presented again to the November Management Committee as the version of the minutes provided was not distributed in full.	
<b>3.4</b>	<b>Minutes of the Management Committee meeting 25.09.24</b>	
	<p>Committee asked about agenda item 3.3 Stonework Safety Protocol that was to be presented to this meeting and PR advised that a draft protocol was included with these papers for discussion.</p> <p>Committee asked about the meeting with [REDACTED] and JS advised that this was arranged for 4<sup>th</sup> November and an update will be given at the next meeting.</p> <p>Committee asked about the photo library on the website and asked if it would be reinstated. JS advised that this is very important and is part of the plan for an updated website.</p> <p>The Minute of the Management Committee Meeting of 25.09.24 were proposed as a true record by EM and seconded by JH.</p>	<p>PR</p> <p>JS</p> <p>JS</p>
<b>4.</b>	<b>MATTERS ARISING SCHEDULE</b>	
	The Management Committee <b>noted</b> the matters arising schedule and commented that they felt this schedule was very useful.	
<b>5.</b>	<b>INTERIM DIRECTOR'S REPORT</b>	
	<p>JS presented the report.</p> <p>JS reported that in terms of the Factoring Review, the consultant has now contacted and advised that the review will be received by 1<sup>st</sup> November. JS advised that this is a crucial piece of work, particularly moving forward with the stonework repairs and dealing with owner occupiers in terms of responsibility for costs.</p>	JS

	<p>JS advised that the timescales for the staffing update have now moved to January due to resources within EVH.</p> <p>Committee asked that how the drop in sessions are advertised be looked at to encourage residents to attend and it was felt that more committee being present could be a selling point. It was also asked that committee should promote these dates with residents.</p> <p>Committee advised that SHARE; GWSF and EVH's website offer lots of training and if any committee wish to access anything on line that a login could be arranged.</p> <p>Management Committee:</p> <ul style="list-style-type: none"> <li>i) <b>Noted the position with service delivery.</b></li> <li>ii) <b>Noted the update on the recent Notifiable Event reported to SHR.</b></li> <li>iii) <b>Noted the update on Health and Safety.</b></li> <li>iv) <b>Noted the updated position with the software Contract.</b></li> <li>v) <b>Noted the position with the Factoring Review.</b></li> <li>vi) <b>Noted the current position with the decant process.</b></li> <li>vii) <b>Noted the delay with the Resident Engagement Strategy.</b></li> <li>viii) <b>Noted that a review of the Retirement Housing is planned.</b></li> <li>ix) <b>Noted the current position with GDPR compliance.</b></li> <li>x) <b>Noted the Strategy for drop-in sessions.</b></li> <li>xi) <b>Noted the engagement of CX Feedback.</b></li> <li>xii) <b>Noted the staffing update.</b></li> <li>xiii) <b>Noted the governance update in relation to training.</b></li> </ul>	<p>JS</p> <p>JS</p> <p>JS/AD</p>
<b>6.</b>	<b>GOVERNANCE</b>	
<b>6.1</b>	<p><b>Regulatory Compliance Report and</b>  <b>App. 1 – Updated GFMIP for October 2024</b>  <b>App. 2 –Draft Stonework Safety Protocol</b>  <b>App. 3 – Draft Stonework Safety Protocol Response from ██████████</b></p>	
	<p>PR presented the report and appendices.</p> <p>PR advised that there was 2 GFMIP versions sent with these papers and that the one in this agenda item is the current approved version and the version at agenda item 6.4 is the new unapproved version. PR felt it was appropriate to compare the previous report with the progress on the new</p>	

<p>report and if this is approved later in the meeting then that will be the version reported on in future.</p> <p>PR advised that work by EVH on job evaluations and transition to their pay system will now be completed until January 25 as opposed to November 24 due to EVH capacity. This is relevant to the Annual Assurance Statement and the date will be amended in the statement.</p> <p>PR also advised that there is no interim report on the outcome of ██████████ committee annual appraisals and a final report will be presented to the November meeting. This was due to some committee appraisals being delayed.</p> <p>PR advised that he had met with the Bellfield Street design team and they were asked specifically if the Stonework Health and Safety policy was a fair statement as this is a major part of risk management and asked if they felt that we are doing all that can be done at this stage or if there is any more we could reasonably be doing. ██████████ ██████████ commented that ██████ felt it was a good position to take. This is one of the issues that will be brought to the Business Planning day. PR advised that this document is saying that no matter how long the stonework repair programme takes it is reasonable to put this in place and mitigates the risk of falling masonry.</p> <p>Committee commented that they felt that the tone of the document was negative and asked who is monitoring masonry falls in the City. It was suggested that we should state we are taking steps to mitigate risk and not to eliminate any risk and felt that what RHA is doing is more than enough and that this is a City wide issue. PR noted that there is more information included in the introductory sections than is strictly needed for a protocol, and that these would eventually be deleted, but they could be amended in the meantime. The SHR had been sent a copy of the document seeking comment and feedback, as had other parties, e.g. our insurers. SHR had observed in a previous progress meeting that RHA would need to account for its own position, regardless of what is happening elsewhere. Committee felt that the SHR should be asking all associations for assurance in relation to the health and safety of their residents in relation to stonework. JS advised that the SHR are fully aware of how RHA are reacting to stonework issues and updates have been given.</p> <p>Committee suggested that we should be restricting our input to what we are doing as it is more than enough to mitigate our risk. Committee asked if chimney stacks have been</p>	PR
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	<p>checked. TMcK advised that chimney stacks are checked as part of the gutter cleaning contact. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>It was suggested that reference to climate change and the effects this could have on masonry should also be mentioned in the Protocol.</p> <p>Committee suggested that separate guidance could be issued to residents regarding what the procedures would be if they witness any stonework issues, ie. who they report to; should they leave the building etc. PR advised that there is reference to making arrangements outwith office hours in the Protocol and we have out of hours emergency contractors who would also need to be briefed.</p> <p>Committee asked that a revised Protocol be brought back in a more positive tone and revised content and PR will bring it back to a future Management Committee meeting once feedback has been received from other parties.</p> <p>Committee felt that this had been a very good and robust agenda item discussion, focused on problem solving and solutions.</p> <p><b>10. Recommendations</b></p> <p>10.1 Management Committee:</p> <p>1. <b>Noted</b> progress with the implementation of the Governance and Financial Management Improvement Plan (GFMIP), and certain key exercises within the work programme.</p> <p>2. <b>Considered</b> the attached version of the Stonework Health &amp; Safety Protocol (see Appendix 2) and asked that it be adapted and brought back to a future Management Committee meeting for approval.</p>	<p>PR</p> <p>PR</p>
6.2	<b>Bellfield Street Report</b>	
	<p>PR presented the report.</p> <p>PR advised that no letter of comfort has been received from the structural engineer and this is due to [REDACTED] professional indemnity insurance and the fact that [REDACTED] cannot give cast iron guarantees that there will be no issues or problems at the properties. PR has asked that [REDACTED] provides a letter stating that reasonable care has been taken with the safety of the building with any necessary caveats that would work for all</p>	

	<p>parties. The structural engineer has stated that [REDACTED] would need to inspect every property internally and arrangements will be made to allow this.</p> <p>PR advised that attempts were made to contact the Planners before submitting the planning application to confirm whether the proposals might be controversial and potentially delay the project, but no useful feedback was received. A planning application has now been submitted, in order not to hold up the programme.</p> <p>Feedback has been received regarding relative cost for brickwork versus render and it is not significantly different but it was noted that there would be considerable benefit when it came to ongoing maintenance and that the brickwork solution would be more cost effective in the long term.</p> <p>PR advised that at the Bellfield Street Design Group meeting earlier today there had been a lot of discussion with the structural engineer and architect around the structural foundation of the building and whether this might result in additional costs. PR advised that cost projections for the Bellfield Street project will be included in the first draft long-term financial projections for RHA to be brought to the Business Planning day on the 17<sup>th</sup> November.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Committee asked what steps are being taken with the Structural Engineer and TMcK between now and April for the safety of the building and services within the building. It was also asked that [REDACTED] and the other stonework programme is separated and that recommendations are brought back regarding capital costs. It was asked that papers on costings could also be brought to FA&amp;R Sub-Committee.</p> <p><b>11. Recommendations</b></p> <p>11.1 Committee <b>noted</b> the contents of this report for information.</p>	<p>PR/TMcK</p> <p>PR</p> <p>JS/WB</p> <p>PR</p> <p>PR</p>

6.3	<p><b>Business Plan Preparation Report and App. 1 – Extracts from note of first business planning day</b></p> <p><b>App. 2 – Governance structure briefing note</b></p>	
	<p>PR presented the report and appendices.</p> <p>PR asked committee if they had any feedback from the previous Planning Day or any suggestions for the next meeting. Committee felt that it had been a good day and felt that there was a good process in place.</p> <p>PR advised that the significant focus for the next day would be financial issues ie. Rent strategy; community side of the business; core staffing and overhead costs and asset management costs.</p> <p>Committee suggested that there should be discussion on the association’s mission statement and values.</p> <p>Committee advised that they felt that the word “integrity” be replaced with “transparency” in our values and in the mission the word “area” be replaced with “neighbourhood and community”.</p> <p>PR advised that a Housing Services Sub-Committee is being proposed to maintain scrutiny in these areas now that KPI reporting will be on a wider basis. and the FA&amp;R sub-committee had also suggested this change at its recent meeting. It was confirmed that any such meetings would be held on a Wednesday every 3 months in line with quarterly reporting arrangements. It was suggested that the meetings be held every 2 months and JS advised that due to staff workload this would be unrealistic and not beneficial. WB advised that with quarterly meetings committee would see and be able to measure trends more beneficially. After discussion it was agreed to have a HSSC meeting quarterly and CRG, GD, HR, EM and MC offered to join this sub-committee with a first meeting being arranged before the end of December.</p> <p>JS advised that committee membership on each sub-committee should be looked at in more detail in order to ensure a good balance.</p> <p>Standing orders were called as it was now 7.30 pm. Committee agreed to continue.</p>	<p>PR</p> <p>JS/TMcK/ WB</p>



	<p><b>Recommendations</b></p> <p>Management Committee:</p> <ol style="list-style-type: none"> <li>1. <b>Noted</b> the initial extract report on the outcome of the first business planning day, and other progress with preparation of a new business plan.</li> <li>2. <b>Noted</b> the current arrangements for risk and asset management training and performance benchmarking review, all part of the plan preparation programme.</li> <li>3. <b>Approved</b> the setting up of a new Housing Services Sub-Committee, with an outline remit as set out in paragraph 4.19 of this report, and a first meeting to be held before the year-end – the need for such a Sub-Committee to continue to be reviewed after 1 year.</li> <li>4. <b>CRG, GD,HR, EM and MC</b> confirmed they would be willing to serve on Housing Services Sub-Committee.</li> <li>5. <b>Noted</b> that the pending review of Standing Orders will incorporate appropriate proposed changes with respect to Sub-Committee remit and delegated authority.</li> </ol>	<p>JS</p> <p>PR/JS</p>
<p><b>6.4</b></p>	<p><b>Annual Assurance Statement Report</b>  <b>App. 1 – Annual Assurance Statement 2024 Proposed Version</b>  <b>App. 2 – Rationale for Compliance Judgements 2024</b>  <b>App. 3 – Revised GFMIP</b></p>	
	<p>PR presented the report and appendices.</p> <p>It was noted that the Minutes from the Special Management Committee meeting on 25.09.24 had not been distributed in full but PR advised that the discussion at that meeting is reflected in the statement. PR asked committee to look at the recommendations and specifically the last 2 which states:</p> <ul style="list-style-type: none"> <li>• <i>having reviewed all areas of identified non-compliance, and partial compliance with serious weakness, that RHA remained materially non-compliant with Standards 1 and 3.</i></li> <li>• <i>that RHA should confirm compliance with tenant and resident safety requirements, and include comment on stonework safety.</i></li> </ul> <p>The committee present at the Special Mge Cee on 25.09.24 agreed that the recommendations were a true representation of the discussions and Management Committee then <b>agreed</b> the above 2 recommendations which state non compliance with 2 standards.</p>	

	<p>[REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>Committee agreed that all the work carried out has been very useful and informative.</p> <p>Committee noted the additional 18 tasks in the updated GFMIP and that the programme is still on track to be completed by June 2025. [REDACTED] [REDACTED] [REDACTED]</p> <p>[REDACTED] asked why the Bellfield Street work is not noted in the GFMIP and PR explained that work does not affect our compliance with regulatory standards. It is a key part of the business and will feature in the operational plans.</p> <p><b>10. Recommendations</b></p> <p>10.1 Management Committee:</p> <p>10.1.1 <b>Approved</b> and authorised the Chair to sign and submit the 2024 Annual Assurance Statement with some small amendments.</p> <p>10.1.2 <b>Instructed</b> the immediate publication of the approved Statement on our website.</p> <p>10.1.3 <b>Noted</b> the contents of the Rationale for Compliance Judgements report.</p> <p>10.1.4 <b>Approved</b> the revised Governance and Financial Management Improvement Plan</p>	PR
		DD/JS
		AD
<b>6.5</b>	<b>New Shareholder Report</b>	
	<p>JS presented the report.</p> <p><b>10. Recommendations</b></p> <p>10.1 Management Committee</p> <p>10.1.1 <b>Noted</b> the contents of the report.</p> <p>10.1.2 <b>Considered</b> and <b>approved</b> the new shareholder membership application received at para 4.1.1.</p>	

<b>6.6</b>	<b>Committee Digest</b>	
	<p>JS presented the report.</p> <p><b>10. Recommendations</b></p> <p>10.1 Management Committee is asked to:</p> <p>10.1.1 Note the contents of this report</p>	
<b>7.</b>	<b>FINANCE</b>	
	There were no finance reports.	
<b>8.</b>	<b>OPERATIONS</b>	
<b>8.1</b>	<b>Landscape Maintenance Tender Report</b>	
	<p>TMcK presented the report.</p> <p>Committee asked what services were being offered by in the 3 tenders received. TMcK advised that it includes tree cutting, hedges, grass cutting, shrubs cut, etc and that all tenders were based on the same services. It was noted that tree cutting is not part of the service. It was noted that this contract would start on 1<sup>st</sup> December.</p> <p>Committee were concerned at the difference in the quotes on the tenders and JS advised that the 2 higher quotes were more in line with sector norm and that the lower quote was a really good price. TMcK was asked to clarify that the Upkeep tender was for 2 years. TMcK advised that if the association is not satisfied with the service then we have a 30 day termination notice that can be used.</p> <p>10. Recommendations</p> <p>10.1 Management Committee</p> <p>10.1.1 [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	TMcK
<b>8.2</b>	<b>Veitchi Floor Cleaning Tender Report</b>	
	<p>TMcK presented the report.</p> <p>Committee asked what the suggested additional costs mentioned would be and TMcK advised that this is around any identified repairs found when the cleaning is being carried out.</p>	

	<p>10. Recommendations  10.1 Management Committee  10.1.1 <b>accepted</b> the [REDACTED] tender from [REDACTED] [REDACTED] who have carried out this contract on a number of occasions and always to an excellent standard. There may be some additional costs should any repairs be required to the floor/stair surfaces.</p>	TMcK
9.	<b>ANY OTHER BUSINESS</b>	
9.1	<p><b>Office Closure Arrangements for Christmas/New Year and</b>  <b>App 1 – Procedures</b>  <b>App 2 – Proposed Arrangements</b></p> <p>The staff left the meeting at this point.</p> <p>JS presented the report. JS advised committee that there was a long standing practice in the association (2002) of closing the office over the Christmas and New Year period and that staff were not expected to use annual leave resulting in staff receiving additional holiday benefit.</p> <p>There was strong objection to the current practice by some committee members who wished this practice to cease immediately. JS advised she was aware this was a contentious matter with staff, and would be for committee and had therefore taken advice from the associations employment law solicitors who advised that as this practice had been in place for over 20yrs the issue of custom and practice could indicate that this was now part of staff member’s contracts. In addition the paper introducing this practice from 2002 stated that staff would be advised by March of every year what the closure dates would be, this had not been done for this year.</p> <p>The Associations solicitors advised that the status quo should remain for this year and the matter be addressed during the transition to EVH Terms and Conditions.</p> <p>There was much discussion on this matter. JS was clear that committee should follow the advice from the solicitors in this matter to avoid potential disputes as it was clear procedures had not been followed, and that custom and practice must be considered.</p> <p>Committee agreed to allow the additional leave, but to address this going forward as part of the wider employment issues when transitioning to EVH Terms and Conditions.</p>	

	<p>JS was instructed to advise staff of this decision, and the intention of committee to abolish this practice.</p> <p>10. Recommendations  10.1 Management Committee  10.1.1 Considered and <b>approved</b> the arrangements for the Christmas/New Year office closure.</p>	JS
	There were no other items of business for discussion and the meeting finished at this point.	
<b>10.</b>	<b>DATE OF NEXT MEETING(S)</b>	
	<b>13.11.24 – FA&amp;R Sub-Cee</b> <b>17.11.24 – Committee Business Planning Day</b> <b>19.11.24 – Pop Up Events in RHA</b> <b>27.11.24 – Mge Cee</b>	