



# Agenda Item 3.4 Minutes

**Reidvale Housing Association Management Committee** meeting held on 24.09.24 at 5.30 pm in the offices of Reidvale Housing Association, 13 Whitevale Street

<b>Attendance:</b>	Denise Dempsey	DD	Chair
	Eddie Marley	EM	Committee Member
	Carmen Rubio-Gutierrez	CR	Committee Member
	Ellen McVey	EMcV	Committee Member
	Jim Hastie	JH	Committee Member
	Geraldine Dempsey	GD	Committee Member
	Ian Elrick	IE	Committee Member
	Helen Moore	HM	Committee Member
<b>Staff/Adviser(s)</b>	Julie Smillie	JS	Interim Director/ Secretary
<b>Attendance:</b>	Paul Rydquist	PR	Regulatory Compliance Consultant
	William Boale	WB	Housing Manager
<b>In Attendance:</b>	██████████	██	Agenda 6.5 Only

NO.	ITEM	ACTION
	<b>WELCOME AND ORDER OF BUSINESS</b>	
	<p>JS advised that as this was the first meeting after the AGM, Office Bearers would need to be elected.</p> <p>JS explained that under the Rules, sections 59.1 and 59.5 a Chair, Vice Chair and Secretary would need to be elected. Ms Dempsey was nominated for the position of Chair and this was seconded by CRG. HR was nominated for the position of Vice Chair and this was seconded by EMcV. JS suggested that as she has been acting as Secretary, she would be happy to continue and this was agreed by committee.</p> <p>JS then handed the meeting back to DD.</p>	

<b>1.</b>	<b>APOLOGIES</b>	
	Apologies were received from Gerry Bitten-O'Prey, Paul McCrudden, Linda Wishart, Michael Carberry and Helen Richman.	
<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>	
	PR declared an interest for agenda item 6.1. JS declared an interest for agenda item 6.2. GD declared an interest for agenda item for 6.4.	
<b>3.</b>	<b>MINUTES</b>	
<b>3.1</b>	<b>Minutes of the Management Committee meeting 21.08.24</b>	
	The Minutes of the meeting of 21.08.24 were proposed as a true record by HM and seconded by EM.	
<b>3.2</b>	<b>Confidential Minute of the Management Committee Meeting 21.08.24</b>	
	The Confidential Minutes of the meeting of 21.08.24 were proposed as a true record by EM and seconded by HM.	
<b>3.3</b>	<b>Draft Minute of AGM 11.09.24</b>	
	This minute will be presented to the October Management Committee meeting.  Committee commented that they felt that the AGM was very positive and had been ran very well with a very good turnout from residents.	
<b>4.</b>	<b>MATTERS ARISING SCHEDULE</b>	
	The Management Committee <b>noted</b> the matters arising schedule.	
<b>5.</b>	<b>INTERIM DIRECTOR'S REPORT</b>	
	The Interim Director presented the report and highlighted the following:  <b>3.2 SHR Notifiable Event</b> JS advised that this notifiable event is still open and this item will be brought to the regular monthly SHR meeting with JS and PR, for discussion. JS advised that the work has actually been completed.  <b>3.4 Software System</b> JS reported that the software company had met with staff on 24.09.24 and set out a programme for implementation. JS reported that staff are very positive about this new system.	

	<p><b>3.5 Factoring Review</b> JS advised that she will report back on this item at the October meeting.</p> <p><b>3.7 Resident Engagement Strategy</b> JS advised that this item has been delayed due to the workload of TPAS. Committee commented that this was disappointing. The target date for the strategy is now December.</p> <p><b>3.11 Website</b> JS advised that [REDACTED], who has experience in this field, has offered to look at the website from a tenant’s point of view and give feedback on what she feels needs to be done to modernise the website and to make it more user friendly.</p> <p><b>3.12 GWSF Annual Conference</b> Committee noted that the Chair and Director have been asked to host one of the workshops at their annual conference.</p> <p>Committee agreed to the Chair and Director hosting the workshop on “The Reidvale Story – a Work in Progress” with pre-agreed questions. Committee agreed that copies of the Interim Business Plan should be taken to the conference.</p> <p>It was noted that the conference will be held on 29<sup>th</sup> November 2024. JS advised if any committee member is interested in attending they should contact AD.</p> <p><b>6.1 Recommendations</b> Management Committee</p> <ul style="list-style-type: none"> <li>i) <b>noted</b> the position with service delivery.</li> <li>ii) <b>noted</b> the update on the recent Notifiable Event reported to SHR</li> <li>iii) <b>noted</b> the update on Health and Safety</li> <li>iv) <b>noted</b> the updated position with the software contract.</li> <li>v) <b>noted</b> the delay in the Factoring Review</li> <li>vi) <b>noted</b> the current position with the decant process.</li> <li>vii) <b>noted</b> the delay with the Resident Engagement Strategy.</li> <li>viii) <b>noted</b> the decision from the Care Inspectorate in relation to the Retirement Housing.</li> <li>ix) <b>noted</b> the current position with GDPR compliance.</li> <li>x) <b>considered</b> and <b>agreed</b> the request from GWSF.</li> <li>xi) <b>noted</b> the Strategy for drop-in sessions.</li> <li>xii) <b>noted</b> the staffing update.</li> <li>xiii) <b>noted</b> the governance update in relation to training.</li> </ul>	<p><b>JS</b></p> <p><b>JS</b></p> <p><b>JS</b></p> <p><b>JS</b></p>

<b>6.</b>	<b>GOVERNANCE</b>	
<b>6.1</b>	<b>Consultancy Service Contract Extension</b>	
	<p>PR left the meeting for this item.</p> <p>JS presented the report. Committee agreed that the experience and amount of work from PR is excellent and invaluable. Committee considered and agreed to a 6 month extension to this contract. It was agreed that this can be looked at again in April.</p>	<b>JS</b>
<b>6.2</b>	<b>Interim Director's Secondment Extension</b>	
	<p>PR re-joined the meeting and JS left the meeting for this item.</p> <p>PR presented the report. Committee commented that they are extremely happy with the work being carried out by JS and also the commitment shown by her. Committee considered and agreed to a 6 month extension to this contract. It was agreed that this can be looked at again in April.</p> <p>Committee asked that a quarterly meeting be held between RHA and MPHA to make sure that they are happy with this arrangement and that any further discussions are not being left to JS regarding this secondment. The Chair advised that she is in regular contact with the Chair of MPHA.</p>	<b>PR/JS</b>
<b>6.3</b>	<b>Regulatory Compliance Report and App. 1 GFMIIP update to September 2024</b>	
	<p>JS re-joined the meeting.</p> <p>PR presented the report and appendix.</p> <p>Committee noted the issues in obtaining a Stonework health and safety protocol and that a draft protocol, reflecting existing practice, will be drawn up in house and reviewed by our specialist consultants and this document will be presented to the October management committee meeting for consideration.</p> <p>Committee asked if the Category 1 repairs in the stonework survey report are being arranged into the most urgent order. JS advised this is currently being worked on. Committee asked that a paper is presented to the October meeting.</p> <p><b>10. Recommendations</b>  10.1 Management Committee  10.1.1 <b>noted</b> progress with the implementation of the Governance and Financial Management Improvement Plan</p>	<p><b>PR</b></p> <p><b>PR/TMcK</b></p>

	(GFMIIP) and certain key exercises within the work programme.	
<b>6.4</b>	<b>Bellfield Street Report and App. 1 Minutes of the First Design Team Meeting App. 2 Front Elevation Drawings Showing Brickwork</b>	
	<p>GD left the meeting for this item.</p> <p>PR and TMcK presented the report and appendices.</p> <p>PR advised that a letter has been received from [REDACTED] of [REDACTED] advising that [REDACTED] feels that the scaffolding should be retained. PR advised that we need more assurance around the safety of the property as we need to show that we have taken all reasonable care to assure ourselves that, as it stands, it is safe.</p> <p>PR advised that [REDACTED] had a chance meet with the Chair and a follow up meeting has been arranged for 25.09.24 to discuss available grant and raise the need for other grant support that can be targeted to ensure tenement stock can remain safe and well maintained.</p> <p>[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p> <p>Committee felt that it is critical that we receive funding.</p> <p>PR asked that committee discuss the recommendation for a brickwork façade for the new build and after discussion Committee asked if it was premature to agree to the brickwork façade before discussion with planners. PR advised that a meeting would be sought with planners before anything is submitted.</p> <p>Committee felt that the Finance Agent should produce clear figures for resources available for other activities in the current year and what the year-end position is likely to be. JS advised that the Finance Agent is preparing a new budget which will be presented to the October FA&amp;R sub-see. IE asked to meet with the Finance Agent and JS advised that will be arranged.</p>	<p>PR</p> <p>PR</p> <p>JS</p>

	<p>Committee asked if the cost for the brick façade had been included in previously received costs. PR advised that he can clarify this. Committee asked that both [REDACTED] and [REDACTED] be asked to comment further on this.</p> <p><b>11. Recommendations</b>  11.1 Management Committee  11.1.1 <b>noted</b> the reports on the current state of properties at [REDACTED] Bellfield Street for information.  11.1.2 <b>agreed</b> to a meeting with the planners before RHA agree to incorporate a brickwork façade as per the proposed drawings and specifications for the re-instatement of [REDACTED] Bellfield Street and before submitting any necessary planning application to seek consent for the treatment.</p>	PR  PR
<b>6.5</b>	<b>Stock Condition Survey Presentation</b>	
	<p>This item was brought forward to the beginning of the meeting.</p> <p>[REDACTED] from [REDACTED] gave a presentation on the Stock Condition survey.</p> <p>[REDACTED] explained fully what was undertaken in a stock condition survey, the methodology and survey process.</p> <p>It was noted that currently 96% of our properties have passed the SHQS which means 30 are failing of which 17 of those are abeyances or exemptions, leaving 13 properties that are non-compliant.</p> <p>[REDACTED] overall assessment was that generally the stock was in relatively good condition.</p> <p>The data from this survey will now be used to develop the new asset management strategy.</p> <p>Committee felt that the report was very positive and thanked [REDACTED] for [REDACTED] attendance and presentation and [REDACTED] left the meeting.</p>	
<b>6.6</b>	<b>Committee Digest</b>	
	<p>GD re-joined the meeting.</p> <p>JS presented the first Committee Digest which she felt was important to keep the committee informed of the external environment. This report will be brought every month to the Management Committee and will include any news on training or forthcoming conferences etc.</p>	

	<p>Committee felt this was really useful.</p> <p><b>10. Recommendations</b>  10.1 Management Committee  10.1.1 <b>noted</b> the contents of the report.</p>	
<b>7.</b>	<b>FINANCE</b>	
<b>7.1</b>	<p>██████████ <b>Management Letter following 2024 Audit Report</b>  <b>App. 1 ██████████ Audit Summary Report</b>  <b>App. 2 Response to Management Letter</b></p>	
	<p>JS presented the report and appendices.</p> <p>JS advised that the above documents and the Annual Financial Statement Return will be added to the SHR portal once approved.</p> <p>JS asked the Chair to sign the Management Letter response.</p> <p><b>10. Recommendations</b>  10.1 Management Committee  10.1.1 <b>noted</b> the report contents.  10.1.2 <b>approved</b> the Management Letter response.</p>	
<b>8.</b>	<b>OPERATIONS</b>	
<b>8.1</b>	<b>Maintenance Manager's Report</b>	
	<p>JS presented the report.</p> <p>Committee expressed their concern at item 4.2.2. JS advised that this is an interim measure and the contract is in the process of being tendered for a one year contract.</p> <p><b>10. Recommendations</b>  10.1 Management Committee  10.1.1 <b>noted</b> the content of the report.</p> <p>The Chair called standing orders.</p>	
<b>8.2</b>	<b>Framework Maintenance Contractor</b> <b>App. 1 – Contractors Performance 2024</b>	
	<p>JS presented the report.</p> <p><b>10. Recommendations</b>  10.1 Management Committee  10.1.1 <b>noted</b> the details contained in the report.</p>	

8.3	<p><b>Interim Housing Manager's Report</b>  <b>App. 1 People Safe Info</b>  <b>App. 2 Network Credit Services Info</b>  <b>App. 3 Sheriff Officers Services Info</b>  <b>App. 4 Translation Services Info</b></p>	
	<p>WB presented the report and appendices.</p> <p>WB advised that he will be looking to introduce a Customer Service Charter/Procedure early in 2025 to ensure that we provide a good strong customer service.</p> <p>Committee were concerned about the costs involved with App. 1 and App. 3 and asked if there was evidence that the costs will be recouped in any way. JS advised that there were limited powers and limited success in pursuing former tenant arrears and therefore once all our procedures have been met with no success then they can be passed to these services. JS advised that the benefit of Sheriff Officers delivering notices is that there are cases that have went to court and notices have not been served properly, and these services takes away that risk. Committee stated that hopefully the new arrears procedure in place will hopefully avoid the need to use the Sheriff Officers. WB advised that it was better to serve a notice by Sheriff Officers prior to servicing a notice of proceedings. JS advised that it is common practice by housing associations to use Sheriff Officers.</p> <p><b>10. Recommendations</b>  10.1 Management Committee  10.1.1 <b>noted</b> the details contained in the report.</p>	WB
8.4	<p><b>Key Performance Indicators Report 1<sup>st</sup> Quarter 2024/25 and Housing Services Reports on Performance</b>  <b>App. 1 Arrears Over £1000 Q1</b>  <b>App. 2 ARC 24-25 Q1</b></p>	
	<p>WB presented the report.</p> <p>WB advised that there will be changes to the present housing management practices and committee will hopefully see the benefit when these quarterly reports are presented moving forward. WB will provide the updated procedures with Management Committee.</p> <p>Committee suggested that there should be a sub-committee for maintenance and housing management matters and JS advised that this is being looked in to.</p>	WB  JS/WB



	<b>10. Recommendations</b> 10.1 Management Committee 10.1.1 <b>noted</b> the contents of the report.	
<b>8.5</b>	<b>Tenant Satisfaction Survey Report</b> JS presented the report and appendices.  Committee asked if this would now change back to a yearly survey from quarterly and JS confirmed that it would.  <b>10. Recommendations</b> 10.1 Management Committee 10.1.1 <b>considered</b> the contents of the report. 10.1.2 <b>agreed</b> to change provider to Research Resource.	<b>JS</b>
<b>9.</b>	<b>ANY OTHER BUSINESS</b> There were no items to note.	
<b>10.</b>	<b>DATE OF NEXT MEETING</b> FA&R Sub-Cee 15.10.24 Management Committee 30.10.24.	