



Agenda Item 3.2

Minutes

Reidvale Housing Association Management Committee meeting held on 11.12.24 at 5.30 pm in the offices of Reidvale Housing Association, 13 Whitevale Street

Attendance:	Denise Dempsey	DD	Chairperson
	Helen Richman	HR	Vice Chair
	Ian Elrick	IE	Committee Member
	Gerry Bitten-O'Prey	GBP	Committee Member
	Eddie Marley	EM	Committee Member
	Carmen Rubio-Gutierrez	CRG	Committee Member
	Jim Hastie	JH	Committee Member
	Linda Wishart	LW	Committee Member
	Michael Carberry	MC	Committee Member
Staff/Adviser(s)	Julie Smillie	JS	Interim Director/ Secretary
Attendance:	Paul Rydquist	PR	Regulatory Compliance Consultant
	Terry McKenna	TMcK	Maintenance Manager
	William Boale	WB	Housing Manager
In Attendance:	████████████████████	██	
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	██████████ – via Teams		
	██████████ – via Teams	██	

NO.	ITEM	ACTION
	WELCOME AND ORDER OF BUSINESS	
	The Chair welcomed everyone to the meeting.	
1.	APOLOGIES	
	Apologies were received from Geraldine Dempsey; Ellen McVey, Helen Moore and Paul McCrudden.	
2.	DECLARATIONS OF INTEREST	
	There were no new declarations of interest.	

3.	MINUTES	
3.1	Minutes of FA&R Meeting 13.11.24	
	The Minutes of the Finance Audit and Risk Meeting of 13.11.24 were deferred to the Mge Cee meeting of 29.01.25.	
3.2	Minutes of Management Committee meeting 11.12.24	
	The Minute of the Management Committee Meeting of 11.12.24 were proposed as a true record by JH and seconded by EM.	
4.	GOVERNANCE	
4.1	Tenant Participation Strategy Nov. 24	
	<p>██████████ introduced ██████████ as the ██████████ ██████████ and advised that ██████████ has been working with the team at RHA looking at tenant participation in order to bring a balanced strategy together. ██████████ gave an overview of the work ██████████ has carried out through surveys; walking around the area; sessions for residents in the RHA office and at JBH. It was reported that on line sessions had also been offered but no one attended these and ██████████ advised that from the completed surveys received it was clear that residents preferred meetings in the office and completing surveys.</p> <p>██████████ presented ██████████ report and referenced the action plan within which is proposed to be implemented over a 3 year period. It was noted that the action to create a tenant panel could be implemented now as there was interest noted from quite a few residents through the surveys.</p> <p>CRG asked why the surveys could not be anonymous and ██████████ advised that this was to gather up to date contact information and to allow the association to be able to approach anyone who was interested in joining the tenant panels. CRG advised that on speaking to some residents they commented that they would be more comfortable if surveys were anonymous. ██████████ agreed that in future there won't always be a need to ask residents for their details but on this occasion it was felt to be necessary.</p> <p>██████████ advised that 42 forms had been returned which is approximately 5% has given enough information for the starting point for a strategy and will show how the association moves forward and this strategy can be built on in the future. It was reported one of the key recommendations will be a menu of participation for tenants and residents to select the way to participate that suits them. This menu will include pop ups, focus groups and surveys. The time commitment for each way of participating will be shown in the menu and residents can then decide what suits them best.</p>	

	<p>MC asked if social media was mentioned in the survey and if residents thought this was a preferred method of communication. ■ advised that it had not been included on this occasion. JS advised that this question had been asked in the full survey carried out by ■.</p> <p>MC asked if a return rate of 5% was common and ■ advised that it is fairly common and advised that surveys, particularly around tenant participation, is around the number being returned.</p> <p>■ advised that how we communicate with people will be included as part of the overall menu of participation for each level ie. surveys; drop in; panels.</p> <p>■ advised that Year 1 will be reviewed before starting year 2 to evaluate what worked and what should be changed.</p> <p>CRG asked if committee could attend the tenant participation sessions planned with the staff and after discussion it was agreed that these sessions should be for staff only. ■ advised that the session on “being creative with tenant communication” would be a good session for both committee and staff.</p> <p>The Chair asked committee if they agreed the initial Tenant Participation Strategy and actions and committee gave approval.</p> <p>Committee thanked ■ for ■ attendance and presentation and ■ left the meeting at this point.</p>	JS
4.2	Reidvale HA TSS Results	
	<p>■ joined via Teams for this agenda item and gave a power point presentation.</p> <p>■ advised that 272 interviews had been carried out with tenants and this was done throughout November. Most of the interviews were carried out face to face with a few carried out via telephone to make sure the desired sample size was achieved.</p> <p>The first table shown provided a performance summary for the levels of satisfaction reported by the RHA survey carried out in 2023 and 2024; the change between 2023 and 24 and the wider benchmarking to contextualise the results against the Scottish Average for the Annual Return on the Charter 2023/24.</p>	

	<p>The table showed satisfaction with keeping tenants informed and participation opportunities have seen a significant improvement compared to 2023. Satisfaction with the overall service and value for money shows a significant decrease. The table also shows that the association is performing in line with the Scottish average for 2023/24 for 5 out of 7 indicators and higher than average in terms of keeping tenants informed and participation opportunities.</p> <p>█ then gave a full summary on the full analysis of the TSS carried out for 2024.</p> <p>Committee felt that the results shown were very positive but acknowledged that there was some room for improvement.</p> <p>Committee felt that the survey results tell us where the association is now and hoped that these figures will improve again when the survey is carried out next year.</p> <p>Committee thanked █ for █ attendance and presentation and █ left the meeting at this point.</p>	
<p>4.3</p>	<p>Annual Committee Effectiveness Review</p>	
	<p>█ joined via Teams for this agenda item.</p> <p>█ advised that the reviews were carried out between September and October 2024 primarily as this featured as one of the actions in the Governance Improvement Plan and undertaken in order to achieve the objective of contributing to the submission of the Annual Assurance Statement. It was acknowledged that it would have been preferred to defer the reviews until later as they were being done at a very early stage. █ advised that █ caveated the comments made by saying that they are initial impressions although they are largely positive.</p> <p>█ advised that, clearly, the direction of travel for RHA is very positive and felt that this was also indicated in the TSS report.</p> <p>█ advised in terms of committee profile that it had been detected there was a very impressive level of commitment with committee giving a huge amount of time and enthusiasm in trying to lead RHA effectively. It was felt that there was a good balance and blend amongst committee members with knowledge, experience, background and perspective.</p>	

█ advised that █ felt that it was important that members of the committee should try to engage with other committee members from other associations to try and obtain a wider perspective of what is happening in the sector.

It was noted from the report that there is potential turnover in the years 2025/26 for the membership of the association to change. It was felt it was important and critical that the committee should take steps to address this now.

█ reported that there was the potential to co-opt 2/3 people at any time between now and the AGM and one thing that should be done is that a committee profile is developed. This would involve agreeing the range of skills, knowledge and experience that it is felt that RHA needs and then carry out an audit of the skills and knowledge against this agreed profile and then seek to co-opt the relevant people to fill the gaps. The training and development programme should also be tailored to equip existing members to develop. █ advised that it was important to agree the balance for committee to achieve ie. people rooted in the community and people who have wider experience.

There were 9 suggestions made in the review, which it is hoped, if adopted, would help RHA to support and sustain effective governance.

These suggestions are as follows:

1. Ensure management committee members are supported during the current intense period.
2. Create (and maintain) a statement of achievements/milestones to capture progress, sustain enthusiasm and communicate with stakeholders.
3. Develop a tenant communication and engagement strategy with input from tenants and management committee members.
4. Promote team building opportunities for the management committee.
5. Offer 'how to' sessions to support consideration of finance/budgetary reports.
6. Actively plan for changes in committee membership by considering potential co-options during the current governance year.
7. Critically review agendas and reporting cycles to ensure the management committee's attention is focussed where it needs to be at the time that is most relevant.
8. Ensure that strategies to improve performance, service delivery and engagement are overseen in the most effective and manageable way.

	<p>9. Proposals to establish additional sub-committees should include consideration of the staff and committee resource requirements, taking account of existing commitments and demands.</p> <p>In conclusion it was reported that this review presents a very strong and positive assessment of Reidvale’s developing governance, based on committee members’ participation in a structured review, at a very early stage in the current committee’s term. It will be important to support the committee to embed good governance throughout the organisation to ensure that robust standards are maintained as the composition of the committee and management team evolves.</p> <p>Committee felt that the report was very thorough and comprehensive and thanked ■ for all the work involved. Committee felt that the suggestions and presentation were very sound.</p> <p>PR asked if ■ could be asked to do a bit more analysis based on the work done around identifying the current mix of skills, knowledge and experience, and where this might point the association towards future recruitment, ie developing the committee profile approach. It was suggested that a bit more background work should be carried out to prepare for recruitment but that this could be looked at this a little later on. Committee agreed that the timescale of April to June to deal with this was a good suggestion.</p> <p>Committee thanked ■ for ■ attendance and presentation and ■ left the meeting at this point.</p>	PR/JS
4.4	<p>Regulatory Compliance Report and App 1 GFMIP December Update App 2 Proposed Stonework Safety Protocol App 3 Notes of Business Planning Workshop 2 App 4 Notes from stakeholder interviews App 5 Notes from Tenants’ focus group</p>	
	<p>PR presented the report and appendices.</p> <p>PR specifically spoke about the positive progress meeting with the SHR and noted the timescales to deal with the three specific areas of declared non-compliance to process any potential change in regulatory status. A response was received from SHR advising that the end of February is the time of year they look at updating their risk assessments for all HA’s, leading to the publication of new Engagement Plans by the end of March 2025. PR advised that if the final drafts of the new business plan and financial projections can be</p>	PR/JS

submitted to SHR by mid February then this may be enough time for SHR to consider them in their risk assessment exercise. PR advised it was hoped that we would be in a position to do this, albeit, we would be sharing with SHR what we would be recommending to Mge Cee at the February meeting, rather what has been approved and then we would have to confirm approval a short time after that meeting. PR advised that we are on track bearing in mind the work carried out in both of these areas. Committee felt that this feels very positive.

PR advised on the proposed Stonework Health & Safety Protocol that he acknowledged that there may be further experiences and other information that may require the protocol to be adapted. This protocol will be looked at again in a year, but it can be adapted sooner if required. PR advised that this is first policy of its kind in the sector and it could be shared with others if requested.

PR advised that from the SHR meeting, the notifiable event that was showing as "open" was raised and SHR advised that this was deliberate to see how RHA was moving forward with this types of issue. SHR advised that this notifiable event is now closed following on from discussions.

PR asked committee if they were in agreement with the protocol. Committee commented as follows:
"1.5 programmes have been drawn up in line with its recommendations, and incorporated into RHA's Asset Management Strategy"
that this be changed as we are only drawing up programmes. It was also suggested that
"2. Masonry falls and ongoing risk" heading should be changed to
"Masonry falls and mitigating the risks in South Dennistoun".

[REDACTED]

PR

PR

	<p>Committee asked that a further sentence is added to the introduction of the protocol to stress and confirm that this is not only a RHA issue but is around pre-1919 tenements in Glasgow in general.</p> <p>Committee felt that it was an extremely good and detailed protocol.</p> <p>Committee advised that they felt that the notes from the Business Planning Workshop 2 were very useful.</p> <p>10. Recommendations</p> <p>10.1 Management Committee:</p> <ol style="list-style-type: none">1. Noted the progress with the implementation of the Governance and Financial Management Improvement Plan (GFMIP), and the business plan preparation process.2. Approved the final version of the Stonework Health & Safety Protocol Policy with a few minor amendments.	<p>PR</p> <p>PR</p>
4.5	<p>Risk Management Report App 1 Proposed Revised Risk Management Policy</p>	
	<p>PR presented the report and appendix.</p> <p>Committee noted that this policy has been considered at the FA&R sub-tee in October and November and is coming to this meeting for discussion and approval. PR specially asked the Mge Tee to note the addition of the section on "risk appetite". PR advised that this produces 5 categories of risk appetite and a series of themes around strategic risk most commonly found in housing associations with an appetite level around each area. PR advised that this policy should not be left for 3 years to review and proposed that committee agree to review risk appetite levels after 6 months (ie. June 2025).</p> <p>PR advised that there will be training with staff to start the process of building operational risk from the staff upwards with the management team taking a view at the end of this.</p> <p>The Chair called standing orders at this time and committee confirmed they were happy to continue the meeting.</p>	

	<p>10. Recommendations</p> <p>10.1 Management Committee is asked to:</p> <p>10.1.1 Approved the updated Risk Management Policy attached.</p> <p>10.1.2 Agreed that the various risk appetite levels included within the policy are reviewed after 6 months (June 2025).</p>	<p>PR</p> <p>PR</p>
<p>4.6</p>	<p>Rent and Service Charge Review 2025/26 App 1 Housing Affordability Analysis App 2 Rent Consultation Questionnaire 2025/26</p>	
	<p>WB presented the report and appendices.</p> <p>Committee asked if the deal agreed for heating charge to remain unchanged at JBH was for 1 year. TMcK advised that it was for 2 years.</p> <p>JS advised that updates sent to committee from the GWSF have shown what the rest of the sector are proposing.</p> <p>WB advised that there will be pop up events for tenants to discuss the proposals on 8th and 15th January. The consultation will run from Friday 13th to Friday 17th January and staff will also be making calls throughout this time to ask tenants for their feedback on the consultation.</p> <p>Committee asked if service charges were being reviewed in general at JBH and JS advised that the retirement housing is being reviewed in its entirety but advised that the proposed increase for this year will be required.</p> <p>Committee asked that the question in the survey being distributed to tenants “Proposal to Apply a 4.3% Service Charge (if applicable) increase from 1st April 2025” be changed as residents might think that they are all being charged a service charge, which is not the case, as this only applies to retirement housing and amenity housing. JS advised that an insert will be included with an explanation.</p> <p>Committee asked that for next year, for an example, the wording “business needs” should be explained better and felt that we need to be giving information that residents can relate to. It was also felt that giving different examples around what could be done by showing different percentage increases would explain better why the increase being proposed is being made.</p>	

	<p>JS advised that some associations give different options of rent increases and this may be something that can be looked at in the future.</p> <p>13. Recommendations</p> <p>13.1 The Committee:</p> <p>13.1.1 Approved consultation on the recommended overall rent increase of 4.3% which will be effective from 01st April 2025.</p> <p>13.1.2 Approved consultation on the recommended service charge at the Amenity Block to increase by 4.3% [REDACTED] [REDACTED] for the year 2025/26.</p> <p>13.1.2 Approved consultation on the recommended service charge at John Butterly House to increase by 4.3% to [REDACTED] for the year 2025/26.</p> <p>13.1.3 Approved consultation on the recommendation not to increase the Heating Charge [REDACTED] [REDACTED] for the year 2025/26.</p>	
5.	FINANCE	
5.1	Repair Costs – Management Committee Minute Clarification	
	<p>FMcD presented the report and asked if committee required further clarity. There were no further questions from committee.</p> <p>10. Recommendations</p> <p>10.1 Management Committee is asked to:</p> <p>10.1.1 Noted the contents of this report</p>	
5.2	Management Accounts to 30th September 2024 App 1 Management Accounts	
	<p>FMcD presented the report and appendix.</p> <p>Committee acknowledged that the Management Accounts have also been discussed at length at the FA&R Sub-Cee.</p> <p>10. Recommendations</p> <p>10.1 The FAR Committee is asked to:</p> <p>10.1.1 Noted and reviewed the contents of the management accounts.</p> <p>10.1.2 approved the management accounts.</p>	

6.	ANY OTHER BUISNESS	
6.1	<p>GWSF Annual Conference</p> <p>The Chair advised that herself and the Interim Director had attended this conference and took two sessions on the day. The Chair felt that these sessions had been received extremely positively.</p> <p>Committee felt that it was important to attend these conferences.</p>	
6.2	<p>Bellfield Street Report</p> <p>PR advised that there was no report at this meeting but wanted to advise that decanting is now complete and security measures are now in place.</p> <p>PR reported that the site investigation work commissioned by the Structural Engineer has demonstrated that the ground is sandy and poor and the preferred option of a mini pile, so as to not disturb the surfaces below, is not now viable. This means that there will need to be more trial bores [REDACTED] [REDACTED] in order to support whatever piling solutions will be required and there is a potential for further costs.</p>	
	<p>The meeting finished at this point and the Chair wished everyone a peaceful Christmas and Committee thanked the Chair.</p>	
7.	DATE OF NEXT MEETING	
	<p>11.01.24 Business Planning Day 29.01.24 Management Committee</p>	