

**The Minutes of Ruchazie Housing Association Management Committee
Meeting held on Thursday 27th January 2022 at the Association Offices by zoom**

Present:

Hugh Holland	Chairman
Chelle Caldwell	Vice Chairman
Ann Macdonald	Secretary
Brian Tollett	
David McKenzie	
Gillian Bell	
Katrina Philips	
Robina Rigley	
Charlie McLennan	
David Khan	
Tommy McGuigan	

In Attendance:

Janice Shields	Interim Director
Moira Smith	Finance Officer
Fiona Jolly	Minute Secretary

	Welcome and Apologies	Patrick Uti
1.	Declaration of Interest	Item 9 Confidential Item – J Shields
2.	Minutes of Previous Meeting and matters arising	Minute 2 nd December 2021 Matters Arising: Audit and Risk committee minutes amended - Noted Resolution to approve the minutes: Proposed – A Macdonald Seconded – David McKenzie
3.	Action Log	Action Log - Presented by J Shields No Matters arising
4.	Rent Proposal Update	The Management Committee were presented with a report circulated previously to discuss and approve the rent increase for 2022/23. The committee noted that the rent consultation period had taken place between 13 th December 2021 and 20 th January 2022. A total of 71 responses were received. (31%), an increase on previous year responses at 54. All tenants received the consultation document by post, survey monkey and completing the survey in the office. A rent consultation event was held in Ruchazie Parish Church on 20 th January 2022, no one attended this event. 79% opting for 3.5% 20% opting for 4.2%

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		<p>The management committee were happy with the response and the feedback was encouraging and vindicating of the work that staff are doing.</p> <p>Committee noted the response rate to the consultation and any correspondence to tenants should reflect Committees consideration of current inflation rates and where Committee resisted the temptation of a higher rent increase. This demonstrates that we are listening to our tenants and trying to keep rents as low as possible, whilst still delivering the services tenants want.</p> <p>The draft budget has been set on 3.5% and there is recognition we will need to revisit our maintenance plans to ensure covenant compliance.</p> <p>Noted that GWSF survey indicates the average rent a=increase across members is 3.5%.</p> <p>Committee agreed a rent increase of 3.5%.</p> <p>Committee approved a rent increase of 3.5% for 2022/23.</p> <p>JS to arrange notification to tenants and GCC Housing Benefit <i>letters out w/c 21/2/22 .</i></p>
5.	<p>Finance Q3 Management Accounts for Approval</p>	<p>Q3 Management Accounts circulated previously, presented by MS.</p> <p>Committee noted the full year outturn should exceed budget target. The outturn surplus of £274K represents and improvement against the budget and a further uplift against the £269k full year out turn against the September report.</p> <ul style="list-style-type: none"> - Phase 3B kitchens pushed out to 2022/23 (within proposed contract) - Office improvements not taking place (£10K) - Arrears assumed at 4% at end of year, currently lower - Paintwork programme delayed - Reduction in tenant participation budget for year, not being able to hold/participate in any events in the last year. , the reduction had not been absorbed elsewhere and improves the bottom line. <p>Overall it was noted that there is nothing in the results to date and looking at the full year to date to suggest that we are not going to meet our budget target and the covenants are maintained at the end of the full year outturn.</p> <p>Committee discussed the uncertainty in regard to labour and material costs with comments that the sector may see increases of up to 15%. It is recognised that the more activity included in tenders can result in lower costs and we hope to achieve this in the upcoming tender for planned/cyclical maintenance.</p>

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		<p>Approved D McKenzie Seconded C Caldwell</p>
6.	<p>Performance Reports Q3 Business Plan Update</p>	<p>Q3 Business Plan update reported presented by JS which had been previously circulated. Service Standards Committee noted JS & FJ met with tenant scrutiny panel in November, updated the service standards presented to committee, subject to response times being amended.</p> <p>Customer Service Excellence Accreditation Awaiting date to begin process to see where our baseline is and the work that needs to be done over the next 2/3 years to reach an accreditation to meet that standard.</p> <p>Estate Management Contract JS to draft letter to Total Homes following relinquishing their contract regarding recouping some money against the services delivered in the last quarter.</p> <p>Office Improvements In budget for next year</p> <p>EHRA Joint Procurement Unable to participate in joint procurement with EHRA ha's as we already have fixed audit plans in place.</p> <p>Risk Review To be brought to Audit and Risk Committee for review, updated risk register to be brought to the Management Committee March/April.</p> <p>Committee Training Two training sessions that are key, Equalities and Financial Planning, further information to be circulate, good attendance required.</p>
	<p>Q3 KPI's</p>	<p>Committee noted the content of the Q3 KPI's which had been previously circulated.</p> <p>It was highlighted that the year to date column had not populated, JS to update and circulate to committee.</p> <p>FJ confirmed no homeless referrals had been received year to date up to Q3. Referrals are void led, case work contacted regarding last void and there was no matches.</p> <p>TMcG queried if the reduced spend in the adaptations budget was a result of very little demand and are we confident that tenants do not require any improvements or adaptations to their houses. If it is the case that there is a shortage of suitable</p>

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		<p>properties is there is something that could be done to make the house more comfortable.</p> <p>JS confirmed tenants are aware that properties can be adapted through the Medical Adaptation process and where practical we will do this. Where possible we will try to allocate suitable properties to tenants as and when they become available to avoid a large proportion of homes being adapted.</p> <p>RR referred to one of the comments that the tenants had made on the rent consultation survey regarding exchanges and making best use of our homes.</p> <p>Committee discussed the options available either by Mutual Exchange or incentives available through GCC to free up larger homes for homeless families. Both are promoted in our newsletters. RR highlighted financial barriers including owed rent, rechargeable repairs and why could RHA not support tenants who want to move to other properties where debt is owed.</p> <p>HH commented that RHa have policies in place that protect both the tenants and the Association in regard to unpaid rent and damaged property. When any tenant moves debt is difficult to recover.</p> <p>The Chair reminded members that they should direct tenants to the office if they have operational queries.</p>
7	Policy Review For Approval	<p>JS presented the amended Home Working Policy for approval. Home Working Policy - Approved</p> <p>Protocol for senior management appraisal First introduced January 2019 and now due for review. Acknowledged by IIP assessor as a good process, but staff appraisals could be more informal, Staff have been consulted and agreed it would be sensible. Protocol - Approved</p> <p>Service Standards- The tenant scrutiny panel met in November 2021 to discuss the draft service standards applicable for RHA. Scrutiny panel were supportive of the standards presented. JS Welcomed feedback from the Committee.</p> <p>Committee agreed to amend response to communication to be within 2 working days. JS to enquire if automated message can be sent from the administrator inbox. ✓</p> <p>Approved, subject to amendments</p>
8	Directors Report For Discussion/Noting	Presented by Janice Shields previously circulated and noted the following.

	<p>Rent Consultation – previously discussed.</p> <p>EHRA – papers to be uploaded to portal and any information on the meeting with Susan Aitken in relation to the work in Greater Easterhouse during COVID.</p> <p>Planned Maintenance – Programme Attached, Noted an expected start date of contract 1st June 2022.</p> <p>Ruchazie Pantry The Pantry is now in the second year of grant funding, £40k received and will be forwarded to them in the coming days. Budget discussion to take place this month.</p> <p>Growing 21 New community development trust now formed and constituted. JS to attend meeting 31/01/2022 along with the church on how we would ease back to allow the Pantry to be supported by the Community Development Trust.</p> <p>EVH membership renewal - recommendation to approve Membership renewal £1794.00 - Approved</p> <p>Working From Home As of week beginning 31/01/2022 there is a government instruction of hybrid working and our home working policy supports that. Staff have been at office and door entry installed to restrict numbers in public area.</p> <p>Grant Funding Received over 2 Year period – Noted, DMcK – Funding received is commendable and it should be noted that this money is going right back into the communities pocket. Information will be included in next newsletter</p> <p>Committee Training Equalities and Human Rights training will be organised when robust guidance is available. Financial training recommended before the start of the new financial year.</p> <p>Committee to note that there are two briefs that should be issued to Management Committee in February 2022.</p> <ul style="list-style-type: none">- Review of our Financial Projections- Governance Support <p>Governance Training is available through SHARE and JS advised of a new training opportunity at online supported by Napier University. Also advised Committee can highlight any training they require and can attend. All training opportunities are passed to Committee members.</p> <p>SHAPS Quarterly update, meeting scheduled JS & MS 09/02/2022. Update states that the September 2021 valuation</p>
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		will be available in early March 2022. Confirmed position will be available in March. Change of Date for February Meeting, Wednesday 23rd February – Noted
9	Confidential Item	
	AOB	None to be recorded
10	Date of Next Meeting	23 rd February 2022

Meeting Closed

I certify that the foregoing minute has been approved as a true and accurate reflection of the meeting held on Thursday 27th January 2022

Date 23/1/22 Signed



Chairperson