

**The Minutes of Ruchazie Housing Association Management Committee  
Meeting held on Thursday 2<sup>nd</sup> December 2021 at the Association Offices by zoom**

**Present:**

Hugh Holland Chairman  
Chell Caldwell Vice Chair  
Ann Macdonald Secretary  
David McKenzie  
Tommy McGuigan  
Robina Rigley  
Katrina Phillips  
Gillian Bell  
David Khan

**In Attendance:**

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

**Observer: Charlie McLennan**

**Introductions**

1.	<b>Register &amp; Declaration of Interest</b>	None
2.	<b>Apologies</b>	
3.	<b>Minutes of Previous Meeting and matters arising</b>	<p>Minute 4<sup>th</sup> November 2021</p> <p>Correction required to office bearers.</p> <p><b>Matters Arising</b> Nationwide Building Society LIBOR/Sonia Transition Audit and Risk Committee – Amendment to minute required to reflect accuracy – At the meeting 4<sup>th</sup> November it was agreed that the above item was to be sent to that for scrutiny and recommendation. In Governance terms a sub-committee cannot give a decision it can only make recommendations. Only the Management Committee can make the decision, this should be recorded accurately. Management Committee's decision but that the Audit and Risk Committee did recommend they accept it.</p> <p>Audit and Risk Paper to be amended to reflect that the Committee recommended the Sonia Terms and rates to be sent to the Management Committee for approval.</p> <p><b>Resolution to approve the minutes:</b> <b>Proposed – A Macdonald</b> <b>Seconded – M Caldwell</b></p>
4.	<b>Action Log</b>	<p>Action Log - Presented by J Shields</p> <p>CIH Make a Pledge to be followed up by FJ &amp; JS prior to completing Abandonment policy.</p>

		<p>Development opportunities Committee noted JS had spoken with Margaret Ozel GCC Strategic Development Plan Bankend St, Unlikely for development opportunity due to the proximity of the houses that are there and the embankment of the motorway.</p> <p>Arts and Craft Club Ruchazie Parish Church 2 Payments made</p> <p>Variation to Shop Lease - Awaiting feedback from BTO</p> <p>RBS Sonia Letter - Signed and returned</p> <p>Annual Assurance Statement – Uploaded to portal on 12<sup>th</sup> October 2021</p> <p>Annual Report issued 24<sup>th</sup> October 2021</p> <p>D MCK - Once items are closed remove items from Action Log. JS confirmed all closed items would be removed from the action log following this meeting.</p>
5.	<b>Audit and Risk Committee Minutes 18<sup>th</sup> November 2021</b>	<p>Draft Audit and Risk Committee Minutes 18<sup>th</sup> November 2021</p> <p>Libor transition – minute to be amended as follows, ' <i>Committee approved that the Sonia Term rate be passed to Management Committee for approval</i> '.</p> <p>The remit of audit and risk committee be checked to ensure that the correct authority has been applied.</p>
6.	<b>Rent Consultation</b>	<p>Committee provided with a report previously circulated to discuss and approve rent proposals for 2022/23.</p> <p>Committee noted that we are required to consult with tenants on any increase to rents, Consultation with tenants will run from mid-December to 20<sup>th</sup> January. Tenant consultation event to be held in January providing restrictions allow. Consultation will highlight pressures on household budgets, affordability.</p> <p>Committee discussed the proposals and impacts on tenants' finances. Committee provided with information on affordability, GWSF Rent Survey, rents of other similar landlords, and rents of those landlords in our area, and other relevant information on rent setting including a blog from the SHR.</p> <p>Committee were invited to note the content of the proposed Annual rent increase consultation information and the process in which the consultation would be carried out.</p> <p>Staff will use all methods available to ensure an effective response is received.</p> <p>JS – Advised that if necessary we would be quite happy to offer the option of zoom, this was offered last year and no one done this. We will monitor the government guidance closely and if we</p>

		<p>are unable to hold a face to face event we will explore virtual sessions.</p> <p><b>Committee noted the consultation process and following the Draft Budget discussion at Item 7 , agreed to consult on 2 options of 3.5% and 4.2%.</b></p>
7.	<b>Draft Budget</b>	<p>1<sup>st</sup> Draft budget presented by MS which had been previously circulated.</p> <p>This budget is set on a move away from the business plan with an rent increase assumption of 3.5%, but with compensating rent increases for across the next 4-5 years. The business plan was based on CPI +1% for this year and the next and then reducing to CPI only. Under the budget we would be extending the CPI + inflation arrangement for a longer period of time. The potential spread of the impact of the changes to the inflation uplift is set out in Page 7 of the report, so it would be under the business plan for this year and the next and then would reduce to inflation only increases. Page 7 of the report what that shows what the uplift would be up to year 5 instead of finishing at year 2 it would be inflation + until year 5. So under the three options the aim is that the same level of rent is generated for the association over the longer period. But depending on the option selected it may take slightly longer for us to achieve that position.</p> <p>Under the 3 options planned maintenance and component replacement spend profiles are maintained based on what we currently have on the base line 30 year projections. There are no further covenant breaches other than the current baseline projections and so the rent options it is just a case of discussion and what you are comfortable going with. Under these 3 options ultimately the end result remains the same for the association but it might be more attractive for the tenants this year. In terms of Management overhead costs these are based broadly on following any inflation increases and in the absence of an EVH pay deal the staff costs are assumed at CPI + 1% and there is provision in there for that uplift.</p> <p>Management Committee discussed the effect of this on not only upcoming budget for the 30 year plans.</p> <p>The Business Plan of CPI + 1% would result in an increase for tenants of 5.2% and Committee agreed this would be too much of a burden on tenants. Years 10 and 11 are challenging, however a smoothing of planned maintenance across these years would address any breaches in covenants.</p> <p>Committee happy to present 3 options, although the 5.2% would scare many. If presented in a different way to show and address any concerns over improvements then happy to present 3.5% and 4.2%, the work presented demonstrates that we cannot increase less than 3.5%.</p> <p>MS confirmed that these proposals are a move away from the Business Plan and could result in inflation+ increases over a number of years.</p>

		<p>Committee agreed steps could be taken to adjust some of the planned maintenance programmes, such as external painting and this would ease some of the pressures at a later date, with minimum impact to tenants. Further efficiencies could be built in that would restrict rent increases in the future and this may be impacted by the proposed programme of planned/cyclical maintenance currently being processed by D Gold, this draft budget does not include any potential savings from that exercise.</p> <p>DK, It would be interesting to see what increase in arrears would wipe out the 16K differential between 3.5% and 5.2% because one of the consequences of raising the rent too high will be that some people will not be able to make it. Therefore it is useful for us to understand what % differential in arrears rate would wipe out that differential in income, It would also help to make a value based call on that. MS to look at</p> <p><b>Management Committee agreed to consult on 3.5% - 4.2%</b>  <b>Approved: D McKenzie</b>  <b>Seconded: G Bell</b></p>
9	<p>Policy Review  Staff Expenses  Home Working</p>	<p>Policies Presented by JS previously circulated</p> <p>Home Working Policy –New Policy  Introduced following the pandemic, to give staff the flexibility to work from home should the need arise.  Everyone should have the opportunity to work from home, it should not affect the continuity of service or impact the business delivery and the maximum that you could be allowed to work from home could be 2 days per week. Health and safety implications taken into consideration.  Committee discussed and agreed that Home Working should be available to all current and any new staff. Policy to be amended to include details on sickness and working from home and how staff can appeal if they do not think they have been treated fairly.</p> <p>Committee agreed that the Policy could be in use from now, however those clauses need to be included and approved at next meeting.</p> <p><b>Staff Expenses Policy – Noted</b>  Noted amendments at paragraph 8 &amp; 11  No Comments  Approved: D McKenzie  Seconded: A Macdonald</p> <p>It was agreed that all policies will require to be approved by Committee, even if no changes are required for review.</p>
11	<p>Directors Report</p>	<p>Presented by JS and previously circulated.  Committee asked to note that the contract with Total Homes has now ended. TH advised on 7<sup>th</sup> November that they were relinquishing the contract.</p>

A meeting was held in July where it was highlighted that we were not happy with the work schedules and that we would continue to monitor in Q2. A further performance review was held on 18<sup>th</sup> October and highlighted again our dissatisfaction with the service provided. They did not complete any outstanding work.

Within our budget that we have remaining for the year our previous contractor has agreed to come back and complete the winter programme and our previous star cleaning contractor has come back onsite. Quotes have been provided for the work that is required and we are satisfied that we will still meet the budget that we had in place for Total Homes for the remainder of the year. This does not include regular bulk uplift.

JS will write to TH to request they consider refunding the cost of the work they did not complete, given the staff time taken to monitor their performance and their inability to deliver as well as sourcing another contractor

**Action: JS to contact Connect Community Trust/Total Homes regarding overpaid invoice.**

**Kickstart**

Kickstart employee has now secured full time employment and has left RHA. Funding this project will stop in January, we are not in a position at this time to take another candidate, it was worthwhile and the candidate has secured FT employment.

**Agreed**

**EHRA Updated Noted**

**Insurance Claim Received**

Information has been passed to insurers.

Two claims currently with insurers, no claims complete.

**EVH Pay Deal – Noted**

**SHR – Draft Intervention Report Noted**

Draft Intervention Report has been received and distributed , comments invited. JS and HH have responded to the regulator. Response received from SHR and report to be amended.

SHR have requested a statement from HH, circulated to members, JS asked for comments.

Committee approved response and HH statement.

**Software Package – Finance and Asset Management Module**

Committee noted we currently do not have an integrated finance or asset management module and we would like to consider moving forward and either upgrading existing software or looking at another provider where we would get financials and asset management aligned in the one software package.

Meetings have been arranged with HomeMaster and Omni Ledger to consider there software packages and further information will be made to Committee at a later date on

		<p>outcomes of these presentations. GB advised she is aware of aftercare issues with Home Master, all things will be considered. Committee in favour generally of improving our software if it benefits the Association.</p> <p><b>Public Holidays over Festive Period – Noted</b> Office to close on 23<sup>rd</sup> December 2021 @ 3pm and Return Wednesday 5<sup>th</sup> January. Staff required to take 2 days annual leave.</p> <p>Winter contacts and procedures to be uploaded to Portal for use should there be an emergency during the Christmas holiday period. City Building emergency contractor over the holiday period.</p> <p><b>Action: Public Holidays and Emergency Contacts Approved</b></p> <p><b>AOB - City Building Price increase letter - Noted</b> Phoned and apologized for RHA receiving this letter, this was sent to RHA in error, Gas Servicing Contract was drawn down from the Excel Framework and that is where they should negotiate with.</p> <p><b>Additional 1 Day Special Leave</b> DMcK – Invited the Chair to ask the Management Committee to Consider awarding staff members an Additional Day Holiday to recognize the work over the past 12 months.</p> <p>HH – Would also like Christmas Lunch to be paid by Association.</p> <p><b>Action – Special Leave Day Approved, Christmas Lunch Approved</b></p>
12	Chairpersons Report	<p><b>Presented By HH - Noted</b></p> <p>EHRA – HH to attend meeting Wednesday 9<sup>th</sup> December 2021.</p> <p>GWSF – Noted GB attended and thought it was very worthwhile attended session on Digital Inclusion and looking at was to change the business to improve services digitally.</p>
16	<p>AOB Nationwide Building Society LIBOR/Sonia Transition</p> <p>SFHA Affiliation 2022/2023</p>	<p><b>Nationwide Building Society LIBOR/Sonia Transition</b> presented to the Management Committee on 4<sup>th</sup> November 2021, following scrutiny and recommendation from the Audit and Risk Committee 18<sup>th</sup> November 2021, The Management Committee approved the recommendation to progress with the SONIA Term rate.</p> <p><b>Approved: T McGuigan</b> <b>Seconded: K Philips</b></p> <p>SFHA Affiliation Fees 2022/2023 £1000.00 – Approved</p>

	<p>GCC – Strategic Development Fund</p>	<p>Return for Strategic Development Fund - Noted Reduced Medical Adaptation request £20k</p> <p><b>St Phillips Parish Church Site</b> Within development fund return, for years 2025/2027 that we might want to look at that piece of land and build a number houses on it to accommodate larger families and older people.</p> <p>Would be remiss of us not to note an interest at the moment for something that could come to fruition in a couple of years.</p> <p>GHA have registered to GCC that they would like to build 100 social rented houses in Ruchazie but that is dependent on them demolishing their core stock.</p> <p><b>Action: Committee Approved submission of return to Strategic Development Fund to GCC and instructed the Director to make the necessary arrangements.</b></p> <p><b>Uplift Noted – Approved -</b> Uplift does not seem unreasonable, other contracts across the sector have also increased.</p>
	<p>Kitchen Contract Uplift</p>	
	<p>Date of Next Meeting</p>	<p>27<sup>th</sup> January 2022</p>

**Meeting Closed**

I certify that the foregoing minute has been approved as a true and accurate reflection of the meeting held on Thursday 2<sup>nd</sup> December 2021.

Date  
27-1.22

Signed



Chairperson