**The Minutes of Ruchazie Housing Association Management Committee**

**Meeting held on Thursday 29th June 2023at Garfield House Hotel**

**Present:**

Michelle Caldwell Chair

Ann Macdonald Secretary

Gillian Bell

Katrina Phillips

David Khan

Charlie Maclellan

**In Attendance:**   
Janice Shields Director

Moira Smith Finance Officer

Linda Ewart asklindaewart

Lorna Shaw ( part) Research Resource

Sam Hennerley (part) RSM

All reports where available are uploaded to Committee portal on our website in advance of all meetings. We aim to provide this seven days in advance of each meeting. Where this has not been the case it will be noted.

Where a hard copy is required we aim to get this to the committee member in advance of the meeting.

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|  | **Register & Declaration of Interest** | D Mackenzie – Item 7 – Cu-rb. |
|  | **Apologies** | Patrick Uti  Robina Rigley  Hugh Holland ( LOA)  David Mackenzie  Tommy McGuigan |
| 1. | **Minutes of Meeting held 25th May 2023** | No matters arising  Proposed – A Macdonald  Seconded – G Bell |
| 2. | **Tenant Satisfaction Survey- Lorna Shaw** | Lorna Shaw (Research Resource) presented the outcomes of the Tenant satisfaction Survey carried out in April/May this year.  Overall the survey is a very positive one, throughout the survey and where comparisons are available it is clear that satisfaction levels have in general remained high compared to the 20220 survey. In all questions required for the Annual return on The Charter RHA are higher than the Scottish Average. It was noted that repairs and value for money were challenging results however there is similar results elsewhere.  Those who were not satisfied (25 respondents) were asked to provide details of why they felt this way. This tended to be where respondents spoke about upgrades that were needed to their home such as new windows, kitchens or bathrooms or outstanding repairs issues that were needed to be fixed in their home.  Where respondents were negative about the value for money of rents this tended to be where they felt the rent charge was too expensive (11%) or frequent rent increases (17%).  The presentation also outlined areas of strength and weaknesses. Committee agreed the outcome of the survey will be taken into consideration when reviewing business plan in November.  Lorna was thanked for attending and left the meeting. |
| 3. | **Risk Review \_ Sam Hennerley RSM** | Via Zoom  Sam Hennerely (RSM) reported to Committee on the outcome of the recent risk appetite survey. Committee noted the outcome of the survey and discussed any new future risks that should be included. Committee agreed to include   * Development Opportunities- Ability to identify and or maximise development opportunities for sustainable growth and development * Staffing capability and capacity – Ensure RHA staff have the capability and capacity to deliver quality outcomes.   It was agreed that the Audit & Risk Committee will look at these in more detail at the August Risk meeting. Committee asked if risks can be linked to the appetite statements, Sam has left the survey open to 31st July to allow everyone to complete.  JS to meet with Sam to discuss cause and effects.  Sam was thanked for attending and reporting back and left the meeting. |
| 4. | **Minutes of the Audit & Risk Committee held on 11th May 2023** | For noting, no comments received.  Committee commented again on the challenges presented. |
| 5. | **Business Plan Review** | JS presented the report which was previously circulated and uploaded to the Committee portal.  The operational delivery plan was updated and included outcomes for 2022/2023 and notes where there were delays or where actions are to be removed.  JS advised that the current Business Plan runs until march 2025. Due to the possible development it may be practical to review this year and agreed a review in November 2023 following AGM where potential new Committee members may be in place. |
| 6. | **Annual Assurance timetable** | JS presented the report previously circulated and uploaded to the Committee portal.  This timetable sets out the process that ends with Committee approving the Annual Assurance Statement each year, with the aim that Committee approve the statement by October Committee meeting at the latest.  The Committee portal continues to be updated with information and evidence that Committee can view.  The full review document will be presented to Committee In September.  Committee noted the process fror submission of the Annual Assurance Statement. |
| 7. | **Policy Review** | JS presented report the following policies were presented for review and approval.   * Recruitment & Selection Policy – approved subject to amendment * Committee Expenses Policy – approved * Staff Training Policy – approved. 1. |
| 8. | **Directors Appraisal** | It was agreed that Linda Ewart will support the Chair in carrying out the Director’s Appraisal. It was suggested that the meeting take place outwith the office and this was agreed.  JS/MC/LE to arrange. |
| 9. | **Directors Report** | JS presented report, previously circulated and uploaded to the committee portal. Committee noted the following   * Staff update CONFIDENTAIL item. * GCC Development opportunity. Committee approved the brief to issue for Development services. It was noted that this does not mean commitment to the opportunity but responses to the brief will provide us with further information and costs.JS suggested we have an informal chat with our lender to gauge appetite. Committee approved brief and JS to contact lender. * AGM – Committee noted church hall no longer available and JS seeking alternative venues. * Energy Support/Funding – Committee noted funding received and how this has been distributed. |
| 10 | **AOB** | * Committee approved donation to Community Council for Community Fun Day. * Committee noted information regarding fire at Church grounds and damage to fencing. Ruchazie Parish Church advise they will pay for any damage to our property. Fencing charred at rear of 10 Craighouse Street. * GWSF seeking board members, committee advised information available on portal. * Committee approved local lettings plan for 2023/2024. 2022/2023 to be made available on portal |

**Meeting Closed**

I certify that the foregoing minute has been approved as a true and accurate reflection of the meeting held on Thursday 29th June 2023.

**Date Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Chairperson**