



Agenda Item 3.1 Minutes

Reidvale Housing Association Management Committee meeting held on 22.02.23 at 5.30 pm in the offices of Reidvale Housing Association, 13 Whitevale Street

Attendance:	Eddie Marley	Chair	Chairperson
	Helen Moore	HM	Vice Chair
	Isobel Brodie	IB	Committee Member
	Jane Marley	JM	Committee Member
	Paul McCrudden	PMcC	Committee Member
	Ellen McVey	EMcV	Committee Member
	Rona Anderson	RA	Co-optee
	Ian McLean	IMcL	Co-optee
	Steven Campbell	SC	Casual Member
Staff/Adviser(s)	Jill Cronin	JC	Interim Director
Attendance:	Terry McKenna	TMcK	Maintenance Manager
	Graeme Bruce	GB	Finance Agent
	Ann Dundas	AD	Minute Taker

NO.	ITEM	ACTION
	WELCOME AND ORDER OF BUSINESS	
	The Chair welcomed everyone to the meeting.	
1.	APOLOGIES	
	There were apologies from Catherine Lowe and Alastair Firth.	
2.	DECLARATIONS OF INTEREST	
	IMcL declared an interest in relation to items 7.2 and 7.3 in that Wylie and Bisset provide audit services for an organisation which he chairs. This was not seen as a conflict.	
	SC declared that he was a committee member of Dennistoun Community Council and understood his requirements in terms of the code of conduct.	

3.	MANAGEMENT COMMITTEE APPRAISALS REPORT	
	<p>██████████ (THIRD PARTY PERSONAL DETAILS) attended Management Committee to present the recommendations of the Management Committee Appraisals report. The appraisals covered:</p> <ul style="list-style-type: none"> • Conflicts of interest • Recruitment • Leadership and Succession • 9 Year Rule • Personal development plans <p>The key recommendations related to:</p> <ul style="list-style-type: none"> • Developing a succession plan particularly in relation to the vice chair position • Developing an induction programme for new committee members • developing a training programme <p>There are 2 committee members wishing to remain on Management Committee who have been members for more than 9 years. Their contribution and performance has been assessed as part of the appraisal process and Management Committee agreed that based on the outcome of this process both members should remain on Management Committee for a further 12 months.</p> <p>The Management Committee thanked ██████████ (THIRD PARTY PERSONAL INFORMATION) for her report and presentation.</p>	JC/AD
4.	MINUTES	
4.1	Minutes of the Management Committee meeting 02.02.23	
	<p>The Management Committee noted the Minutes of the meeting of 02.02.23.</p> <p>The Minute of 02.02.23 was approved on a proposal by IMcL and seconded by JM.</p>	
4.2	Confidential Minutes from the meeting of 02.02.23	
	See Confidential Minute.	
4.2	Draft Minute of the Finance Audit and Risk Sub-Committee meeting 14.02.23	
	The Management Committee noted the draft minutes of the FA&R Sub-Cee meeting held on 14.02.23.	
5.	COMMITTEE MEETING MATTERS ARISING SCHEDULE	
	The Management Committee noted the Committee Meeting Matters Arising Schedule.	
6.	INTERIM DIRECTOR'S REPORT (Confidential)	
	See Confidential Minute.	

7.	GOVERNANCE	
7.1	Governance Quarterly Report Q3 and Appendices: 1. Workplan; 2. Governance Improvement Plan Update; 3. Risk Register Update; 4. Business Plan Operational Objectives Update	
	<p>JC presented the report and appendices.</p> <p>Management Committee asked for clarity on whether the programme for rent setting would be included in the work plan. It was confirmed that it would be.</p> <p>It was requested that a glossary of terms would be developed to assist Management Committee when considering the governance plans and work plan. It was agreed that this would be provided along with the governance reports.</p> <p>10. Recommendations 10.1. The Management Committee 10.1.1 noted the progress contained within the appendices. 10.1.2 agreed the work plan for the third quarter of 2022.</p>	<p>JC</p> <p>JC</p>
7.2	Internal Audit Reports and Appendix 1 – Cyber Security Appendix 2 – Overall Financial Controls	
	<p>JC presented the report and appendices.</p> <p>It was confirmed that Wylie and Bisset attended the Finance Audit and Risk sub-committee to present their findings and that the Sub Committee was satisfied with both the thoroughness of the audits and the fairness of the recommendations. It was particularly noted that the ‘strong’ assessment of the Financial controls audit was to be commended to the staff involved. The ‘substantial’ assessment of the Cyber Security Audit was also welcomed and recognised as an overall achievement.</p> <p>10. Recommendations 10.1 The Management Committee 10.1.1 noted the content of the report and appendices. 10.1.2 approved the Management response to the findings.</p>	
7.3	Internal Audit Plan and Audit Review and Appendix 1 – Audit Schedule 2023/24 Appendix 2 – Annual Audit Review	
	JC presented the report and appendices.	

	<p>It was agreed that the audit plan recommended by Finance Audit and Risk Sub Committee met the requirements for the coming year. It was noted that there was an emphasis on areas of service which had not fared well in the tenant satisfaction surveys and areas of service which were important in terms of maximising income to the RHA.</p> <p>10. Recommendations 10.1 The Management Committee 10.1.1 noted the contents of this report and noted the annual review at Appendix 2. 10.1.2 approved the internal audit schedule at Appendix 1 of this report.</p>	
8.	STRATEGY	
	There was no Strategy report.	
9.	FINANCE	
9.1	Rent and Service Charge Review 2023/24 and Appendix 1 – Supporting Summary	
	<p>JC presented the report and Appendix.</p> <p>Management Committee noted that the response rate from tenants was high for this type of survey. There was recognition that a rent increase of 7% was uncomfortable but that this was necessary in order to still be able to deliver a level of investment to tenants homes. It was noted that in order to deliver a full investment plan, rent increases would have to be in the region of 10% for the next few years. It was noted that tenants had fed back their understanding of the reasons for the increase and a significant majority of those responding to the survey felt that their rents would still be affordable.</p> <p>Management Committee agreed that the installation of CCTV was an important investment to make as part of the rent increase and that this should be progressed as quickly as possible.</p> <p>Potential support for helping those tenants in fuel poverty was discussed and it was suggested that there could be investigation of resources from the Fuel Bank and Glasgow Helps.</p> <p>10. Recommendations 10.1 The Management Committee 10.1.1 approved the recommended overall rent increase of 7% which will be effective from 28th March 2022.</p>	<p>JC/ TMcK/ JA</p> <p>JA</p>

	<p>10.1.2 approved the recommended service charge at the Amenity Block to increase by 6% to £56.13 p/m for the year 2022/24.</p> <p>10.1.3 approved the recommended service charge at John Butterly House to increase by 6% to £122.94 p/m for the year 2023/24.</p> <p>10.1.4 approved the recommended increase to the Heating Charge by 17.9% to £65.00 per month for the year 2023/24.</p>	
9.2	December 2022 Management Accounts and Appendix 1 – Management Accounts to 31.12.22	
	<p>GB presented the report and appendix.</p> <p>The Income and Expenditure account shows a surplus for the year to 31st December £267,899 compared to a budgeted loss for the year of £162,674. This result was explained in detail. In particular it was noted that planned work on major repairs and cyclical repairs was behind schedule due to timing and resource issues.</p> <p>The Balance Sheet shows better than anticipated net current assets of £2.48m (£2.18m at 31 3 22) again due to the delayed planned maintenance (major repairs and cyclical) programmes. .</p> <p>10. Recommendations 10.1 The Management Committee 10.1.1 noted the Management Accounts for the 9 months to 31 December 2022. 10.1.2 approved the Management Accounts for the nine months ended 31 December 2022.</p>	
10.	OPERATIONS	
10.1	Key Performance Indicators Report 2022-23	
	<p>JC and TMcK presented the report.</p> <p>Management Committee noted the performance and requested that more information setting out the action being taken to address issues should be provided in the Q4 report.</p> <p>Management Committee raised issues about the cost of boiler replacement in John Butterly House and it was confirmed that these were commercial boilers for the communal building rather than individual homes.</p> <p>It was noted that the stoneworks pilot is being monitored and is over original tender costs, but that additional work required has been verified by the Clerk of Works and could not have been foreseen at tender stage. The works are within budget, as Management Committee had agreed a</p>	

	<p>substantial contingency budget in anticipation of increasing costs.</p> <p>It was noted that there were issues of windows not being sealed properly during works and it was agreed that this would be raised with the contractor.</p> <p>10. Recommendations 10.1 The Management Committee 10.1.1 noted the contents of the report. 10.1.2 approved the additional stonework costs 10.1.3 approved the costs of works associated with the EICR.</p>	TMcK
10.2	Bad Debt Write Off Report	
	<p>JC presented the report.</p> <p>Management Committee after discussion agreed the proposed write offs contained within the report. After discussion it was also agreed to increase delegated authority to the Interim Director to write off bad debts of up to £300 if attempts to recover had failed. Debts written off in this way would be reported quarterly as part of the overall bad debt write off report.</p> <p>10. Recommendations 10.1 The Management Committee 10.1.1 noted the contents of the report. 10.1.2 approved the write offs contained in sections 4(a), 4(b) and 4(c).</p>	JA/JC
11.	Quarterly Reports	
	11.1 Analysis of Complaints Received Q3	
	<p>JC presented the report.</p> <p>Management Committee noted the report and commented on the low number of complaints received, and further noted the point that there has been a significant increase in the number of complaints received in Q4.</p> <p>10. Recommendations 10.1 The Management Committee 10.1.1 noted the contents of the report.</p>	
12.	TRANSFER OF ENGAGEMENT	
	See Confidential Minute	

13.	ANY OTHER BUSINESS	
	There were no items to note.	
14.	DATE OF NEXT MEETING(S)	
	Management Committee – 29.03.23 – 5.30 pm	