

STANDING ORDERS

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Policy:	Standing Orders
Legal Requirements:	There are no legal requirements applicable to this policy.
Regulatory Standards:	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p>Standard 5: The RSL conducts its affairs with honesty and integrity.</p>
Notifiable Events Guidance:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
Human Rights:	<p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p>
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
Policy Author:	Christopher J. Forrest
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every five years in the month of October.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 24th of October 2024.

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Introduction

The Association's standing orders represent the practical structure for the management of the Association. Effective standing orders should ensure a clearly defined management structure which demonstrates accountability and responsibility for the decision-making processes within the Association.

5 **General**

Nothing in these standing orders shall be taken to permit the Committee or staff of the Association to act in contravention of the Rules or any statutory obligations.

Definitions

Association: Yoker Housing Association Limited.

10 Rules: SFHA Charitable Model Rules (Scotland) 2020

Meetings: All meetings of the Committee including Sub-Committee meetings.

Committee: The committee of management of the Association which has a minimum membership of seven and a maximum membership of fifteen members including three co-opted members in accordance with Rule 37. Co-opted members will normally include one local authority representative.

15 Chair or Chairperson: The Chairperson of the Association elected in accordance with Rule 59.

Staff: employees of the Association or staff employed by others who are contracted to provide agency services to the Association.

Delegated: Remitted with power to exercise a specified function on behalf of the remitting body.

Referred: Remitted for consideration and report but without the power to exercise any functions on behalf of the remitting body.

Meetings

20 Frequency of Meetings

Committee will meet not less than six times per year.

Agendas will include notice of the date of the next meeting.

Special meetings may be convened in accordance with Rule 56.

Notice of Meetings

25 Where possible, seven days' notice of special or ad hoc meetings will be given to members.

Agendas and reports will normally be issued seven days prior to any meeting.

No business other than that on the agenda will be considered by the meeting without the consent of a two-thirds majority of those present.

Items for discussion or motions should be intimated to the Director at least seven days prior to the meeting.

30 Prior to each meeting the Director may meet with the Chair to highlight any areas of concern and to confirm the order of business.

Minutes of Meetings

Minutes of all meetings will be taken by a member of staff.

Minutes of all meetings will be submitted for approval at the first following meeting of the full management committee.

Only members in attendance for the full meeting may move adoption of the minute.

35 A motion for the approval of a minute of a meeting or any part of such a minute will be considered as an original motion.

Any motion involving alteration or rejection of such a minute shall be dealt with as an amendment.

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Meetings (Continued)

Voting / Decisions

Voting shall be by a show of hands, unless otherwise directed by the Chair.

The number of votes cast for and against the motion or amendment shall be recorded in the minute.

5 In the event of a tie the Chair will have a casting vote in addition to his / her own vote.

Decisions made by Committee will stand on record for at least six months and will not be discussed, questioned or put to a second vote within that period unless there are exceptional circumstances and only then with the consent of two-thirds of those present.

Adjournment

Committee may adjourn meetings.

10 A motion for adjournment will take precedence over all other motions.

When an adjourned meeting is resumed, proceedings will commence at the point at which they were broken off at the adjournment.

Time-management of Meetings

Committee business should not exceed two hours.

15 In exceptional circumstances the meeting may be extended but only if supported by two-thirds of those present. Otherwise a special or extra meeting may be called to allow for further consideration of a particular topic.

The minutes of previous meetings will be taken as read except those items that appear on the agenda.

Powers and Duties of the Chair

At the first meeting after each Annual General Meeting the Committee shall elect a Chair from within its membership to serve until the next Annual General Meeting.

20 It will be the duty of the Chair to:

- preserve order and to ensure that every member has a fair hearing;
- ensure that no member may speak more than once on any motion until every other member has had an opportunity to speak;
- impose a limit on any business;
- determine the order in which members may speak;
- 25 • rule on any point of order unless challenged by three members; and
- ensure that the meeting is conducted in accordance with the standing orders.

If the Chair wishes to speak to a motion, he or she may do so by leaving the Chair until the matter has been dealt with.

In the absence of the Chair, those present will elect a Chair for the duration of that meeting.

Powers and Duties of the Secretary

30 The Committee shall elect a Secretary who will continue to act as Secretary until they are unable to do so or the Committee elects to appoint a new Secretary following the Annual General Meeting.

The Secretary's duties include the following (these duties can be delegated to an appropriate employee with the Secretary assuming responsibility for ensuring that they are carried out in an effective manner):

- calling and going to all meetings of the Association and all the Committee Meetings;
- 35 • keeping the minutes for all meetings of the Association and Committee;
- sending out letters, notices calling meetings and relevant documents to Members before a meeting;
- preparing and sending all the necessary reports to the Financial Conduct Authority and The Scottish Housing Regulator;

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Powers and Duties of the Secretary (Continued)

- ensuring compliance with the Rules;
- keeping the Register of Members and other registers required under the Rules; and
- supervision of the Association's seal.

5 The Secretary must produce or give up all the Association's books, registers, documents and property whenever requested by a resolution of the Committee, or of a general meeting.

Management Committee

Four members shall form a quorum (excluding co-opted members). Where a meeting becomes inquorate after the start, the meeting shall be adjourned.

10 Staff will attend committee meetings or submit written reports as required by the Committee, Chair, Secretary or Director. The Director will normally be in attendance.

The Committee will adopt a remit outlining its responsibilities which will be subject to annual review.

Appointment of Sub-committees

15 In accordance with Rule 58 the following sub-committees may be established to carry out such functions as referred or delegated to them by the Committee:

- Housing Management & Maintenance;
- Development; and
- Finance & Corporate Services.

20 The Committee may also appoint special sub-committees to carry out such functions as may be referred or delegated to them from time to time.

Each sub-committee will adopt a remit which shall be approved by Committee and reviewed annually.

The Chair and Secretary shall be members of every sub-committee.

At the first meeting of each sub-committee each year, a Chair will be elected by the members of that sub-committee to chair meetings of that sub-committee.

25 Three members shall form a quorum (excluding co-opted members). Where a meeting becomes inquorate after the start, the meeting shall be adjourned.

Confidentiality

To ensure equality of treatment amongst tenants and to protect their confidentiality, information presented at committee meetings shall not divulge personal information relating to a tenant (such as name, address, property reference, gender, etc).

30 Committee members shall ensure that confidential information acquired as a result of his / her position as a committee member is not disclosed to anyone, or used for the personal advantage of his / her self or of others known to them. Such use of confidential information would constitute a grave betrayal of trust.

Register of Interests

A register of interests will be administered by the Director.

35 All committee members shall register any direct or indirect pecuniary interest which might influence judgement or give the impression that a member was acting for personal motives.

Where an interest has previously been declared and it is intended that an issue pertaining to that interest will be discussed by the Committee, the Director should advise that member prior to the meeting that there could be a conflict of interest. The member may either withdraw from part or all of that meeting.

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Register of Interests (Continued)

Where an issue is being discussed by Committee and a member realises there could be a conflict of interest the member shall withdraw from that part of the meeting.

The Register of Interests will be available for inspection by all members of the Association.

5 **Emergency Business**

Any matter out-with the authority of the Association's officials which requires urgent or immediate action but that cannot wait until the next meeting may be referred to the Chair and Secretary for a decision.

Any such matter and the action taken shall be reported to the first meeting thereafter.

10 Any question as to the interpretation of the delegated authority functions of a sub-committee shall be determined in an emergency situation by the Chair and the Secretary.

Any Other Competent Business

Any other competent business should be intimated to the Chair prior to the start of the meeting.

Business that requires a Committee decision urgently should be dealt with immediately but at the discretion of the Chair.

Other business will be referred to a future meeting or delegated to the appropriate sub-committee or staff member.

15 Items for future agendas shall be incorporated with the standard format of agenda.

Revision of Standing Orders

The standing orders may only be altered or revoked by the Committee if the motion for alteration or revocation is supported by two-thirds of those present.