

COMPANY NAME:

Hillcrest

POLICY NUMBER:

G01

POLICY TITLE:

Standing Orders

This document can be produced in different formats, for example, in larger print or audio-format, and in other languages, as appropriate. We promote equality through seeking to eliminate unlawful and unfair treatment on the ground of any protected characteristic, as appropriate.

Underpinning and Supporting Documents

This policy should be read in conjunction with the following documents:

Other Policies:

- G02 – General Regulations
- F01 – Financial Regulations
- Independence and Service Level Agreements

Compliance:

- Model Rules 2020
- Regulation of Social Housing in Scotland – Our Framework

Legislation:

- Co-operative and Community Benefit Societies Act 2014
- Housing (Scotland) Act 2010

Best Practice:

- Scottish Housing Regulator Guidance Notes
- SFHA Guidance

1. Policy Statement

The Standing Orders for Hillcrest set out how the Governing Body establishes procedures for the management of the organisation. The Model Rules adopted by Hillcrest Homes in August 2021 underpin the production of these Standing Orders and outline the authority in the control and use of the assets of Hillcrest Homes.

The Standing Orders refer to the Scheme of Delegation laid out in both the General Regulations and Financial Regulations approved by the Governing Body.

Nothing in the Standing Order can override;

- Statutory Requirements
- Guidance from the Scottish Housing Regulator
- Model Rules of Hillcrest Homes
- Articles of Subsidiary Companies

The Standing Orders are reviewed regularly by the Governing Body and as a minimum at least every two years.

2. Principles

The Scottish Housing Regulator, through its regulatory framework outlines the standards of governance and financial management for Registered Social Landlords. “Our Framework”, published in February 2019 includes 7 Regulatory Standards. The Framework has also introduced the requirement to produce an Annual Assurance Statement for submission to the Scottish Housing Regulator. The Standing Orders approved will form part of this Assurance Statement.

A full copy of the Standing Orders is attached to this Policy. The key principles included within the Standing Orders are:

- Timing of meetings, agendas and what can be considered at the meeting
- Duties of the Chairperson
- Conduct at the meeting
- Order of Business
- Procedure where an agenda item goes to a vote
- Appointments of Sub-committees including an Emergency Sub-committee
- Delegation of Powers to the Chief Executive
- Remits for the Governing Body and Sub-Committees

3. Responsibilities

The Standing Orders outline the responsibilities of the Members, the Executive Team and other staff members respectively.

Role of Members

- Governing Body Members must ensure that all Governing Body Meetings are held in accordance with the Standing Orders.
- Governing Body Members are required to consider the areas of delegation that can be given to the Sub-committees and Executive Team.
- Governing Body Members must review the Standing Orders at least every two years to ensure that the scheme of delegations are still appropriate.
- Governing Body Members are recruited in accordance with the Rules.
- All meetings are held as outlined in the Standing Orders and any decisions made are accurately recorded in the minutes.

Role of the Officers

- The Chief Executive will review the Standing Orders annually and present them to the Governing Body for approval if any changes are required but as a minimum every 2 years.
- The Chief Executive and Executive Team will ensure that all business undertaken by Hillcrest Homes and reports presented to the Governing Body Members comply with the Standing Orders.
- The Executive Team will ensure that the Standing Orders are saved on the Intranet and that all employees are aware of the scheme of delegation.
- The Executive Team will include the compliance with the Standing Orders as an Internal Audit topic on a regular basis to provide comfort that there are no breaches.
- The Chief Executive will ensure that any breach in the Standing Orders is reported timeously to the Governing Body and any other relevant regulatory organisation.

Staff and Managers

- All staff are required to be aware of the Standing Orders and the need to ensure that any requests for approval are in line with the scheme of delegation contained with the Standing Orders, General Regulations and Financial Regulations
- If staff are unclear what the scheme of delegation is, they should contact the Company Secretary.

4. Complaints

We aim to provide a first class service but tenants or other customers may not be satisfied by the outcome of this procedure or any appeal made. Anyone who is affected by the implementation of Hillcrest's policies and procedures can make a complaint. This would include a member of the public who could have access to or be affected by our services.

Complaints can be made in person at any of our offices, by phone, in writing, email or by using our complaints form.

Document Governance and Management

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