



## SCHEDULE OF DELEGATION

<b>Rural Stirling Housing Association, Stirling Road, Doune, FK16 6AA</b> <b>Registered as a Scottish Charity No. SC037849</b> <b>Venachar Limited, Incorporated under the Companies Act (Company Number SC447415), Registered Office: Stirling Road, Doune, FK16 6AA</b>	
<b>Date Reviewed</b>	5 October 2023
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**(N.B use of term “Board” below refers to either the full Management Board, Subsidiary Board or a Committee depending on what is specified in main body of Standing Orders. These also provide for emergency decisions to be taken by Office Bearers where necessary).**

# 1. Governance

ACTION	AUTHORITY	Comments
<b>Duties of the Secretary</b>		
<ul style="list-style-type: none"> <li>Calling and attending all meetings of the Association and all Board Meetings</li> </ul>	Secretary	Onward delegation to CEO
<ul style="list-style-type: none"> <li>Keeping the minutes for all meetings of the Association and Board</li> </ul>	Secretary	Onward delegation to CEO
<ul style="list-style-type: none"> <li>Sending out letters, notices calling meetings and relevant documents to Members before a meeting;</li> </ul>	Secretary	Onward delegation to CEO
<ul style="list-style-type: none"> <li>Preparing and sending all the necessary reports to the Financial Conduct Authority and The Scottish Housing Regulator;</li> </ul>	Secretary	Onward delegation to CEO/DCEO DFCS
<ul style="list-style-type: none"> <li>Ensuring compliance with the Rules, Articles of Association, Independence, and Service Sharing Agreements</li> </ul>	Secretary	Onward delegation to CEO
<ul style="list-style-type: none"> <li>Keeping the Register of Members and other registers required under these Rules and supervision of the Association's seal</li> </ul>	Secretary	Onward delegation to CEO
<ul style="list-style-type: none"> <li>Producing all the Association's books, registers, documents, and property whenever requested by a resolution of the Board or of a general meeting.</li> </ul>	Secretary	Onward delegation to CEO
<ul style="list-style-type: none"> <li>Rules and constitutional changes</li> </ul>	Board/Membership	In accordance with Rules
<ul style="list-style-type: none"> <li>Board recruitment, training, and development</li> </ul>	Board	
<ul style="list-style-type: none"> <li>Self-Assessment</li> </ul>	Board	
<ul style="list-style-type: none"> <li>Decision making between Board meetings</li> </ul>	Office Bearers	Decisions taken to be reported to the next full Board meeting
<b>Strategy</b>		
Strategic Plan, Business Plan; Strategies, Policies, New Business Opportunities	Board	
<b>Performance</b>		
Key Performance Indicators and targets,	Board	Performance reported Quarterly to Board
Strategic Delivery Plan	Board	Performance reported Quarterly to Board
Operational Delivery Plan	CEO/SMT	Quarterly exception reporting to the Board
<b>Risk Management</b>		
Annual review of Risk Management Framework, Key Risks and Risk Appetite	Board	Detailed review/scrutiny by Audit and Risk Committee (A&R) with recommendation to the Board
Key Risk Register	Board	Quarterly Reporting

<b>Policies</b>		
Annual Schedule of Policies for review/ implementation	CEO and other senior staff as appropriate	
Policies	Board	Group Policies approved by the parent body are deemed to be adopted by the subsidiary.
Standing Orders, Schedule of Delegation and Financial Regulations	Board	
<b>Annual Returns</b>		
ARC	Board	CEO
Annual Assurance Statement	Board	CEO
Financial Conduct Authority	CEO/DCEO/DFCS	Board for Oversight/Monitoring
Inland Revenue	CEO/DCEO/DFCS	Board for Oversight/Monitoring
OSCR	CEO/DCEO/ DFCS	Board for Oversight/Monitoring
Audited Financial Statements (AFS) RSHA	CEO/ DCEO/DFCS	Board for Oversight/Monitoring
Audited Financial Statements (AFS) Venachar and return to Companies House	CEO/DCEO/DFCS	Board for Oversight/Monitoring
<b>Sale/disposal of land, property, wayleaves; standard securities etc</b>	Board	Subject to Asset Management Strategy and Scottish Housing Regulator Notifiable Events Guidance.  The DHPS may authorise utility company way-leave requests associated with existing developments and with no implications for ownership or future management of stock.
<b>Approval of certain items in accordance with the terms of the Entitlements, Payments, and Benefits Policy:</b>		
Award of tenancies to Board members or staff or to people closely connected to Board members or staff	Board	Subject to requirements of the Entitlements, Payments, and Benefits (EPB) Policy.
Award of contracts of employment to people closely related to Board or staff members	Board	Subject to requirements of the EPB Policy.
Award of contracts to people closely related to Board or staff members	Board	Subject to requirements of the EPB Policy.
Personal use by Board members or staff of RSHA contractors or suppliers	CEO	In exceptional circumstances and in accordance with requirements of the EPB Policy and annual report to Board
Carrying out of adaptations to RSHA property where tenant is a Board or staff member or closely connected to one.	Board	Subject to requirements of the EPB Policy.

Approval of attendance at award ceremony (not exceeding value of £500) or acceptance of hospitality with value of more than £50	Board	Subject to requirements of the EPB Policy.
Letting of contract to an organisation where a Board or staff member or someone closely connected to them has significant control.	Board	In exceptional circumstances and in accordance with requirements of the EPB Policy and annual report to Board
<b>Membership</b>		
Member Share Certificates - approval and cancellation	Board	Requires authorisation for use of seal by Board
<b>Subscriptions</b>		
Membership of outside bodies/annual subscriptions	Board	
<b>Donations</b>		
<b>Community Donations Fund</b>	CEO	Subject to provisions of the Community Donations Fund Policy and annual report to the Board.
<b>Internal Audit</b>		
Appointment of internal auditor	Audit & Risk Committee (A&R) with recommendation to Board	Consistent with Standing Orders
Approval of Audit Plan	A&R	Consistent with Standing Orders
Approval of Action Plan(s) in response to Internal Audit Reports	A&R	Consistent with Standing Orders
<b>Notifiable Events to SHR</b>		
Governance and organisation issues and changes to our Annual Assurance Statement.	Chair	In line with Notifiable Events Policy and Protocols and subject to report to next Board meeting.
Performance & service delivery and financial and funding issues	CEO	In line with Notifiable Events Policy and Protocols and subject to report to next Board meeting.
Disposals and Changes	Authorised Senior Staff Members: <ul style="list-style-type: none"> <li>• CEO</li> <li>• DCEO/DFCS</li> <li>• DHPS</li> <li>• HSM</li> </ul>	In line with Notifiable Events Policy and Protocols and subject to report to next Board meeting.
Providing SHR with updates on open Notifiable Events after initial notification	Authorised Senior Staff Members: <ul style="list-style-type: none"> <li>• CEO</li> <li>• DCEO/DFCS</li> <li>• DHPS</li> <li>• HSM</li> </ul>	In line with Notifiable Events Policy and Protocols and subject to report to next Board meeting.
Communication with tenants, stakeholders, and others in relation to changes in compliance and Notifiable Events.	Chair/CEO	In line with Notifiable Events Policy and Protocols and subject to report to next Board meeting.

<b>Breach of Board Code of Conduct</b>		
Implementation of the Breach Protocol	Chair/Office Bearers CEO DCEO/DFCS DHPS HSM GCO/CSO	In line with Code of Conduct and Protocol following Breach
Alleged Breach of the Code of Conduct	Chair/Office Bearers	In line with Code of Conduct and Protocol following Breach
Conducting Internal Investigation	Three Board members not including the Chair supported by CEO	Subject to report to Board
Independent Investigation	Chair/Office Bearers supported by CEO	In accordance with Code of Conduct and Protocol following Breach and Sustainable Procurement Policy
Sanction/removal of a Board member	Board	In accordance with Code of Conduct and Protocol following Breach and Model Rules
<b>Complaints</b>		
Formal response to Stage 2 Complaints	CEO	In line with SPSO Guidance and in accordance with Complaints Policy.
Response to SPSO enquiry	CEO	Report to Board to be made as part of next quarterly Complaints Report.
Response to 1 <sup>st</sup> Tier Tribunal	CEO	Report to Board to be made as part of next quarterly Complaints Report.
Compensation up to £500	DCEO/DFCS DHPS HSM	Subject to Policy on Compensation Payments. Report to be made to Board as part of next quarterly Complaints Report.
Compensation from £501 to £1000	CEO	Subject to Policy on Compensation Payments. Report to be made to Board as part of next quarterly Complaints Report.
Compensation > £1000	Board	
<b>Legal Action</b>		
<b>Initiate legal action by the Association against another corporate body</b>	Board	
<b>Publications</b>		
Annual Performance Report	CEO/ DCEO/DFCS	Chair/Office Bearers to approve final draft
Annual Complaints Report	CEO/ DCEO/DFCS, GCO	Subject to quarterly complaints reporting to Board.
Press releases/Comment	CEO/Chair	Usually issued through appointed PR Consultant
Newsletter	CEO/ SMT	

Tenant Handbook	HSM	
Rent Review Consultation	HSM	Chair/Office Bearers to approve final draft

## 2. Finance and Corporate Services

### a) General Financial Authority

ACTION	AUTHORITY	Comments
<b>General Financial Reporting</b>		
Annual budget	Board	
5-year Financial Plan return to SHR	CEO/ DCEO/DFCS	Board for Oversight/Monitoring
Response to Auditor's Management Letter	A&R with recommendation to Board	
Recommend annual accounts and appointment of auditors to AGM	A&R with recommendation to Board	
Quarterly management accounts	Board	
Loan Portfolio Return	CEO/ DCEO/DFCS	Board for Oversight/Monitoring
<b>Treasury Management</b>		
Entering into loan agreements	Board	Rules
Treasury Management Policy incorporating Investment and Borrowing Strategies	Board	
Open/close bank accounts	CEO/ DCEO/DFCS	Board for noting
Apply for short-term overdrafts and transferring cash between accounts	CEO/ DCEO/DFCS	Must be in line with agreed Treasury Management Policy, Investment Strategy and Borrowing Strategy
Investment of Surplus Cash	CEO/ DCEO/DFCS	Must be in line with agreed Treasury Management Policy, Investment Strategy and Borrowing Strategy
Authorised signatories On Behalf of RSHA - 2 categories	<u>Category A</u> Chairperson Joint/Vice Chairperson Chair of A&R Committee	
	<u>Category B</u> CEO DCEO/DFCS DHPSHSM	
<b>Payments</b>		



Any value of payment	Any two authorised signatories from either category A or category B (outlined above) however category B signatories should be used in preference.	Subject to the Sustainable Procurement Policy. The budget holder (person instructing spend) should never be involved in the payment process.
<b>Legal</b>		
Legal documents/contracts	Any two authorised signatories from above categories	<ul style="list-style-type: none"> <li>• If the document requires only one signatory - this should be from Category A</li> <li>• If a specific signature is required by the contract terms.</li> <li>• Requires authorisation for use of seal by Board.</li> </ul>
<b>Acceptance of grants/awards of funding</b>	Any category B signatory	
Leases and Renewals (RSHA/Venachar, Leases RSHA/Stirling Council/Third Parties)	Board	
<b>Authorisation of salary payments</b>		
a) confirmation of amounts to be paid each month	CEO and/or DCEO/DFCS	
b) processing the salary calculation through payroll software	Finance Officer	If the DCEO/DFCS is processing the payroll, then the CEO must confirm the amounts to be paid at a) above
c) authorisation of electronic transfer of funds	Any two from either category A or category B (outlined above) however category B signatories should be used in preference.	In accordance with monthly salary calculation reports
Authorise Instruction of Sheriff Officers to trace & pursue debt including recharges, former tenant arrears and factoring debt.	Assistant Housing Services Officer	
Authorise legal action to pursue debt including recharges, former tenant arrears and factoring debt.	Housing Services Officer	
Bad debt write-off (below £200) including recharges, former tenant arrears and factoring Bad Debt	Assistant Housing Services Officer	In line with criteria set out in relevant procedure.
Bad debt write-off (above £200)	Board	
Insurance Services and Cover	DCEO/DFCS	Cover to manage risks identified in risk register and cost confirmed by approved budget. Procurement in line with Sustainable Procurement Policy
<b>Approval of Expenses</b>		
a) Approval of Board members' expenses	Corporate services function	Board and Staff Expenses policy
b) Approval of CEO's expenses	DCEO/DFCS/ SMT Member	
c) Approval of Staff expenses	SMT/line manager	

## Authority to commit expenditure and approve invoices

### a) Within budget

As an overriding principle the person who commits the expenditure should not be the same as the person who authorises payment. This 'authority' strictly refers to the final payment authorisation through on-line banking. Within small organisations this segregation of duties can be hard to accommodate. To address this issue all online payments will require to be authorised by two individuals ensuring that there is always one independent person.

Estimated expenditure (excluding VAT) (within budget)	Minimum Requirement	Authority to instruct/invoice checking and processing	Approval and authorisation of invoice for payment (within budget)	Limit (if any)
Up to £1,000	In line with Sustainable Procurement Policy and Procedures	CSAHS PSA	Officers	up to £1,000
£1,001 - £2,000	In line with Sustainable Procurement Policy and Procedures	HSO IMO CSO FO GCO )	Line Managers	up to £2,000
£2,001- £5,000	In line with Sustainable Procurement Policy and Procedures	HSO, PSC sign off based on PSO advice.	HSM DHPS	up to £5,000
£5,001 - £50,000	In line with Sustainable Procurement Policy and Procedures	HSM DHPS	CEO and/or DCEO/DFCS/DHPS	
£50,000 - and above	In line with Sustainable Procurement Policy and Procedures	CEO/ DCEO/DFCS	CEO/DFCS	

### **b) Expenditure out-with budget**

#### Planned Expenditure

The CEO will have general authority to re-allocate up to £25,000 per annum from under-spent budgets to other projects that are consistent with Business Plan objectives. A report on such reallocations will be given as part of the next Quarterly Management Accounts.

**Other situations**

In the event that there are no funds available for reallocation from underspent budgets or in the event of unplanned expenditure being required in an emergency, authority to incur such required expenditure will be as set out below. For these purposes an “emergency” is defined as a situation where it will be manifestly detrimental to the Association should action not be taken.

**Up to £25,000** – Any two authorised signatories from either category A or category B (outlined above) however category B signatories should be used in preference, subject to a full report being made to the next Board meeting.

**Over £25,000** – Two authorised signatories one of which from category A subject to a full report being made to the next Board meeting. Such expenditure will not normally be incurred without, in addition to the above, reasonable steps having been taken to consult with and obtain the approval of other office bearers. Where it is deemed necessary an emergency meeting of the full Board may be called.

Expenditure should be subject to the Sustainable Procurement Policy. The budget holder (person instructing spend) should preferably not be involved in the payment process. These controls shall however not operate to impede the implementation of the Association’s Business Continuity Plan.

### 3. Human Resources

ACTION	Authority	Comments
Staff Structure and removal/addition of posts/redundancies	Board	Detailed review/scrutiny by A&R Committee with recommendation to the Board
New Job Profile/Grading	Board	Detailed review/scrutiny by A&R Committee with recommendation to the Board
Enhanced Redundancy Payment	Board	Detailed review/scrutiny by A&R Committee with recommendation to the Board in line with Redundancy Policy and Entitlements Payments and Benefits Policy.
Voluntary Redundancy Requests and approval of applications	CEO	
Exit Interviews with Senior staff	Conducted by the CEO and separately by the Chair or person nominated by the Chair.	
Proceed with recruitment to fill vacant existing posts	CEO/A&R	Subject to review in line with Recruitment and Selection Policy
Job Profiles/grading of posts/job evaluations.	CEO/A&R	Any variation from EVH Terms and Conditions of Service subject to Board approval
Terms and conditions of employment	Board	Detailed review/scrutiny by A&R
Review of Pension Scheme/Contributions	Board	Detailed review/scrutiny by A&R
Employer accreditation schemes e.g., Investors in People	Board	Detailed review/scrutiny by A&R
Settlement Agreements	Board	Detailed review/scrutiny by A&R
Initiate Protected Conversation with a staff member	CEO/SMT	Board for Oversight/Monitoring
Enter into a Settlement Agreement	Board	Detailed review/scrutiny by A&R Committee with recommendation to Board in line with Settlement Agreement Policy and Entitlements Payments and Benefits Policy.
<b>Scottish Government Job Retention Scheme</b>		
Decision to top-up Furloughed staff member salary to 100%	CEO/Office Bearers	In line with eligibility for the Scottish Government Job Retention Scheme and EVH Guidance for Employers
Volunteer Furlough Requests/Decision to Furlough staff member(s)	CEO	In line with Scottish Government Job Retention Scheme and EVH Guidance for Employers
<b>Changes To Working Patterns, Flexible Working Requests</b>		
CEO	Board	Detailed review/scrutiny by A&R Committee with recommendation to Board
SMT	CEO	

Other Staff	SMT	
Salaries negotiation and any other increases	Board	EVH Terms and Conditions
<b>Recruitment</b>		
Recruitment arrangements	CEO	Within budget
Options Appraisal in event CEO post is vacated	Board	
Interview/selection of new staff		
a) Senior staff	Board and CEO	
b) Other staff	CEO/SMT	
Recruitment to fill temporary gaps/long term absences	CEO	
Appointment of external agents on ad hoc basis to address resource gaps	CEO	In line with budget provision and Sustainable Procurement Policy and Procedure
Offer of employment following recruitment	CEO	In line with employment policies
<b>Employee Development Reviews</b>		
CEO	Chair/Office Bearers	Board for noting
Other staff	Line manager (CEO/SMT)	
<b>Training and Conferences</b>		
Training courses/conferences	Line manager (CEO/SMT)	Within training budget
<b>Disciplinary Action</b>		
a) Initiate disciplinary action and /or suspension	Line Manager/SMT	<p>In line with EVH T&amp;Cs and employment policies. Report required to next Board/A&amp;R Committee for information.</p> <ul style="list-style-type: none"> <li>• <b>Suspension</b> <ul style="list-style-type: none"> <li>○ Authorised by Line Manager/someone more senior than the person involved.</li> <li>○ Authorised by the Board in the case of the CEO.</li> </ul> </li> <li>• <b>Investigation</b> <ul style="list-style-type: none"> <li>○ Conducted by Line Manager. If this is not possible conducted by a manager of equal status.</li> </ul> </li> <li>• <b>Disciplinary Hearing</b> <ul style="list-style-type: none"> <li>○ Disciplinary hearings should be Chaired by a person not directly involved in the investigation.</li> </ul> </li> <li>• <b>Appeals (internal)</b> <ul style="list-style-type: none"> <li>○ Heard at one level above that which the disciplinary action was</li> </ul> </li> </ul>

		<p>taken. If this is not possible heard by a person of equal status.</p> <ul style="list-style-type: none"> <li>○ No person involved in the original disciplinary decision should take part in the appeal hearing, unless it is not possible to avoid this.</li> </ul>
b) Dismissal of staff	Approved by panel of Board members	In line with EVH T&Cs and employment policies. Report on outcome to next Board/A&R Committee for information.
c) Dismissal CEO	Initiated by Office Bearers approved by panel of Board members excluding Office Bearers	
<b>Annual Leave and Other Types of Leave</b>		
Authorise annual leave CEO	DCEO/DFCS/ SMT	
Authorise annual leave other staff	Line manager (CEO/SMT)	In line with employment policies
<b>Authorise annual leave of more than 2 consecutive weeks</b>		
CEO	Chair/Office Bearers	
SMT	CEO	
Other staff	Line managers	
Authorise balance of annual leave carry forward up to 5 days	CEO	In line with employment policies
Authorise balance of annual leave carry forward in excess of 5 days	Board	Exceptional circumstance Detailed review/scrutiny by A&R Committee with recommendation to Board
Authorise payment in lieu of annual leave balance carry forward up to 5 days a) CEO b) Other staff	a) Chair b) CEO	Exceptional circumstance Board for Oversight/Monitoring
Authorise payment in lieu of annual leave balance carry forward in excess of 5 days	Board	Exceptional circumstance Detailed review/scrutiny by A&R Committee with recommendation to Board
<b>Special/compassionate leave</b>		
Up to 4 weeks	SMT	
4 – 8 weeks	CEO	
More than 8 weeks	Office Bearers	Board for noting
Flexi/Toil CEO	DCEO/DFCS/ SMT	
Flexi Toil other staff	Line Managers	

Overtime		
a) CEO	DCEO/DFCS	In line with budget
b) Other staff	SMT	In line with budget

## 4. Property Services

### (i) Investment & Development

ACTION	AUTHORITY	Comments
Proposals for scheme inclusion within the Strategic Housing Investment Plan (SHIP).	DHPS	
Acceptance of Annual Grant Planning Target with Scottish Government	DHPS	Reported to the next meeting of the Board
Requirement for Housing Needs and Demand Assessments	Board	
Annual Budget for speculative/abortive development work	Board	Subject to approval with Annual Budget recommendation to the Board
Speculative/abortive development work	DHPS/DCEO/DFCS	
Suitability of development for consideration by Board	DHPS	
Authorise feasibility study	Board	Recommendation to the Board in line with Governance of the Development Process adopted June 2018.
Site to be pursued post-feasibility/cost plan	Board	Recommendation to the Board in line with Governance of the Development Process adopted June 2018.
Housing mix/design/tenure of proposed schemes	Board	Recommendation to the Board in line with Governance of the Development Process adopted June 2018.
Community engagement and consultation	DHPS/HSM/Development Agent/Adviser (DA)	
Submission of application for Planning permission	DHPS	
Approval for acquisition of land /property.	Board	Subject to scheme financial viability and impact on Business Plan In line with Strategic Direction and business objectives In line with Governance of the Development Process adopted June 2018
Authorisation of payment for land purchase	DHPS	
Procurement and appointment of DA and DA performance	DHPS	In line with Sustainable Procurement Policy and Procedures
Procurement and appointment of consultants and consultant's performance	DHPS & DA	In line with Sustainable Procurement Policy and Procedures and standard conditions of appointment
Procurement and appointment of contractors and contractor's performance	DHPS & DA	In line with Sustainable Procurement Policy and Procedures and standard contract terms



Agree procurement route to be followed in relation to each scheme	Board	Recommendation to the Board in line with Governance of the Development Process adopted June 2018.
Monitoring of programme and project expenditure and progress	DHPS/DA with quarterly reporting to Board	Exception reporting
<b>Design Guide/Technical Specification</b>	Board	Recommendation to the Board in line with Governance of the Development Process adopted June 2018.
<b>Annual Procurement Strategy and Annual Procurement Report (where required)</b>	Board	In line with Sustainable Procurement Policy and Procedures
Opening of Tenders	At least one Category A person must be in attendance for the opening of tenders above £50,000 for Goods and Services and £500,000 Works.  Budget holder and one other staff member up to the value of £50,000 for Goods and Services and £500,000 Works in line with Sustainable Procurement Policy and Procedure.	Where the procurement process requires tenders to be returned electronically to a secure electronic post box <b>only</b> e.g., Public Contracts Scotland (PCS) these can be downloaded by the staff member dealing with the contract or by consultants engaged to carry out the procurement on our behalf without a Category A person being in attendance.
<b>Agree Variations to Contract Works</b>		
a) Where cost can be accommodated within 1% of scheme works and/or there is no significant alteration to design	DHPS/DA	
b) Where additional cost >1% of scheme works and/or significant alteration to design required.	Board	Recommendation to the Board in line with Governance of the Development Process adopted June 2018.
Scottish Government HARP Administration a) Initial project proposal b) Acquisition c) Cost plan proposal c) Tender d) HAG PC e) HAG claims	DHPS/DA and/or CEO/DFCS	
Acceptance of Scottish Government offer of grant for specific schemes	DHPS	Amount certified by external professional adviser within budget
Authorisation of JCT contract payments	DHPS	
Authorise commencement of works on-site	DHPS/DA	
Post Completion Audit	Board	Recommendation to the Board in line with Governance of the Development Process adopted June 2018.

(ii) **Asset Management**

ACTION	AUTHORITY	Comments
Planned maintenance programme (long-term 3 year and annual)	Board	In line with Sustainable Procurement Policy & Procedure
Contractors/Framework	Board	In line with Sustainable Procurement Policy & Procedure
<b>Approve total work required in respect of void property</b>		
Up to value of £1,000	HSA, PSA	
£1,001 - £2,000	HSO, PSC	
£2,001 - £5,000	HSO/ PSC with advice from PSO	
£5,001 - £50,000	DHPS/HSM	
£50,000 and above	Board	In line with Sustainable Procurement Policy & Procedure
Decision to remove property from the rent debit system which is empty, awaiting or undergoing major repair/structural work during which time it would be unsafe to be occupied.	HSM/DHPS	
Redecoration grants up to value of £250	HSO/PSC	
Redecoration grants over £250 up to £500	PSO	
Redecoration grants over £500	DHPS	
<b>Alternations and Adaptations</b>		
Response to application from tenant to alter property	PSO	All conventional alterations excluding extensions to property
Response to application from tenant to extend property	DHPS	
Award of compensation for alterations at end of tenancy	DHPS	In accordance with legislation and guidance and Compensation Payments Policy
<b>Stage 3 Adaptations</b> Within approved annual Scottish Government (SG) Grant Allocation	PSC	Up to value of £5,000 and where no significant alteration to overall design of the house
£5,000 - £25,000	DHPS	With advice from PSO where required.
Greater than £25,000	Board	Significant alteration to the design of the house
<b>Stage 3 Adaptations</b> requiring RSHA funding	Board	As part of annual budget process or where SG grant allocation fully expended during financial year.
Removal of an adaptation from a previously adapted property to facilitate general needs let Up to the value of £25,000	HSM/ DHPS	

Greater than £25,000	Board	
Authorisation of JCT contract payments	DHPS /CEO/ DCEO/DFCS	

## 5. Housing Services

ACTION	AUTHORITY	Limit (if any)	Eligible to sign documentation on behalf of RSHA (if different from authority to approve)
Annual rent review and consultation	Board with Office Bearers sign off on consultation		
Rent setting framework and service charge review	Board		
Approve revised rent for individual properties on basis of % annual rent increase.	HSM		
Approval to take property out of rent debit/divergence from rent structure	CEO		
Management Transfers	CEO		Subject to report/approved recommendation from DHPS/HSM
<b>Removal of a property from Letting Pool for Special Lets/Leases to Stirling Council/Other Statutory or Care or Support Agency</b>			
One property per year	HSM		
Additional property	Board		
Enter cases into court for repossession of tenancy	HSM		HSO
Implement eviction	CEO		Subject to report and recommendation from DHPS/HSM
Approve wage arrestment and freezing of bank accounts	HSO		
Offers of tenancy/shared ownership/equity	HSO		
Signature on tenancy agreement	HSO		
Approve mutual exchanges, sub-letting/lodgers, successions and assignments of tenancy and creation of joint tenancies.	HSO		
Set tenancy start/end dates	HSO	Authority of HSM required where: - tenancy commencement date proposed to be more than 2 weeks after offer letter date - termination of tenancy date proposed to be prior to expiry of one month's notice from tenant	
Remove, suspend, and re-admit applicants to housing list	HSO		HSA
Service of Abandoned Property Notice	HSO		
Authorise serving of Notice of Proceedings for Recovery of Possession	HSM		HSO

Authorise disposal of personal belongings in repossessed properties.	HSO		
Instruct legal action be raised where no access is given for gas safety check	HSM		
Authorise requests for release of information received under the - Information Sharing Protocol for Forth Valley Community Safety Partnership	HSO		
Authorise refund of rent and Benefit Payments	HSM		
Assessment/pointing of housing application	HSA plus one HSO		HSA
Procurement of Tenant Satisfaction Survey	HSM		In line with Sustainable Procurement Policy and Procedure
Tenant Satisfaction Survey Questionnaire	SMT		

**Authority Key:**

**CEO: Chief Executive Officer**

**DCEO/DFCS: Deputy CEO/Director of Finance and Corporate Services**

**DHPS: Director of Housing and Property Services**

**HSM: Housing Services Manager**

**ET: Executive Team (CEO, DCEO/DFCS and DHPS)**

**SMT: Senior Management Team (CEO, DCEO/DFCS, DHPS and HSM)**

**CSO: Corporate Services Officer**

**FO: Finance Officer**

**GCO: Governance and Compliance Officer**

**CSA: Corporate Services Adviser**

**PSO: Property Services Officer**

**PSC: Property Services Coordinator**

**PSA: Property Services Assistant**

**HSO: Housing Services Officer**

**AHSO: Assistant Housing Services Officer**

**HAS: Housing Services Adviser**

**IMO: Income Maximisation Officer**