

**Knowes Housing Association
Management Committee Meeting
Tuesday 5th March 2019 @ 6:30pm
Knowes Housing Association Offices, Field Road, Faifley**

MINUTE OF MEETING

In Attendance

Pierre De Fence, Director
Peter French, Property Services Manager
Isabel Pringle, Corporate Services Assistant (Minute)
Kirsty Woods, Property Services Assistant

Present

Rhona Polak	Sheila Cope
Billy Stevenson	Janet Cassidy
Cllr Lawrence O'Neill	Yvonne McDonald

1.0	<u>Apologies</u>
1.1	None. Katie Devaney text her apologies after the meeting took place.
2.0	<u>Declaration of Interest</u>
2.1	None
3.0	<u>New Share Members</u>
	There was one new Share member this month, Ms Bicker of Orbiston Drive, which was duly nominated and signed. Proposed by Rhona Polak and seconded by Sheila Cope.
4.0	<u>Minute of Meeting held on 5th February 2019 and Matters Arising</u>
4.1	Sheila noted that the date of the February meeting was incorrect, this should have read Tuesday 5 th February (not Tuesday 6 th). Thereafter the minute was agreed and accepted as an accurate record. Proposed by Billy Stevenson and seconded by Cllr Lawrence O'Neill. Matters Arising - None.

5.0

Correspondence

Committee Resignation Letter

A letter was received from Frank Newey advising that due to ill health, he was resigning from Committee with immediate effect.

Committee acknowledged the time, effort and commitment Frank has given to Committee throughout the years. A thank you card, together with a gift of biscuits/cake would be delivered to Frank as a token of our thanks for his input and services.

Scottish Housing Regulator

The SHR have issued an Annual Assurance Statement, Statutory Guidance February 2019. This guidance sets out how landlords should prepare and submit their Statement to the SHR. The statement should be issued to the SHR between April and October each year through the landlord portal and this should be made available to the tenants.

Pierre advised his intention to post this on our website for our tenants to see.

Scottish Housing Regulator – Regulation of Social Housing in Scotland

This framework sets out new legislation in relation to changes made in the regulation of financial management. Unfortunately the SHR have not identified what the changes are. Pierre will provide Committee with the changes once identified and will bring this to the next meeting.

EVH

An email was received from EVH inviting Committee to a one day seminar on Sunday 12th May 2019, 10am – 2.30pm, being held at the Radisson Blu Hotel in Glasgow.

Pierre asked if anyone would like to attend, to let Sandra know and she would make the necessary booking(s).

Edinbarnet Parent Council – Donation Request

A letter was received advising us that the Parent Council are looking to raise funds for a defibrillator to be shared on their campus. They advised that West Dunbartonshire Council do not need to supply every school with a defibrillator, but they are one of a few schools in this area that don't have one.

Cllr Lawrence O'Neill advised Committee that he, together with some other councillors, are having a meeting with the Parent Council next week. He said it may be best for us to hold back on this request for the moment as it is possible the council may be able to help. Lawrence could not be more specific here but said that he would discuss this further at his meeting.

	<p>Pierre will send a letter to the school to say that we are considering their request and will come back to them following our next meeting.</p>
<p>6.0</p>	<p><u>Director's Report</u></p>
<p>6.1</p>	<p>Stock Control Year to Date as at 26th February 2019</p> <p>Mortgage to Rent / Buy Backs</p> <p>Empty home at Lawmuir Crescent has concluded Mortgage to rent at Mallard Road has concluded Buy back at 22 Waulkingmill Road has concluded Buy back at Lawmuir Crescent has concluded Mortgage to rent Burnbrae Street in progress Buy back Faifley Road has concluded</p> <p>Total properties 1034 rented (including Dunn Street respite centre) 691 owners</p> <p>Development Proposals</p> <p>Abbeylands Road bowling and tennis court sites.</p> <p>Pierre advised that The District Valuer has now been appointed to provide an independent valuation of the site. We will discuss this further with WDC once received.</p> <p>Welfare and Money Advice Project</p> <p>Pierre advised that the Scottish Government are now going to provide funding to some projects for 3 months, April to June and that we have applied for this funding and await a response.</p> <p>Committee Training</p> <p>GDPR training has now been carried out. The feedback from this session was very good, Committee felt that the training was presented very well and that it was much more interesting than members thought it would be.</p> <p>"Managing Change". Rhona asked when this training would be taking place. Pierre would speak to Sandra to chase this up.</p> <p>Universal Credit</p> <p>We are seeing an increase in the number of UC cases, infact Pierre advised that the amount of cases have almost doubled since the start of the year.</p>

Committee / Staff Strategy Planning Day

Pierre circulated the suggested Agenda for the Away Day. The topics for the day would include looking back over the last 20 years and what we did well and what we did not so well. We will also look forward 20 years and at what customers/staff will expect from a Housing Association.

There was some talk on our transport requirements i.e. would we need a mini bus or taxi's. Sandra will make some enquiries as to costs and will write out to members to confirm the arrangements.

Sheila is unable to attend the Away Day and has put in her apologies.

Brexit

Pierre advised that SFHA has produced a Brexit briefing note which is attached with the papers. From a Housing Association point of view, Pierre noted that no one knows what is going to happen and things like inflation, interest rates and construction costs may change in the longer term as a result of Brexit but this will need to be dealt with at that time. Pierre went on to say that we are in the process of reviewing our risk maps etc. but things such as salaries and contracts are fixed for the next 12 months and we have no immediate concerns.

Brexit will also be covered at our Away Day.

Lessons from Statutory Intervention

SFHA issued a report outlining some of the lessons learned from Statutory Intervention and a copy was sent out with the papers.

Customer Service Excellence

Our assessment was carried out in January and Pierre was pleased to report that we have been re-certified as "Compliance Plus", which is the highest level you can reach.

Committee Member Attendance Record 2018 – 2019

Report attached for information.

Rhona raised the issue of Ugo's leave of absence and when this was expected to end. It was thought that Sandra had already been in touch to ask this question but if this was not the case, then she will write to him to ask for an update on his circumstances.

It was noted that our Committee membership is declining. Sandra is trying hard to encourage new membership and has asked if the members of the Scrutiny Panel would be interested in joining Management Committee. Details to follow.

7.0	<u>Corporate Services Report</u>
	<p>In Sandra's absence, Pierre asked if there were any questions in relation to her report which was sent out with the papers.</p> <p>One item that was noted as incorrect on the report was the piloting date for the new monitors and Thin Client. This should have read Friday 1st March 2019 (not 29th February).</p> <p>Maintenance Painterwork Survey August 2018 – November 2018</p> <p>Of the 205 surveys sent out, only 25 were returned, resulting in a response rate of 12%.</p> <p>There was some discussion regarding the comments raised on the survey and if there was any follow-up. Peter advised that every query, complaint or comment was acted upon and followed up.</p> <p>The survey winner chosen randomly was number 5, Ms Parker,</p> <p>Bus Trip 2019 – Thursday 4th July</p> <p>The Bus Trip is going to Perth this year and Sandra and Ann Gaggini will be in attendance.</p> <p>Sheila asked if her name could be added to the attendance list. Also Ann McGowan, Billy and Janet Stevenson and Janet Cassidy. Isabel will attend to this request.</p>
8.0	<u>Property Services Report</u>
8.1	<p>Maintenance Budget report:</p> <p>Planned Cyclical Maintenance – Expenditure to date £81694. The reduction in the projected out turn cost reflects the correction made for the removal of the addressed which were not painted.</p> <p>Landscape maintenance – Spend to date is £66,889 when owner's costs are accounted for.</p> <p>Reactive repairs for all Contractors – Lawrence highlighted that the actual spend figure was higher than the estimated spend figure. Peter explained that the estimated expenditure figure had not been changed to show how much overspent this budget was. The final figure is likely to be around £800k when all invoices are received. It was confirmed that the overspend would be brought back to committee for approval.</p>

8.2

Gas Service & Maintenance – Expenditure to date £100,056. Programme is on track and is 100% compliant.

Medical Adaptations – Expenditure to date £19,716. Adaptations complete for this year.

Maintenance Component Replacement Project:

Windows 2017/18 PH 7 & 9 Expenditure to date £38,680. This project is the carry forward installations from the 2017/18 window project. The revised budget figure is the spend from this project which was allocated against this year's spend. The estimated final expenditure is the final payment for this project.

Windows 2018/19 Ph 11A, 11B, 12 Expenditure to date £302,870. This project is currently on site and is due to be completed this month.

Dwelling Doors Types 1 & 2 – Expenditure to date £41,247. Project on site, 6 doors still to fit, completion due mid March.

Communal Flooring – Expenditure to date £90,833. Project complete.

Door Entry Phase 9 & 10 Expenditure to date £0. Project on site and progressing well, completion expected later this month.

One off Void Component Replacement – Expenditure to date £64,065. Used for component replacements in one off situations.

EWIS 2018/19 – Expenditure to date £41,690. This project is the external insulation (EWIS) of a 4 in-a-block. Work complete.

Tender Report – Gas Servicing Contract 1st April 2019 – 31st March 2021

At this point Lawrence expressed a Declaration of Interest and withdrew from any discussion.

Peter presented a tender report in respect of the above project. He went on to explain that the works comprise annual maintenance, testing of smoke alarms and CO detectors at each service. A reactive maintenance service is also required, including Right to Repair, Emergency, Urgent and Routine.

There were 6 Tenders returned, all were examined and assessed in accordance with JCT Practice Note Tendering 2012. The ESPD of City Building (Contracts) LLP was also checked for compliance with the pass/fail requirements as set out within the ESPD.

Peter went on to say that upon completion of the tender assessment process, the offer submitted by City Building (Contracts) LLP was deemed suitable for acceptance. The tender was overall the most economically advantageous tender in terms of price and quality.

	<p>Peter suggested that the tender be approved by Knowes H A and Faifley HA's.</p> <p>The tender was then approved and accepted. Proposed by Rhona Polak and seconded by Yvonne McDonald.</p>
9.0	<u>Sub Committees</u>
9.1	<p><u>Finance and Audit Sub Committee – February 2019</u></p> <p>There was no meeting held in February</p> <p><u>Housing Management Sub Committee</u></p> <p>Sheila commented on the following:-</p> <p>Item 6.0. AOB. Quarter 3 Finance Report. Erica was unable to attend a meeting in February but asked Martin if he could take this report to his meeting for comment and discussion.</p> <p>Martin asked members if they wished to discuss this or if they felt they were in a position to have the report proposed and seconded. The members decided they would prefer to wait and discuss this with Erica at her next meeting.</p>
10.0	Strategy Planning Day
	As discussed in the Directors report.
11.0	Committee Training Feedback
111	As noted in Directors Report.
12.0	<u>Policies</u>
121	<p>S28. Lone Working</p> <p>It was noted that there was a numbering issue with the Procedure notes. The note jumped from 3.3 to number 5 and it was thought that number 4 had been missed. On checking this it was found that there was never a number 4, this had gone unidentified on the old procedure and was carried over to the new one.</p> <p>Thereafter the policy was agreed. Proposed by Rhona Polak and seconded by Sheila Cope.</p> <p>HM24. Unacceptable Actions Policy</p> <p>Pierre explained that this was a new policy and has been put in place due to recent instances of unreasonable behaviour from our tenants to our staff.</p>

	<p>Following discussion it was noted there were a few discrepancies in the policy relating to legislation dates and it was agreed the policy would be corrected and brought to the April meeting for further discussion.</p>
13.0	EVH Report
13.0	<p>Pierre advised there was no report, however EVH have advised a payment award of 2.3%, subject to Committee agreeing to this in a ballot.</p> <p>A meeting of the Employment Sub Committee would take place immediately following this meeting and the pay award would be discussed in more detail.</p>
14.0	<u>Health and Safety</u>
	Included in the Corporate Services report.
15.0	<u>Apologies for Future Meetings</u>
	<p>Sheila has put in her apologies for the Away Day and Lawrence has put in his apologies for our meeting on 2nd April 2019.</p> <p>Apologies continue for Councillor Jim Finn due to Ill Health</p>
16.0	<u>Any Other Business</u>
	<p>Finance Assistant</p> <p>Pierre reported on the proposal to fill the upcoming vacancy for a Finance Assistant, following Elaine McDonald putting in her notice.</p> <p>It was recommended that Committee approve the recruitment of a full time Finance Officer to work 4 days in Finance and 1 day working in Repairs.</p> <p>Committee accepted and approved the above. Proposed by Billy Stevenson and seconded by Sheila Cope.</p> <p>Cleaner – 10 hours per week</p> <p>Pierre went on to say that Anne Allan has also put in her notice and we will fill this vacancy with no changes to working hours i.e. 10 hours per week.</p>
17.0	<u>Date of Next Meeting</u>
	The next Management Committee meeting will be held on Tuesday 2 nd April 2019 at 6.30 pm.