

**Knowes Housing Association**  
**Management Committee Meeting**  
**Tuesday 3<sup>rd</sup> December 2019 @ 6:30pm**  
**Knowes Housing Association Offices, Field Road, Faifley**

**MINUTE OF MEETING**

**In Attendance**

Pierre De Fence, Director  
Peter French, Property Services Manager  
Sandra Love, Senior Corporate Services Officer  
Isabel Pringle, Corporate Services Assistant (Minute)

**AGREED AT MANAGEMENT**

**COMMITTEE MEETING ON**.....

*14/2/2020*

**Present**

Rhona Polak  
Billy Stevenson  
Yvonne McDonald  
Lynsey Chrystal

Sheila Cope  
Katie Devaney  
Janet Cassidy

**SIGNED**.....

*[Handwritten Signature]*

**Tenant Satisfaction Survey**

We were fortunate tonight to receive a presentation on the results of our recent Tenant Satisfaction Survey. The presentation was carried out by Lorna Shaw from Researchresource.

Lorna advised that a total of 729 face to face interviews were carried out and the results were compared against the results of our previous survey carried out in 2016 and also against the ARC. A selection of the survey results were as follows:-

	2016	2019	ARC Average 2018/19
Percentage of tenants satisfied with the overall service provided by their landlord	91%	90%	90%
Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions	94%	94%	92%
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	89%	88%	87%
Percentage of tenants satisfied with the repairs and maintenance service (those who have had a repair carried out in the last 12 months)	89%	89%	92%
Percentage of existing tenants satisfied with the quality of their home	92%	89%	88%
Percentage of tenants satisfied with the management of the neighbourhood they live in	87%	89%	88%
Percentage of tenants who feel that the rent for their property represents good value for money	82%	76%	83%
<p>Lorna then closed her presentation by saying that Knowes HA is continuing to perform well, with the results being very similar to the 2016 results.</p> <p>Pierre thanked Lorna for her presentation and for taking the time out to visit us.</p>			
<b>1.0</b>	<b><u>Apologies</u></b>		
1.0	Councillor Lawrence O'Neill and Gary Clark.		
<b>2.0</b>	<b><u>Declaration of Interest</u></b>		
2.1	None		
<b>3.0</b>	<b><u>Minute of Meetings held in November 2019 and Matters Arising</u></b>		
3.1	<p><b>Management Committee Meeting – 5<sup>th</sup> November 2019</b></p> <p>The minute of the meeting was agreed and approved. Proposed by Billy Stevenson and seconded by Yvonne McDonald.</p>		
3.2	<p><b>Management Committee Meeting – 19<sup>th</sup> November 2019</b></p> <p>The minute of the meeting was agreed and approved. Proposed by Sheila Cope and seconded by Rhona Polak.</p>		
3.3	<p><b>Finance Sub Committees Minute – 19<sup>th</sup> November 2019</b></p> <p>The minute of the meeting was for information only.</p>		

4.0	<p><b><u>Share Members</u></b></p> <p>There was one new Share member this month, which was duly nominated and signed.</p> <p>I resident of Waulkingmill Road</p> <p>Proposed by Rhona Polak and seconded by Yvonne McDonald.</p>
5.0	<p><b><u>Correspondence</u></b></p>
	<p>Email from Gary Clark.</p> <p>Gary put in his apologies for tonight's meeting. Also, within the email Gary expressed that he had no issues with the papers and agreed with the proposal for CIRC (which will be discussed later in the meeting). Gary went on to wish Committee a Merry Christmas and Happy New Year.</p> <p>Email from Claire McGraw.</p> <p>Claire requested a leave of absence from Committee until the end of January</p> <p>There followed much discussion and it was agreed not to grant leave of absence in this instance.</p> <p>It was however agreed that Clare would be more than welcome to re-join Committee at any time in the future, when her family commitments settled down.</p> <p>Donation requests – Christmas Fayre</p> <p>Both Pierre and Sandra visited Edinbarnet Primary School today to present them with a cheque for £100. St Joseph's Primary School and Auchnacraig Nursery will also receive cheques for £100 each and Pierre and Sandra intend to deliver these tomorrow, Wednesday.</p>
6.0	<p><b><u>EVH</u></b></p>
6.1	<p>EVH Conference 2019</p> <p>Yvonne McDonald and Katie Devaney attended the EVH Conference last weekend. Both ladies agreed that the Conference was very good and the workshops were very interesting and informative.</p> <p>EVH Salary Scales</p> <p>The revised salary scales have been received and the cost of living pay increase has been confirmed at 1.6%.</p>
7.0	<p><b><u>Health and Safety</u></b></p>
7.1	<p>Contained within the Corporate Services Report.</p>
9.0	<p><b><u>Directors Report</u></b></p>
	<p><b>Stock Control Year to Date as at 29<sup>th</sup> November 2019</b></p> <p><b>Mortgage to Rent / Buy Backs</b></p>

Empty home at Lawmuir Crescent has concluded  
Mortgage to rent at Mallard Road has concluded  
Buy back at Waulkingmill Road has concluded  
Buy back at Lawmuir Crescent has concluded  
Mortgage to rent Burnbrae Street concluded  
Buy back Faifley Road concluded  
Buy Back Abbeylands Road concluded  
Mortgage to rent Durban Crescent concluded  
Buy back Langfaulds Crescent concluded  
Two buy backs Burnbrae Street concluded

Total properties 1043 rented (including Dunn Street Respite Centre). 690 owners

### **Development Proposals**

#### **Abbeylands Road bowling and tennis court sit**

There is no change in the situation since last month.

#### **Welfare and Money advice Project**

As noted at the last meeting we were unsuccessful in our bid for funding for this project, however Pierre advised that he is continuing to source other agencies for funding.

We have funding for this project until the end of this financial year and following discussions with our Housing Management Team, it is felt this service is fully utilised and is necessary to support people going onto Universal Credit.

For the next financial year April 2020 it was proposed that we reduce the service from CIRC to one half day per week for outreach work, which means that we would pay for one full day per week at a cost of approximately £7k per annum and it was also proposed that we use our solar panel income to fund the £7k.

There was much discussion surrounding this proposal but the outcome was that Committee agreed to the proposal and this was proposed by Rhona Polak and seconded by Billy Stevenson.

#### **Committee Training**

It had been agreed previously that the first training session for 2020 would be on Finance.

Erica has kindly agreed to carry out the training session, which could be held over 1 or 2 nights, whichever is preferred by Committee. The training will take place on a Tuesday evening, around end February, beginning March.

#### **Universal Credit Roll Out**

Pierre noted that we now have 150 cases, which account for approximately £52k of arrears, which is around 35% of our non technical arrears.

## **Pensions Update**

A special meeting took place on 19<sup>th</sup> November 2019 to discuss the pension situation and the minute of the meeting is attached to the papers. Pierre presented the SHAPS' Employer Form of Authority and advised this has to be returned by 31 January 2020. As pension matters were discussed and approved at 19th November meeting, the form was duly signed by Rhona and Billy.

## **Committee member online portal**

Pierre and Erica are continuing to look into a cost effective board portal but it seems more than likely that our own website may be able to provide a secure area to keep all Committee papers and reports.

## **Rent Increase, Budgets and Business Plan 2020 – 21**

Following discussion at our previous meeting, it has been agreed that this meeting will take place on Friday 14<sup>th</sup> February 2020, 12.30 – 16.30 at the Auchentoshan Distillery in Clydebank.

## **Factoring First Tier Tribunal**

Pierre advised that Knowes has received a notification to attend a hearing at the First Tier Tribunal regarding a complaint from an owner occupier in relation to our factoring service.

The hearing was to take place on 6<sup>th</sup> January, however we asked for a postponement as this will be our first day back following the Christmas and New Year holidays.

Pierre reported that we did receive a postponement, however we have not yet been advised of the new date.

Details will follow in due course.

## **Committee Member Attendance Record 2019-20**

For information.

## **10.0 Corporate Services Report**

### **Community Engagement**

Sandra advised that Knowes HA hosted a community group meeting at the request of The Leamy Founaction.

Ten community organisations attended including both Edinbarnet PS, St Joseph's PS, Auchnacraig Nursery School, Kenny Brophy (Glasgow Uni), Greenspace, Faifley Community Council, Community Links.

Discussions included:

- The outdoor space in Faifley
- The outdoor activities of Greenspace including the planting of fruit trees, rewilding and possibly allotments nearby.

- Both primary schools now working with the Leamy Foundation in the Secret Garden. They are using it for wildlife spotting, bug hunting, and learning about planting and growing. Future plans include building raised growing platforms from which the produce will be sold to residents of Faifley from a market stalls
- The forward plan to open up the network of paths in Auchnacraig wood to create a Rock Art trail and encourage local people to engage with the outdoors and in turn improve their health and fitness
- The funding bid being drafted by Community Links on behalf of Knowes HA for an arts project with the schools and nursery to promote heritage appreciation of the outdoor space around Faifley.

### **New Web Site**

This is up and running and the Report a Repair section allows for more detail of the repair that is being requested.

### **Scrutiny Panel**

The Panel met and discussed the Domestic Abuse Policy and will reconvene in January. The panel also expressed an interest in meeting with Queens Cross Housing Association as they have a well-established, experienced panel.

### **Health and Safety**

Sandra advised the Risk Assessments are now complete and arrangements are in place for a Health and Safety Audit by ACS to be carried out on 13th January 2020.

### **Complaints**

From 1st April to 25 November 2019 we have received 26 Stage 1 and 4 Stage 2 complaints.

Report attached.

### **Policies for Approval**

#### **S07 Use of Vehicles**

Sandra presented the Use of Vehicle policy for staff and advised that there were no changes apart from the date. The policy was then agreed and accepted.

Proposed by Billy Stevenson and seconded by Yvonne McDonald

## **11.0 Property Services Report**

### **11.1 Maintenance Component Replacement Contract Project**

Windows 2018/19 Ph 11A, 11B, 12. This project was carried forward from last year into this year and the expenditure figure shows the valuations from last year, this year and the contingency amount.

Dwelling Doors. Project complete. The estimated final expenditure is above the tender amount and this is because additional addressed were added.

Kitchen Type. Project stated 4<sup>th</sup> November and is due to complete beginning February. 16 of 64 installs are complete.

Bathrooms Phase 13. 47 installs carried out and contract is complete.

Heating Phase. Project complete, 3 no accesses.

Fire Safety Compliance. Project on site, completion expected end of financial year.

Loft Tank Inspections. Project complete.

### **Maintenance Budget Report**

Planned/Cyclical Maintenance. Overspend on budget will be covered by savings in Reactive Budget. Overspend is due to additional gutter cleaning and loft inspections

Landscape Maintenance. Project on programme, winter pruning and de-mossing being carried out.

Reactive Repairs for all Contracts. Of the expenditure to date, £139,197 has been for voids.

Gas Service & Maintenance. Project on programme.

Medical Adaptations. Recently we have received a number of requests from OT's which will use up the majority of the remaining budget.

### **12.0 Any Other Business and Apologies for Future Meetings**

#### **Satisfaction Surveys**

New Tenant Satisfaction Survey. 19 surveys were returned and the winner of the prize draw was response number 8.

Repairs Satisfaction Survey. A total of 359 surveys were sent out, 45 were returned resulting in a response rate of 13%. The winner of the prize draw was response number 33.

#### **Apologies for future meetings**

Katie has put in her apologies for the February Away Day meeting.

### **13.0 Date of Next Meeting**

The date of the next Management meeting will be Friday 14<sup>th</sup> February 2020.

The meeting will be held at Auchentoshan Distillery, 12.30 – 16.30

