

**Knowes Housing Association
Management Committee Meeting
Tuesday 3rd November 2020 at 6.30pm
Meeting conducted electronically**

MINUTE OF MEETING

In Attendance

Pierre De Fence, Director
Joe Wilson, Property Services Manager

Sandra Love, SCSO

Present

Rhona Polak
Billy Stevenson
Gary Clark
Yvonne McDonald

Katie Devaney
Lynsey Chrystal

Observers

Hilary Edgar
Steven McCabe

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| 1. | <p><u>Apologies</u></p> <p>Lawrence O'Neill</p> |
| 2. | <p><u>Declaration of Interest</u></p> <p>None</p> |
| 3. | <p><u>Correspondence</u></p> <p>Sandra advised that Auchnacraig Nursery School had emailed a request for funding to assist with the purchase of four gazebos to keep the children dry during the colder months while they take part in outdoor learning. The committee agreed to provide funding for three gazebos while Pierre would contact Faifley HA to ask if they would consider funding a fourth.</p> <p>Proposed by Rhona Polak Seconded by Lynsey Chrystal</p> |
| 4. | <p><u>Minutes of Previous Meeting of Tuesday 6th October 2020</u></p> <p>The minute of the meeting was agreed and approved subject to it being noted within AOB that Committee appraisals were being arranged.</p> <p>Proposed by Billy Stevenson Seconded by Katie Devaney</p> |

4.1	<p><u>Minutes of Housing Sub, Audit Sub and Finance Sub</u></p> <p>The minutes were made available to Committee.</p>
5.	<p><u>New Share Members</u></p> <p>There were no new Share Members this month.</p>
6.	<p><u>Health and Safety</u></p> <p>Sandra advised that all the usual office safety checks were being carried out as normal.</p>
7.	<p><u>Directors Report</u></p> <p>Stock Control Year to Date as at 28th October 2020</p> <p>✓ Mortgage to Rent / Buy Backs Sale of Hillend Crescent, we are leasing this to WDC for temporary accommodation for a period of time, then they will purchase it. Buy back 1 Burnbrae Street</p> <p>Total properties 1045 rented (including Dunn St respite centre). 690 owners</p> <p>Covid 19 Measures Our office remains closed in line with current guidance. Our risk assessment has been updated to take account of staff entering occupied properties in emergency situations, and also to allow a maximum of 6 staff in the office at any given time now that the safety screens are in place. The policy remains however work at home unless what needs done can't be done from home.</p> <p>The move to phase 4 of the Scottish Government route map has been put back, and it is now unclear when we will move towards office working. At the time of writing we are awaiting for the new 5 tier rating to be issued, however working from home is going to still be the requirement.</p> <ul style="list-style-type: none"> • Repairs and Maintenance We are carrying out emergency repairs and gas servicing, and are now carrying out external routine repairs. We are continuing with landscape maintenance, close cleaning and maintenance painting, our kitchen replacement project is planned to start in November, this will be dependent on any further restrictions. • Voids We are now processing all voids in line with our Covid procedure <p>Staff</p> <ul style="list-style-type: none"> ○ We have no members of staff off sick ○ Furlough staff are all working their normal hours now. ○ We are in the process of conducting a staff survey in relation to current working arrangements. <ul style="list-style-type: none"> • Communication with tenants Summer newsletter and annual report have been sent out.

We have launched a facebook page, which has regular updates,

The tenant app is ready for testing and launch, there have been problems with Worldpay our banking partner, however this is resolved.

Our Winter newsletter will be getting produced shortly to be issued early in December

- **Communication with Committee**

The Committee portal is now up and running. If anyone requires additional training let Pierre or Sandra know. We will hopefully have two new committee members joining the Committee soon, and we will provide appropriate training to these new members.

- **Financial Impact**

We continue to maintain a stable position, rent arrears had started to reduce, however are increasing slightly again, Universal Credit is a major issue for our staff. Void loss is within our target. The finance sub committee will be presented with the mid year review in October. It will also soon be time to start discussing the proposed rent review in order to start consultation with tenants.

Abbeylands Road bowling and tennis court sites

We have now seen the draft SHIP and this site is included in the SHIP, however it is not noted as a "priority" project. In discussions with WDC I am told that there will be funds within the SHIP to allow this project to proceed. Time will tell.

Welfare and Money advice Project

We are now providing this service from our office.

Universal Credit Roll Out

The increase in the number of people moving onto UC has slowed down. There have also been some recent changes to the way UC will be paid, which should help us manage the process, that said UC is still a major problem for our staff and has been responsible for a significant increase in rent arrears.

Community Projects

Our grant funded community projects are nearing completion. The funding we obtained allowed us to provide activity packs for children over the summer, provide essential household items for people, delivered through the Foodshare, to provide new entrance screen and doors to the church where the Foodshare and recycle room operate, to provide PPE to the Foodshare and to provide equipment to allow residents get online, such as Tablets and wifi devices. We obtained circa £40,000 for these projects.

We currently have an application submitted to help us enable the community become more connected online, and if successful will allow us to employ someone for six months to work across Faifley, Clydebank and Dalmuir.

Vermin infestations

Last year and earlier this year we saw a huge increase in vermin infestations throughout the Faifley estate, this was brought under control. We have now had new outbreaks of the problems particularly in Waulkingmill Road, which is being dealt with, however there may be some information in the local press about the issue.

7.1	<p>Committee Member Attendance Record 2020-2021 This was agreed as correct</p>
8.	<p><u>Share Removal Under 5 Year Rule</u></p> <p>Pierre advised that under the 5 year rule, Share Members who had not attended or submitted apologies for 5 years in a row would be removed from the Share Register. Committee agreed with the removal of Shareholders who were on the list provided as this was the case.</p> <p>Proposed by Billy Stevenson Seconded by Katie Devaney</p>
9.	<p><u>KPI Performance</u></p> <p>Pierre advised Committee that the KPI report was a running total of how Knowes had performed against set targets and the set up allowed for comparison of the results. Pierre ran through the targets and the actual performance of each department and in many cases Knowes performance was ahead of the target set.</p>
10.	<p><u>Property Services Report</u></p> <p>Planned/Cyclical Maintenance – Joe provided a detailed report within the Committee papers and advised that the spreadsheet provided information on how each programme was running including the spend and projected costs involved.</p> <p>Joe advised that the landscape maintenance programme was going well and, as the contract would end this year, would soon be going out to tender. Joe also advised that the paint contract was complete as was the window and door contract. Joe also advised that The Scottish Government had extended the deadline for the installation of new fire/smoke alarms within our tenanted properties.</p> <p>The windows and doors contract was completed and Joe was meeting with City Building to discuss the kitchen replacement programme, with surveys being conducted this month.</p> <p>Medical Adaptations – at the moment 3 tenants require work to be carried out and Knowes are currently obtaining quotes with a view to the work being complete by the end of 2020.</p> <p>Rhona enquired how the gas servicing programme was going with regards to entry and Joe advised it was going well and that measures were in place in relation to the Covid 19 restrictions. Due to people shielding, self isolating or having Covid symptoms we have not managed to achieve 100% compliance for this period.</p>
11.	<p><u>Policies for Approval</u></p>
11.1	<p>Entitlement, Payments and Benefits Policy G04</p> <p>Pierre advised that there had been no changes to the content of the Policy and it was a matter of compliance that a 3 yearly review take place as per Scottish Housing Regulator guidelines. The Policy runs in conjunction with a list of contractors and suppliers that</p>

	<p>staff and committee members are not allowed to use, with the exception of utility suppliers.</p> <p>The Policy was approved and it was agreed that Sandra would circulate an up to date list of contractors to committee.</p> <p>Proposed by Lynsey Chrystal Seconded by Billy Stevenson</p>
12.	<p>EVH Report</p> <p>Pierre advised that EVH was a membership organisation who negotiated the 3 year agreement of Knowes' pay rise and that information on this and other housing matters was contained within the newsletter.</p>
13.	<p><u>AOB</u></p> <p>The two observers at tonight's meeting, Hilary Edgar and Steven McCabe confirmed their interest in being Co-opted onto the committee. This proposal was proposed and seconded and therefore approved by the committee. Pierre advised that Sandra would be in touch with the new members regarding our induction programme. The new Members will also be set up on the Admincontrol system to allow them to view the papers etc. online. Training on how Admincontrol operates will also be arranged.</p> <p>Proposed by Billy Stevenson Seconded by Rhona Polak</p> <p>Pierre advised that the new Members were technically co-opted until the AGM in September 2021, however they would have the same voting rights as a full Committee member. Sandra will send out applications for Share Membership to both new members in line with the Rules. Pierre advised he would email Hilary and Steven regarding separate Teams meetings for sub-committee membership and membership of more than one Committee was encouraged.</p> <p>Allocation Report</p> <p>Karen Grainger, Knowes' Allocations Officer had provided a report on an internal transfer which was not noted on the housing application. The text within the report was standard and in accordance with our Allocations Policy.</p> <p>Proposed by Billy Stevenson Seconded by Katie Devaney</p> <p>Appraisals</p> <p>Rhona advised that Committee appraisals via Teams would take place in the near future and early evening slots would suit best. Committee members have been provided with a template document which allows them to identify any training needs and other matters they would like to discuss at their appraisal.</p> <p>Faifley Housing Association</p> <p>Yvonne asked for an update on the situation at Faifley Housing Association and Pierre advised that he understood serious issues regarding Governance and Compliance had been identified. Pierre also advised that a temporary Director had been put in place and there were issues with staffing but the information available was limited.</p>
14.	<p>Date of next meeting</p> <p>Tuesday 1st December 2020</p>