

**Knowes Housing Association**  
**Management Committee Meeting**  
**Tuesday 6 October 2020 at 6.30pm**  
**Meeting conducted electronically**

**MINUTE OF MEETING**

**In Attendance**

Pierre De Fence, Director  
Joe Wilson, Property Services Manager

Erica Davidson, Head of Finance  
Sandra Love, SCSO

**Present**

Rhona Polak  
Billy Stevenson  
Lynsey Chrystal  
Gary Clark

Katie Devaney  
Janet Cassidy

<b>1.</b>	<p><b><u>Apologies</u></b></p> <p>Yvonne McDonald, Lawrence O'Neill</p>
<b>2.</b>	<p><b><u>Election of Office Bearers</u></b></p> <p>Pierre advised that Rhona had agreed to continue standing as Chair if this was agreeable with Committee, and, as this was the case Rhona was duly voted on.</p> <p>Proposed by Billy Stevenson Seconded by Janet Cassidy</p> <p>This was also the case for the other Office Bearers with Committee agreeing and Katie Devaney be voted on as Vice Chair, Billy Stevenson as Secretary and Yvonne McDonald as Treasurer. As Yvonne was absent at tonight's meeting this vote is subject to Yvonne's agreement.</p> <p>Proposed by Rhona Polak Seconded by Lynsey Chrystal</p>
<b>3.</b>	<p><b><u>Declaration of Interest</u></b></p> <p>None</p>
<b>4.</b>	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>Management Committee Meeting 4th August 2020</p> <p>The minute of the meeting was agreed and approved subject to it being noted that Philip Morris, Accountant from Alexander Sloan was in attendance.</p> <p>Proposed by Gary Clark Seconded by Lynsey Chrystal</p>

5.	<p><b><u>Minutes of Housing Sub, Audit Sub and Finance Sub</u></b></p> <p>The minutes were made available to Committee</p>
6.	<p><b><u>Share Members</u></b></p> <p>There were no new Share Members this month.</p>
6.	<p><b><u>EVH Correspondance</u></b></p> <p>Pierre made Committee aware of an online conference being run by EVH and advised that anyone interested in attending should contact Sandra</p>
8.	<p><b><u>Health and Safety</u></b></p> <p>No matters of Health and Safety had arisen</p>
9.	<p><b><u>Revised Code of Conduct</u></b></p> <p>Pierre advised that the new Code of Conduct was available with the papers and it was a requirement that all Committee Members and staff sign the new document. It was agreed that this would be done electronically as the new Admincontrol system has this facility and Pierre will look into how this is done.</p>
10.	<p><b><u>Directors Report</u></b></p> <p><b>Stock control year to date as at 29 October 2020</b></p> <p>✓ <b>Mortgage to Rent / Buy Backs</b>  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><b>Covid 19 Measures</b>  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.</p> <p>For information, 2 members of staff have been told to self isolate as a result of family members either testing positive or being in contact with people testing positive. At time of writing no members of staff have tested positive.</p> <ul style="list-style-type: none"> <li>• <b>Repairs and Maintenance</b>  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</li> </ul>

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

**Staff**

- we have no members of staff off sick, the two staff isolating are working from home.
- Furlough staff are all working their normal hours now.

- **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 almost ready for testing and launch, there have been problems with Worldpay our banking partner, however we think this will be resolved shortly.

- **Communication with Committee**

The Committee portal is now up and running. If anyone requires additional training let Pierre or Sandra know.

- **Financial Impact**

We continue to maintain a stable position, rent arrears have started to reduce, and 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 to start consultation.

**Abbeylands Road bowling and tennis court sites**

We have submitted our application for the SHIP which includes the Bowling Club site, and two health centre sites that will become available. We are still waiting for a copy of the proposed SHIP

**Welfare and Money advice Project**

As our office is closed there is no provision of service in Faifley, however CIRC are still operating remotely.

**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.

**Director's Appraisal and Objective setting**

The Employment Sub Committee met with the Director in September to discuss the appraisal and objectives for the year ahead.

Committee Member Attendance Record 2020-2021

This was agreed as correct

11.

**Property Services Report**

Cyclical works - Joe advised that the planned cyclical works had been broken down into projects and he was hopeful the electrical testing work would go to tender in January

	<p>2021 whilst the painting contract finished on 5th October 2020. The gutter cleaning was due to commence on the 7th of October</p> <p>Landscape Maintenance – The landscape maintenance work was going ahead as normal and the invoices would be issued this month and in budget.</p> <p>Major Component - Fire Safety - Joe advised that 190 homes had still be have installation of the alarms and this was mainly due to the current situation with regard to covid 9 and peoples reluctance to let workers into their homes. These individuals will be contacted again with a second letter outlining that this work must be carried out by the 1st February 2021 deadline.</p> <p>Kitchen approval - this is go ahead as the budget for repairs has been reduced due to the there not being the anticipated backlog following the lockdown.</p> <p>Medical Adaptations - The £20,000 grant has been received and we are waiting on quotes for work coming back</p> <p><b>Kitchen Replacement Programme</b></p> <p>Joe provided Committee with a detailed report on the replacement programme and requested that approval for Phase 2 to start. Erica advised that the budget review is being presented to the Finance committee later in the month and there is scope to cover the kitchen costs.</p> <p>A detailed report on the Kitchen Replacement Programme is provided with the meeting papers and Committee agreed that the work could go ahead.</p> <p>Proposed by Rhona Polak Seconded by Billy Stevenson</p>
<p>11.1</p>	<p><b><u>Authorised Signatories – Approval of new Property Services Manager as Signatory and Updated Schedule of Internal Controls</u></b></p> <p>Erica requested that Joe Wilson be added as a signatory and advised that all budgets go before the Finance Sub Committee. Erica also ran through the content of the updated schedule of controls and asked that this be approved by Committee</p> <p>Proposed by Gary Clark Seconded by Lynsey Chrystal</p>
<p>12.</p>	<p><b><u>Repossession Report</u></b></p> <p>Committee were provided with an eviction report for approval and a discussion took place over the actions that had been taken to prevent the case escalating to this point. On hearing that repeated preventative action had been taken the eviction was approved.</p> <p>Proposed by Rhona Polak Seconded by Billy Stevenson</p>

<b>13.</b>	<p><b><u>Any other Business and Future Apols</u></b></p> <p>A new Complaints Handling Procedure was available with the papers though not on the Agenda. The Committee were advised that this had been released by the Scottish Public Services Ombudsman and had been adopted by Knowes for future use, subject to noting by Committee.</p> <p>No future apologies made.</p>
<b>14.</b>	<p><b><u>Date of Next Meeting</u></b></p> <p>The date of the next Management Committee meeting will be Tuesday 3rd November 2020.</p> <p>.</p>