



**Minutes of Management Committee Meeting  
Held on Tuesday 12<sup>th</sup> December 2023 at 6.30pm  
at Knowes Housing Association's Office**

**Present:** Rhona Polak  
Lynsey Chrystal  
Hilary Edgar  
Dean Vinter  
Peter Fennessey  
Richard McLean  
Billy Stevenson  
Yvonne McDonald  
Katie Devaney  
Leanne Keegan  
Lawrence O'Neill

**In Attendance:** Paul McNeill      HRC Ltd      (for item 1 only)  
Erica Davidson      CEO  
Kennedy Chilambe      Head of Finance  
Peter French      Head of Property Services  
Amy Sweeney      Corporate Services / Compliance Officer

Please note that the Management Committee are provided with a copy of papers one week prior to the meeting.

1.  (6:30 –7:30pm)	<p><b>Treasury Management Training – Paul McNeill in Attendance</b></p> <p>Paul McNeill was in attendance at the meeting to deliver a training session on treasury management for the Committee.</p> <p>The training lasted around one hour and covered treasury management activities, benefits and best practice.</p>
	<p><i>The Committee thanked Paul McNeill for his time and he left the meeting at this point.</i></p>

2.	<p><b>Apologies:</b></p> <p>The following people submitted their apologies:</p> <ul style="list-style-type: none"> <li>• Steven McCabe (submitted apologies and resignation before meeting)</li> <li>• Steve Rolfe</li> <li>• Heather Maitz</li> </ul>
3.	<p><b>Declaration of Interests</b></p> <p>There were no declarations of interest.</p>
4.	<p><b>Correspondence</b></p> <p><u>Faifley Art Group – Donation Request</u></p> <p>We received a letter from the Faifley Art Group requesting a donation to be put towards the School Arts Competition 2024. The Committee approved a donation of £100 for the Faifley Art Group. Proposed by Rhona Polak and seconded by Cllr Lawrence O'Neill.</p>
5.	<p><b>Minutes of Management Committee on 14<sup>th</sup> November 2023</b></p> <p>The minute of the last Management Committee meeting held on 14<sup>th</sup> November 2023 was agreed as an accurate record and approved. Proposed by Lynsey Chrystal and seconded by Billy Stevenson.</p>
6.	<p><b>Management Committee Attendance Register</b></p> <p>The attendance register was provided to the Committee for their information.</p> <p>One of the Committee members highlighted that they had submitted apologies for the previous meeting therefore the register would need to be updated. Amy will update the register and send out a copy of the agreed meeting dates until March 2024.</p>
7.	<p><b>CEO Report</b></p> <p>Erica presented her report to the Committee. The report included the following information:</p> <p><u>Land at Skypoint Centre and Edinbarnet School/Nursery</u></p> <p>Erica advised that she had sent an email to WDC to express interest for Knowes to acquire land at these sites for social</p>

	<p>housing. Erica has arranged a meeting with WDC on 24<sup>th</sup> January 2024 to discuss this further.</p> <p><u>House purchases through the ROTs programme</u></p> <p>Two properties have been purchased through the ROTs programme to date. The total housing stock available for rent is now 1051.</p> <p><u>Christmas and New Year Opening Dates</u></p> <p>The office will be closed on 25<sup>th</sup>, 26<sup>th</sup> and 27<sup>th</sup> December 2023 and 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> January 2024.</p> <p><u>Grants</u></p> <p>We have obtained two further community grants - £25,000 for winter fuel vouchers for our tenants and £17,998.45 from Cycling Scotland.</p> <p>The Committee were provided with the grants, income and expenditure figures to November 2023.</p> <p>Erica advised that Flourishing Faifley have requested a donation to put towards their Christmas events. She advised that currently we have spent £700 out of the £1200 community budget, however the donation to Flourishing Faifley would be taken from the solar panel budget. The Committee agreed that Flourishing Faifley have provided excellent activities and events for the Faifley community and they approved a donation of £250 to be made to Flourishing Faifley. Proposed by Rhona Polak and seconded by Cllr Lawrence O'Neil.</p> <p>Erica also advised that Steven McCabe had submitted his resignation before the meeting. Steven apologised for not being at the December meeting to give his resignation in person but due to personal and work commitments he was not able to attend,</p>
8.	<p><b>Sub Committee Meetings (Discussion)</b></p> <p>A discussion took place regarding the attendance at the Sub Committee meetings. Given there were a number of new members then it was felt that we should now agree the new make up of the subcommittees, It was agreed that it would be beneficial to know which members would be able to attend meetings on a regular basis. Amy will email the Committee to ask if they would prefer to attend the Finance or Housing Management Sub Committee meetings.</p>

	Rhona explained that the Sub Committee meetings are held on the last Tuesday of the month via Zoom.
9.	<p><b>New Share Members</b></p> <p>1 share applications were received.</p> <p>The Committee were asked to approve share membership 626.</p> <p>The share membership was approved. Proposed by Rhona Polak and seconded by Billy Stevenson.</p>
10.	<p><b>Corporate Services Report</b></p> <p>Amy provided an update on the ongoing activities that the Association is involved in within the community:</p> <ul style="list-style-type: none"> <li>• Christmas Donations for the local schools and ELCCs – The schools and ELCCs were delighted and thanked Knowes HA for the generous donations. They advised that the donations would go towards paying for Christmas activities and gifts for the children.</li> <li>• Fuel Vouchers – Community Links have been working closely with the local HA's (Knowes, Dalmuir, Trafalgar, Dunbritton and Clydebank HA). They submitted a joint funding application for fuel vouchers to the SFHA on behalf of the housing associations and £105,000 of funding has been awarded. Knowes will receive £25,500 which will be used to provide £100 of fuel vouchers to 255 households. Community Links will be assisting with the distribution of the vouchers.</li> <li>• Cycling Scotland Grant – We have been awarded £17,998 of grant funding from Cycling Scotland for cycling storage and accessories. We have 1 year to spend this.</li> <li>• Christmas Vouchers – Last year we provided vulnerable households with vouchers to buy Christmas dinners and we have decided to do this again this year to help those in need. We will be providing 30 households with a £60 ASDA voucher. The Housing Officers have selected 10 households from each patch to receive vouchers.</li> </ul> <p>Rhona asked if we had thought any further about how we will deal with the risks associated with installing bike storage. Amy advised that tenants will be made aware that bikes will be left at their own risk and that Knowes HA will not accept responsibility for any damages, accidents or losses.</p>

11.	<p><b>Health and Safety Report (For Noting)</b></p> <p><u>Updates</u></p> <ul style="list-style-type: none"> <li>• Fire Alarm – Weekly fire alarm tests are continuing every Thursday.</li> <li>• Monthly Checks – Monthly housekeeping, legionella testing and ladder checks continue to be carried out with no issues.</li> <li>• Risk Assessments – The risk assessments were reviewed during November 2023.</li> <li>• COSHH – The COSHH assessments have also been reviewed.</li> </ul> <p><u>Training</u></p> <ul style="list-style-type: none"> <li>• Peter French and Andrew Douglas completed Fire-Link training (Fire door inspection training) on 21st November 2023.</li> <li>• Peter French and Graham Burns completed Duty to Manage Asbestos training with ACS on 30th November 2023.</li> <li>• Andrew Douglas will be attending Working at Height and Safe Use of Ladders training with ACS on 17th January 2024.</li> </ul>
12.	<p><b>Asbestos Management Plan (For Noting)</b></p> <p>The Committee had received a copy of the Asbestos Management Plan prior to the meeting. Peter explained that ACS have been working with Knowes HA to review the Asbestos Policy and Asbestos Management Plan. He explained that going forward Knowes will implement the following recommendations made by ACS:</p> <ul style="list-style-type: none"> <li>• Checking the asbestos register in house prior to any repair lines being issued</li> <li>• Carrying out a pre-survey of all voids</li> </ul> <p>Peter advised that the Asbestos Policy is included under Agenda Item 15 of tonight’s meeting.</p>
13.	<p><b>Property Services Reports</b></p>

Peter provided the following report to the Committee:

### Update Report to Committee

#### Capital Projects

- Bathrooms: This project is now complete, 50 addresses received new bathrooms.
- Boiler Replacement: This project is now complete, 31 addresses received boiler replacements.
- Windows: Surveys are due to be carried out during December, installations are planned for Feb/Mar 2024.
- Kitchens: The tender return date was 8<sup>th</sup> December 2023. We are still in discussions with Brown and Wallace but we anticipate that 7 tenders will be returned.
- Tenemental Water Tank Removal: The tender evaluation was due on 7<sup>th</sup> December 2024. We have received 4 returns and we will obtain a tender report from Ewing Sommerville.

#### EICR

- Of the original 614 included in the 2021 contract there are currently 12 EICRs outstanding.
- For the properties not included in the contract and all other voids remaining we have highlighted 180 outstanding in 2024 and these have been issued to contractors to complete over the next year.

A question was raised about whether we would be able to complete the remaining 12 EICRs before the Christmas break. Peter advised that 6 forced accesses are scheduled over the next week along with scheduled appointments.

#### Health and Safety

- Asbestos Management Plan & Policy – The Asbestos Policy is included under Agenda Item 15 for approval and a copy of the Asbestos Management Plan was included under Agenda Item 12.
- Fire Risk Assessment – ACS will be carrying out a fire risk assessment of common areas of tenemental stock. The estimated date for this is February 2024.
- RAAC (Reinforced Autoclaved Aerated Concrete) – Graham & Sibbald Surveying Consultants have provided us

	<p>with a report that indicates that there is no RAAC present in our stock.</p> <p><u>Medical Adaptations</u></p> <ul style="list-style-type: none"> <li>• 21 adaptations have/are being delivered which will exhaust the £25k budget. Further requests will carry over to next year. We will request further funding from the Scottish Government if they ask for additional grant applications.</li> </ul> <p><u>KPI Reports</u></p> <p>The Committee were provided with the KPI report for 01/04/23 – 30/11/23 prior to the meeting.</p> <ul style="list-style-type: none"> <li>• Average time taken to complete non-emergency repairs – 7 days.</li> <li>• Average time taken to attend emergency repairs – 27mins.</li> <li>• Average time taken to complete emergency repairs – 2hrs 14mins.</li> <li>• Gas Service Report – 1043 out of 1044 properties with a valid gas safety certificate within 12 months (99.90%).</li> </ul> <p><u>Customer Satisfaction Report</u></p> <p>The Committee were advised that since the start of the year we have received 46 responses to the repairs satisfaction survey. Peter provided a summary of the responses from tenants that had used the repairs service along with the steps that the repairs team took to ensure that any issues were resolved.</p> <p>1 Star – 4  2 Star – 0  3 Star – 2  4 Star – 6  5 Star – 34</p> <p><u>Maintenance and Repairs Spend</u></p> <p>The Committee were provided with the repairs and maintenance spend to the end of November 2023 prior to the meeting. There were no comments or queries.</p>
14.	<p><b>Report on making the Property Services Apprentice Permanent as Maintenance Assistant</b></p> <p>The Committee were provided with a report on the proposal to create a permanent post [REDACTED]  [REDACTED]</p>

Since the pandemic the workload of the Property Services team has grown due to increased demands and the performance of the repairs team has been enhanced by the inclusion of the current apprenticeship post. The availability of this extra resource has helped greatly and has ensured that there was vital cover during times of high activity and staff annual leave.

[REDACTED]

In order to ensure that the department can deal with demands and provide a high level of customer service, the Committee were asked to create a full-time permanent post of Maintenance Assistant.

[REDACTED]

This would require the approval of a permanent additional post within the current structure – the previous apprentice post being approved for a fixed term of two years.


[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]

[REDACTED]



	 <p>As the Committee could not come to an agreement on whether to approve the proposal to create a new post, it was decided that another meeting would take place on 10<sup>th</sup> January 2024 over Zoom to further discuss the proposal. This will be a 1 item agenda.</p> <p>A new report will be prepared and supplied to the Committee with the additional information requested prior to the meeting on the 10<sup>th</sup> January 2024.</p>
15.	<p><b>Policies for Approval</b></p> <ul style="list-style-type: none"> <li>• Abandonment Policy – The Committee were advised that no changes were made to this policy. There were no comments or amendments, and the policy was approved. Proposed by Rhona Polak and seconded by Lynsey Chrystal.</li> <li>• Asbestos Management Policy – This is a new policy which has been put together with assistance from ACS. There were no comments or amendments, and the policy was approved. Proposed by Cllr Lawrence O’Neil and seconded by Billy Stevenson.</li> </ul>
16.	<p><b>EVH Report</b></p> <p>The Committee were provided with the EVH monthly report for November 2023.</p>
17.	<p><b>Notifiable Events</b></p> <p>No notifiable events were reported.</p>
18.	<p><b>Date of Next Meeting</b></p> <p>It was agreed that a short Committee meeting would be held on Wednesday 10<sup>th</sup> January at 6:30pm over Zoom. The meeting will be a 1 item agenda to further discuss the proposal to create an additional post within the Property Services Team.</p>