



**Minutes of Management Committee Meeting
Held on Tuesday 14th November 2023 at 6.00pm
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
Steven McCabe

In Attendance: Erica Davidson CEO
Peter French Head of Property Services
Amy Sweeney Corporate Services / Compliance Officer

Observers: Leanne Keegan
Steve Rolfe
Lorna Ravell (EVH)

6pm – 7pm	<p>Joint Committee Training</p> <p>For the first part of the meeting the Committee attended 'Questions you should be asking – Governance' training delivered by Angela Spence (SHARE) over Zoom.</p>
1.	<p>Apologies:</p> <p>The following people submitted their apologies:</p> <ul style="list-style-type: none"> • Heather Maitz • Cllr Lawrence O'Neill
2.	<p>Declaration of Interests</p>

	There were no declarations of interest.
	<i>Due to there being new members at the meeting, at this point each person present introduced themselves and their role within Knowes HA.</i>
3.	Correspondence No correspondence received.
4.	Minutes of Management Committee on 10th October 2023 The minute of the last Management Committee meeting held on 10 th October 2023 was agreed as an accurate record and approved. Proposed by Lynsey Chrystal and seconded by Billy Stevenson.
5.	Management Committee Attendance Register The attendance register was presented to the Committee for their information. It was highlighted that the graphs are spanning over numerous pages which is difficult to read. Going forward the graphs will be double checked before they are uploaded to Admincontrol.
6.	Minutes of Sub Committee Meetings The minutes of the housing, finance and audit sub committee meetings were provided to the Committee for their information. Rhona explained to the new members that the sub committee meetings are held on the last Tuesday of the month via Zoom and that they are more than welcome to attend.
7.	CEO Report Erica presented her report to the Committee. The report included the following information: <u>Special General Meeting (SGM)</u> The SGM was held on the evening of 6th November and was comfortably quorate. The share members approved the appointment of Dean Vinter, Heather Maitz, Peter Fennessey and Richard McLean to Knowes HA's Management Committee on this date. <u>Staffing Matters</u>

We were not able to fill the Maintenance Officer (1 Year Fixed Term) post as the preferred candidate withdrew from the recruitment process. However, the staff member who was on sickness leave has now returned and has indicated that they will continue working at Knowes until they plan to retire at the end of March 2023. Erica advised that she has included a separate report under this agenda item on the proposed course of action to ensure a smooth transition for when the Maintenance Officer retires.

We were unable to fill the ICT Officer post due to lack of suitably qualified applicants. Tecnica our ICT support company have advised that they can expand their services to Knowes to cover some of the tasks that the ICT Officer was being employed to carry out including dealing with SQL Report Builder and Task Master. The employment sub committee agreed to use Tecnica to carry out these tasks on a trial basis for 1 year. Staff will pick up other general IT tasks as required.

Committee Appraisals

The appraisals are now arranged for most of the Committee with EVH. The CEO appraisal will be carried out once the Committee appraisals are complete.

New Build at Abbeylands

We have received the report from the District Valuer (DV) for this site and for social housing the DV gives the site a nil value. However, as WDC will be looking for a sale price on this of [REDACTED] he has given a de-minimus value of [REDACTED] per unit which would be a total value for the site of [REDACTED]. Erica advised that since her report was provided to the Committee, West Dunbartonshire Council has responded to the solicitor's request to enter into negotiations for the purchase of the land. Erica and Kennedy have had a preliminary meeting with CAF bank regarding borrowings and have arranged a meeting with Paul McNeill to look at consultancy support in selecting a lender and arranging up to date treasury management training and support for the Committee.

A breakdown of the spend for Abbeyland's Rd and estimated project summary costs were provided to the Committee.

A question was raised regarding the building costs for each property. Erica and Peter explained that the cost would be higher due to factoring in the price of land which is currently in a poor condition and the requirement for social housing properties to meet a higher spec.

Maintenance Officer Posts

The property services section has had 2 Maintenance Officers (MOs) in post for a number of years. One being full time (5 days per week) and one employed part time (3 days per week). During summer 2023 we recruited an additional MO on a 2-year fixed term contract to provide continuity as the part time MO had given notice of his retirement and has since left Knowes HA on 25th July 2023.

The full-time permanent Maintenance Officer has now also given his notice to retire on 31st March 2024, which will leave this post vacant at that point.

Given the now certainty of the intentions of the full-time permanent Maintenance Officer the Committee were asked to consider the following:

- Approve a permanent change to the staff structure to allow Knowes HA to employ two full time Maintenance Officers.
- Approve the recruitment of a full time MO to fill the post of the MO who is retiring in March.
- Confirm the current 2-year fixed term MO as a full-time permanent post and the current incumbent be offered this post.

The proposal was approved on the basis that the fixed term post wouldn't be made permanent until once the MO's retirement is confirmed, as previously discussed at the employment sub committee meeting. Proposed by Yvonne McDonald and seconded by Hilary Edgar.

Updated Supplier List

The updated suppliers list was provided to the Committee which included the gross value spend for each supplier from November 2020 – October 2023.

Erica advised that members of the Management Committee would need to notify Knowes HA and request permission to use one of their main suppliers.

A question was raised on whether it would be beneficial to include the dates of when each supplier was added to the list. The suggestion was taken on board however it was advised that some suppliers aren't used frequently and this would create more admin work.

Update on Abbeylands Road Development Project

The Committee were asked to approve the purchase of the land which formed the old Faifley Bowling site and tennis courts for Knowes HA's proposed development. The land is currently owned

	<p>by West Dunbartonshire Council (WDC) and a purchase price of [REDACTED] has been agreed as per the DV valuation.</p> <p>Erica advised that the total cost for the development of 27 properties is estimated to be [REDACTED]. The Committee were also asked to note that the payback period for building these properties has been estimated at 48 years with the prevalent interest rate of 6.75% for the loan.</p> <p>The Committee approved the request to proceed with the legal process of buying the land from WDC for [REDACTED]. Proposed by Rhona Polak and seconded by Billy Stevenson.</p> <p>Post minute note – the value has been clarified with the DV and the purchase price is [REDACTED].</p>
8.	<p>Quarterly KPIs</p> <p>The quarterly KPIs for each department were provided to the Committee - property services, housing management, finance and corporate services.</p>
9.	<p>New Share Members</p> <p>2 share applications were received.</p> <p>The Committee were asked to approve share memberships 624 and 625.</p> <p>The share memberships were approved. Proposed by Rhona Polak and seconded by Steven McCabe.</p>
10.	<p>Corporate Services Report</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"> • Social Housing Fuel Support Fund – The Tenancy Sustainment Officer has started purchasing air fryers, microwaves and slow cookers for tenants and will be distributing these over the next few weeks. • Cycling Scotland Grant – A site visit took place on 31st October. Backcourt areas were looked at as this is where we feel the cycling storage would benefit tenants most. The meeting was positive, and we are hopeful that the funding request will be approved. • Christmas Donations – Letters have been received from the local schools and early learning centres requesting donations for Christmas activities. The Management Committee were asked to approve a donation of £250 to each of the local

	<p>primary schools (Edinbarnet and St Joseph's Primary School) and a donation of £100 to each of the early learning centres (Edinbarnet ELCC and Lennox ELCC).</p> <p>A question was raised about the community budget and how much is available to spend. Amy advised that going forward she will include this information when a donation is requested. The Christmas donations were approved. Proposed by Rhona Polak and seconded by Billy Stevenson.</p> <p>Billy advised that Faifley Upcycling located at Faifley Parish Church have received donations of household items and would like to discuss this with Knowes HA. Amy will contact them for more information.</p> <p>A discussion took place regarding the risks associated with installing bike storage. It was highlighted that there may be an increased risk of theft and a potential fire risk associated with e-bikes therefore a policy and procedure would need to be in place and information added to the risk register. Amy advised that the project would be monitored to mitigate the risks. Notices will also be used to remind tenants that bikes will be left at the owners risk and that Knowes HA will not accept responsibility for any damages, accidents or losses.</p>
11.	<p>Tenancy Sustainment Post</p> <p>Since November 2020 Knowes HA, Clydebank HA and Dalmuir Park HA have jointly employed a Tenancy Sustainment Officer (TSO). This post was funded through the SFHA and managed by Clydebank HA. In July 2023 Knowes HA's Committee agreed to part fund the continuation of this post up to 31st March 2024, as it was recognised that there was enormous value in the service provided to our community.</p> <p>To continue with this service post March 2024, Community Links are exploring funding primarily from the National Lottery, however this application will need to be match funded by the 3 HA's involved in the TSO scheme. This will result in a contribution as follows;</p> <p>The application is based on us self-funding £65k over the three years using our existing 2:2:1 split, (2 days CHA, 2 days Knowes HA and 1 day DPHA). This means CHA and Knowes each contributing £8k for year one, the same for year two, and then £10k each for year three. DPHA would have to contribute £4k for year one, the same for year two, and then £5k for year three. Over the project period of three years, this equates to £65k in self-funding, with the National Lottery paying £97k over the same period. This level of self-fund is necessary to maximise the chances of the bid for lottery funding being successful.</p>

	<p>A question was raised on whether the National Lottery funding has been confirmed yet. Erica explained that the funding hasn't been approved yet and that the proposed plan would only go ahead if we receive funding.</p> <p>The Committee agreed that it would be beneficial to have a report on how effective the TSO has been this year, however it was mentioned that a report on this was likely included at one of the housing sub committee meetings.</p> <p>The Committee approved the request to support the application for lottery funding on the understanding that there will be a financial contribution over the course of 3 years to cover employment costs. Proposed by Lynsey Chrystal and seconded by Hilary Edgar.</p>
12.	<p>Common Cleaning Contract</p> <p>A letter was provided to the Committee regarding the continuation of the common cleaning contract provided by Caledonian Maintenance Services. The contract is continuing for the next year, September 2023 – August 2024, however charges have been altered due to the increased costs for providing staff, fuel and materials.</p> <p>With reference to the contract agreed in August 2021 the annual charge for the works for year 3 will be £124, 208.60, (this is last year's contract cost + 10% and additional properties added to the contract since last year).</p> <p>The letter is required to be signed by the CEO and Chairperson and returned to Caledonian Maintenance to confirm acceptance of the contract costs. The Committee agreed that they were happy to proceed with the costs and the letter would be signed and returned to Caledonian Maintenance.</p>
13.	<p>Property Services Reports</p> <p>Peter provided the following report to the Committee:</p> <p><u>Update Report to Committee</u></p> <p><u>Capital Projects</u></p> <ul style="list-style-type: none"> • Bathrooms: This project is now complete and satisfaction surveys have been issued. There was a total of 3 satisfaction surveys returned. Total cost of project: £204,577 (50 addresses)

- Boiler Replacement: This project is now complete and satisfaction surveys have been issued to the 31 addresses. Final cost to be agreed.
- Windows: Surveys to be carried out December, currently in discussions with Sidey and installations are planned for Feb/Mar 2024.
- Kitchens: The Scotland Excel framework is being used for the tender process with a return date of 8th December 2023. It is our aim to have installations started before the end of the financial year.
- Tenemental Water Tank Removal: Tender exercise resulted in 2 returns, one of which was disqualified due to an incomplete submission. The project has been re-issued as a quick quote to increase our options of contractors and costs.

EICR

- 44 EICRs outstanding this includes 5 planned appointments and 8 forced accesses.


Health and Safety

- Asbestos Management Plan & Policy – This will be updated following a consultation with ACS asbestos consultants and proposed changes will be agreed with ACS before they are presented to the Committee. Likely changes will include the requirement for a pre-survey of all voids. Peter explained that the Asbestos Register will require to be checked in house prior to any repair lines being issued.
- There will likely be a cost attached and this may add days on to the void completion time.
- Fire Risk Assessment – ACS will be carrying out a fire risk assessment of common areas of tenemental stock. The date for carrying out the surveys is still to be confirmed.
- RAAC – (Reinforced Autoclaved Aerated Concrete) Graham & Sibbald Surveying Consultants have been contacted to determine if RAAC is present in any of our house types. Knowes HA has 12 house types and the surveyors managed to get access to 10. So far they have not found any RAAC in any of the houses. We are awaiting a full report.

Medical Adaptations

- 20 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

	<p>if they ask for additional grant applications. This year we did not start with a waiting list for medical adaptations from the previous year.</p> <p><u>Abbeylands Rd Development</u></p> <ul style="list-style-type: none"> • Planning permission has been approved by WDC. Further information was provided under agenda item 7. <p><u>KPI Reports</u></p> <ul style="list-style-type: none"> • Average time taken to complete non-emergency repairs – 7 days. • Average time taken to attend emergency repairs – 21mins. • Average time taken to complete emergency repairs – 2hrs 43mins. • Gas Service Report – 1041 out of 1042 properties with a valid gas safety certificate within 12 months (99.90%). <p><u>Maintenance and Repairs Spend</u></p> <p>The Committee were provided with the repairs and maintenance spend to the end of October 2023. Peter explained that there has been an underspend on planned cyclical maintenance and major component replacement contracts. This is due to an underspend for the boiler replacement contract, however the kitchen contract has been moved to next year therefore this will level out. Peter explained that Scotland Excel was used to tender for the kitchen contract which is a cheaper option however it is a slightly longer process.</p> <p>The costs of voids are still very high. This is due to voids coming back in a poor condition. Peter advised that many of the voids are now taking around 10 days to complete.</p>
14.	<p>Policies for Approval</p> <p>Entitlements Payments and Benefits Policy – Erica advised that the changes made to this policy have been highlighted for the Committee. Most of the changes made are on pages 14 and 16.</p> <p>It was recommended that ‘the number of years of service on the Committee’ should be added to the list at the bottom of page 14. Amy will add this information to the policy.</p> <p>There were no other comments and the policy was approved. Proposed by Steven McCabe and seconded by Katie Devaney.</p>
15.	<p>EVH Report</p>

	<p>The Committee were provided with the EVH monthly report for October 2023.</p>
16.	<p>Notifiable Events</p> <p><u>Special General Meeting (SGM)</u></p> 
17.	<p>Any Other Business and Apologies for Future Meetings</p> <p><u>Co-optees</u></p> <p>Leanne Keegan and Steve Rolfe, share members of Knowes HA, were officially co-opted to Knowes HA's Management Committee as committee members from this date. Proposed by Rhona Polak and seconded by Katie Devaney.</p>
18.	<p>Date of Next Meeting</p> <p>The next Committee meeting will be held on Tuesday 12th December 2023.</p>