



**Minutes of Management Committee Meeting
Held on Tuesday, 23rd May 2023 at 6.30pm
at Knowes Housing Association's Office**

Present: Rhona Polak
Billy Stevenson
Yvonne McDonald
Hilary Edgar
Lynsey Chrystal
Steven McCabe

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

1.	<p>Apologies:</p> <p>The following people submitted their apologies:</p> <ul style="list-style-type: none"> • Katie Devaney • Cllr Lawrence O'Neill • Ross Campbell Anderson
2.	<p>Declaration of Interests</p> <p>Rhona Polak declared an interest under Item 8 – Corporate Services Report. Lynsey Chrystal declared an interest under Item 14 – Legal Services Tender.</p>
3.	<p>Correspondence</p> <p>No correspondence was provided.</p>
4.	<p>Minutes of Management Committee on 4th April 2023</p> <p>There were no comments or amendments and the minutes from the meeting on 4th April 2023 were approved.</p> <p>Proposed by Lynsey Chrystal and seconded by Steven McCabe.</p>

5.	<p>Minutes of Sub Committee Meetings</p> <p>The minutes from the following meetings were provided to the Committee for their information:</p> <ul style="list-style-type: none"> • Housing Management Sub Committee • Finance Sub Committee • Audit Sub Committee
6.	<p>CEO Report</p> <p>Erica presented her report to the Committee. The report included the following information:</p> <p><u>Staffing Matters</u></p> <p>We received three applications for the Maintenance Officer (2 Year Fixed Term) post. Two candidates have been selected for interview which will take place on Wednesday 22nd May 2023.</p> <p><u>Modern Apprentice</u></p> <p>Ethan Hart's two year Business and Admin Level 6 apprenticeship with WDC started on 9/3/22 but he completed the modules and exams a year ahead of schedule on 28/3/23. His Assessor on the course confirmed that Ethan was an outstanding student which is evidenced by his early completion of the course. Ethan is now enrolled on a City Guilds accredited Understanding Building and Managing Repairs course and has confirmed that he would like to remain in Housing on the repairs and maintenances side of the service. Ethan's contract with Knowes will be reviewed in December/January.</p> <p><u>Investors in People</u></p> <p>We are in the process of going through the Investors in People assessment for 2023. The previous company 'This is Remarkable' has gone into receivership and Investors in People are now carrying out the assessments. The assessment takes the form of a staff survey and meetings with a selection of staff and the management team. The report will be available for the next Committee meeting in July.</p> <p><u>Business Plan</u></p> <p>The Management Team are currently in the process of updating the Business Plan for 2023/24. This will be discussed at the Committee Strategy afternoon on 5th June. Erica advised that she is currently setting objectives for the management team which will be rolled out to</p>

all staff. Following the Business Planning Day in June the Committee and CEO will have times for their appraisals set.

House Sales/Purchases

One property was purchased in April - 100 Lennox Drive. In total we have 1049 properties not including Dunn Street. There are no other house purchases planned at present.

New Build at Abbeylands

On 25th April 2023 a special Committee meeting was held to discuss the cost plan and approval for submitting planning for the new build at Abbeylands Rd. At this meeting it was agreed to submit the proposed development. On 5th May the design team received notification that their planning application had been received by WDC. The design team continue to develop the specification for the properties in conjunction with Knowes.

Scottish Housing Regulator – Engagement Plan 2023

Report to SHR at end of April:-

- How many of your properties do not have a valid EICR in total – 210 are outstanding at end of April (includes 15 more properties which have become out of date in last three months)
- How many of these have been attended but require remedial works - 150 of the above have been inspected and made safe where required but require remedial works to bring the electrical installations up to the 18th Edition of the IET Wiring Regulations (Amendment 2)
- How many are no accesses (multiple attempts) – 77
- Any cases where other reasons have delayed the necessary works – there have been a small number of tenants who have either been in hospital or on holiday. As previously discussed, the initial contract to deliver all outstanding EICRs was awarded to one main contractor in July 2021. Although COVID impacted the delivery of the contract the performance of this contractor was such that in March of this year all outstanding addresses were taken off them and awarded to four alternative contractors who currently deliver either solely electrical work or are a main contractor which includes electrical work for Knowes HA. Three of these contractors are working on the backlog with the fourth working on the more recent addresses which are becoming due this year. We are revisiting the addresses where the original contractor had failed to carry out the remedial works and this is proving challenging as some tenants are reluctant to make time for a second visit as they believe this is repetition. We are working with these tenants

6.1	<p>but may have to consider forced access to any address which fails to provide access to obtain an EICR and/or carry out remedial works. We are in continual contact with the contractors currently carrying out the work and look to update with them at least once a week regarding satisfactory EICRs, unsatisfactory EICRs and appointments. Due to internal administration within the contractors, the information we get from them tends to be a week behind; however obtaining satisfactory EICRs, carrying out remedial work and making appointments is a continual process.</p> <p>Management Committee Attendance Register</p> <p>The attendance register was presented to the Committee for their information.</p>
7.	<p>EVH Terms and Conditions</p> <p>The updated EVH Terms and Conditions were provided to the Committee along with a summary of the changes.</p> <p>There were no questions and the Committee approved the terms and conditions. Proposed by Rhona Polak and seconded by Yvonne McDonald.</p>
8.	<p>Corporate Services Report</p> <p>Amy provided the following information.</p> <ul style="list-style-type: none"> • Over 60s Bus Trip – As part of the 25th year anniversary celebrations we will be holding an over 60s bus trip. We are planning to visit Ayr on Friday 18th August and we are hoping to take around 50 people on the trip. We have contacted some of the contractors to ask them for donations for the event. • Funding for Bike Storage – We are applying to Cycling Scotland’s Social Housing Partnership Fund for bike lockers. We think that having bike storage facilities would benefit many of our tenants especially those living in tenement buildings and may also encourage others to start cycling. We can apply for funding up to £25,000. • Customer Working Group – Our last meeting was held on 11th May. We have been trying to attract more members and an additional three people came along to the last meeting. In total we now have 6 group members but we hope that we will receive more interest over time. We discussed communication methods, community activities and repairs. The group agreed

	<p>that the Dogs Trust Event that Knowes had organised previously was a great success and that it would be good to hold another event like this. Amy and Ethan-Craig will contact the Dogs Trust over the next few weeks to discuss.</p> <ul style="list-style-type: none"> • HACT Scottish Fuel Fund – We now have access to this fund that will help us to provide fuel vouchers for tenants. • Newsletter – Our spring newsletter is now complete. It is available to view on the website and it will be posted to tenants and owners over the next few weeks. Amy advised that she will also send a copy to the Committee via email. <p>The Committee noted the report.</p>
9.	<p>New Share Members</p> <p>Amy advised that two applications have been received. The Committee were asked to approve Share Members 615 and 616.</p> <p>The Committee approved. Proposed by Rhona Polak and seconded by Billy Stevenson.</p>
10.	<p><u>Health, Safety and Well-being</u></p> <ul style="list-style-type: none"> • Fire Alarm – Weekly fire alarm tests are continuing every Thursday. • Monthly Checks – Monthly housekeeping, emergency lighting, legionella testing and ladder checks continue to be carried out with no issues. • Health and Wellbeing Strategy – I have started working on a Health and Wellbeing Strategy for the Association. Once this is complete, I will send the draft strategy to staff for their feedback before bringing it to the Committee for approval. <p><u>Training</u></p> <ul style="list-style-type: none"> • Ethan-Craig attended Emergency First Aid training with St Andrew’s First Aid on 17th May 2023. <p>The Committee noted the report.</p>
11.	<p>Quarterly KPI Report</p> <p>The Committee were provided with the end of year KPIs for finance, housing management, property services and corporate services.</p>

	<p><u>Finance</u></p> <ul style="list-style-type: none"> • Erica advised that the increase in the quarterly debt per household and rent arrears is likely due to an increase in costs due to the cost of living crisis. <p><u>Housing</u></p> <ul style="list-style-type: none"> • Non technical arrears are sitting at 1.76% • ASB cases reported and resolved increased from 98.67% (2021/22) to 99.28% (2022/23). <p><u>Property Services</u></p> <ul style="list-style-type: none"> • The % of repairs completed right the first time increased from 86.54% (2021/22) to 90.83% (2022/23). <p><u>Corporate Services</u></p> <ul style="list-style-type: none"> • The average time in working days for a full response for stage 1 complaints has increased from 3.84 days (2021/22) to 4.97 days (2022/23) however stage 2 response times have decreased from 12.71 days (2021/22) to 8.73 days (2022/23). • The % of staff sickness has decreased from 6.47% (2021/22) to 2.93% in (2022/23). <p>Overall, the KPIs for each department were positive with some figures being higher than the Scottish average.</p>
12.	<p>Annual Return on the Charter 2022-23</p> <p>Erica took the Committee through the Annual Return on the Charter for 2022-23.</p> <p>There were no amendments and the Committee approved the ARC. Proposed by Billy Stevenson and seconded by Rhona Polak.</p>
13.	<p>Business Plan – Objectives 2023-24</p> <p>It was agreed at the meeting that the Business Plan objectives would be covered at the Strategy Day on 5th June 2023.</p>
14.	<p>Legal Services Tender</p> <p>Erica advised that we received two returns:</p> <ol style="list-style-type: none"> 1. TC Young Solicitors 2. BTO Solicitors

	<p>An assessment panel made up of Erica Davidson, Martin Harvey and Kennedy Chilambe assessed and scored the returns from the two companies.</p> <p>The management team recommend that TC Young Solicitors be appointed as the legal services supplier for a minimum of three years based on the tender returns.</p> <p>A discussion took place regarding Harper McLeod. Erica advised that we will now use TC Young for all services.</p> <p>The Committee approved the recommendation. Proposed by Steven McCabe and seconded by Lynsey Chrystal.</p>
15.	<p>ICT Tender</p> <p>Erica advised that Knowes has a number of business critical IT systems which require specialist support. The support for Knowes' IT infrastructure and hardware currently is provided by Tecnica (an external IT company) and has been since 2018. The contract was initially awarded for two years with the ability to appoint for a further three to a total of five years. The current contract will conclude at the end of June 2023.</p> <p>In the last five years we have spent £126k on IT support, hardware, software and license fees with Tecnica who have provided an excellent service.</p> <p>In order to provide value for money and in accordance with Scottish Public Sector Procurement Legislation and Knowes' Procurement Strategy, the Management Team is required to re-tender the IT contract from 2023 and we have again opted for an initial period of 2 years with a three year extension period as required. We are looking for an external company to provide this function for Knowes as we are not of a sufficiently large organisational size to justify an in-house IT team.</p> <p>A specification was drawn up for Knowes' IT support contract and we have asked Ewing Somerville Quantity Surveyors to conduct the procurement process on behalf of Knowes. The procurement is subject to full procurement rules under the Scottish Government Procurement Legislation.</p> <p>The Committee were advised that there is tight deadline to appoint the supplier for 1st July to ensure continuity with our existing contract as well as preventing the risks of not having IT support.</p> <p>The Committee were asked to approve the Management team's evaluation of returned tenders and to appoint a supplier</p>

	<p>based on the price and quality scores subject to Committee approval at the Finance Sub Committee meeting on Tuesday 27th June 2023.</p> <p>The Committee approved the request. Proposed by Rhona Polak and seconded by Billy Stevenson.</p>
16.	<p>Property Services Reports</p> <p>Two reports were provided to the Committee:</p> <ul style="list-style-type: none"> • KPI Report from 01/01/23 to 31/03/23 • Contractors Performance for the Year to Date <p><u>KPI Report</u></p> <ul style="list-style-type: none"> • Average time taken to complete non-emergency repair – 9 days • Average time taken to attend emergency repair – 0:39 mins • Average time taken to complete emergency repair – 1:43 hrs. • Gas Service Reports – 1040 properties with gas and 1040 gas certs obtained within 12 months, 100% valid. <p><u>Contractors Performance for the Year to Date</u></p> <p>Peter took the Committee through the contractors performance for the year to date. Peter advised that the % of call outs completed within 2 hours is 37.37% because WDC deal with our call outs and their target is 4 hours.</p> <p><u>Additional Updates</u></p> <p>Peter also provided an update to the Committee regarding with the following information:</p> <ul style="list-style-type: none"> • Bathroom Contract – C Hanlon will be carrying out this work. • Windows and Boilers – Ewing Somerville will be carrying out the surveys for the windows and boilers. This should be completed over June. We plan to assess the boiler returns on 7th June. • Brown & Wallace – We are working with B&W to discuss and approve kitchen specs. • Legionella – We are currently surveying loft tanks. This work is due to be completed soon. Once this is complete then we will be able to go to tender. • Solar Panels – There has been ongoing issues with pigeons nesting under solar panels. We have tried to contact Solitaire the company that installed the solar panels to discuss putting nets around the panels however they have been difficult to reach. At the moment 58 properties out of 227 with solar

	<p>panels have netting. How we tackle this issue will be dependent on the cost.</p> <ul style="list-style-type: none"> • EICR – The number of outstanding EICRs has dropped from 614 to around 250. The contractor who has performed the best has been given the addresses that need to be completed over the next month.
17.	<p>Policies for Approval</p> <ul style="list-style-type: none"> • Disposal of IT Equipment – The Committee were advised that minor changes have been made to the policy. The Committee pointed out that there was an error on the review date of the policy which should be ‘2026’ instead of ‘2028’. The policy was approved on the basis that the date will be updated before it is published. Proposed by Lynsey Chrystal and seconded by Rhona Polak • IT Policy – The Committee were advised that minor changes have been made to the policy. The Committee approved the policy on the basis that the review date would be updated from ‘2028’ to ‘2026’. Proposed by Billy Stevenson and seconded by Steven McCabe. • Email Social Media Internet Systems – The Committee were advised that minor changes have been made to the policy. The Committee approved the policy on the basis that the review date would be updated from ‘2028’ to ‘2026’. Proposed by Lynsey Chrystal and seconded by Yvonne McDonald. • Retention Policy and Schedule – It was agreed that this policy would be brought back to the next meeting once Erica had discussed the information under the ‘Monitoring and Reporting’ section with RGDP.
18.	<p>EVH Report</p> <p>The Committee were provided with the EVH April and May monthly reports for their information.</p> <p>The Committee were also provided with a newsletter from EVH on their Cost of Living Grant Scheme. Knowes HA was awarded £2,500 from EVH over the winter and donated this to the two local primary schools in Faifley. Knowes HA is featured in the newsletter along with information on how the grant has benefitted the two schools.</p>
19.	<p>Notifiable Events</p> <p>No notifiable events.</p>
20.	<p>Any Other Business and Apologies for Future Meetings</p> <p><u>Recruitment of Housing Officer</u></p>

	<p>Erica advised that Nikki Quinn one of the Housing Officers at Knowes HA is leaving. She advised that 1 month's notice will be provided but due to the increased workload within the housing department it is important that we recruit for a new Housing Officer as soon as possible. Erica advised that we plan to advertise the vacancy by the end of this week and interviews will be held towards the end of June. The Committee were asked to approve the request to advertise and recruit for the post. The Committee approved. Proposed by Rhona Polak and seconded by Yvonne McDonald.</p> <p>Erica advised that another two other members of staff have verbally said that they will be leaving Knowes HA, one of which is due to retirement.</p> <p><u>Strategy Day</u></p> <p>Lynsey Chrystal advised that she will be attending the Strategy Day but will not be there until 1pm due to work commitments. Yvonne McDonald submitted apologies for the Strategy Day.</p> <p><u>Future Committee Meetings</u></p> <p>Steven McCabe submitted his apologies for the meeting due to be held on 11th July 2023.</p>
21.	<p>Date of Next Meeting</p> <p>The Strategy Day will be held on Monday 5th June 2023. The next Committee meeting will be held on Tuesday 11th July 2023.</p>