



**Minutes of Management Committee Meeting
Held on Tuesday 13th August 2024 at 6.30pm
at Knowes Housing Association's Office**

Present: Peter Fennessey
Steve Rolfe
Dean Vinter
Hilary Edgar
Billy Stevenson
Heather Maitz

In Attendance: Allison Devine (Alexander Sloan) – Item 1
Tom Mitchell (CGPM Consulting) – Item 2
Erica Davidson CEO
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.

| Agenda Item | | To Be Actioned |
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| 3. | <p>Annual Accounts 2023/24 (Allison Devine from Alexander Sloan in Attendance)</p> <p>Item 3 was covered during this point of the meeting.</p> <p>Allison Devine from Alexander Sloan attended the meeting to present the Report and Financial Statements for the year ended 31st March 2024 to the Management Committee. Allison started by presenting the Report of the Management Committee which stated the responsibility of the Committee and the Statement on Internal Financial Controls. In summary she highlighted that it was the responsibility of the Management Committee to have suitable accounting policies and to prepare the financial statements.</p> | |

Allison next highlighted the auditor's opinion on the financial statements. She commented that the audit opinion was unmodified which meant it was a clean audit and that their team found no key audit issues to report on. She also mentioned that they could not identify any weaknesses in the internal control environment to bring to the attention of the committee. Thus, the accounts gave a true and fair view of the Association's financial position.

Allison then took the Committee through the various pages of the financial statements highlighting the Statement of Comprehensive Income (SOCl), Statement of Financial Position (SOFP) and Statement of Cash Flows in greater detail. The key points highlighted were:

- Income of £5.2m which is an increase compared to £4.92m last year
- Operating costs have decreased to £4.63m compared to £4.7m last year
- £418k loss on SHAPS pensions valuation
- Comprehensive income £241k last year was (minus £131k)

Allison explained that the Statement of Financial Position takes into account assets and liabilities to measure the financial strength of the organisation. The Current Assets are £5.75m and Net Assets are £17.3m.

Allison also presented the Audit Summary Report to the Committee which gave further explanation as to how Alexander Sloan had arrived at their audit opinion. Allison highlighted page 5 and 6 of the report which confirmed that no risks were identified during the course the audit. She then discussed page 8 of the report and confirmed that no audit adjustments were made to the financial statements and no unadjusted differences were identified. Allison advised that one minor issue was identified regarding internal controls and this error has now been rectified.

The Committee recommended that it would be beneficial for any postings to the component register of assets exceeding £50,000 in value to be double checked to ensure that this error does not occur again. Erica advised that this recommendation would be taken on board.

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| | <p>Allison thanked the staff for their assistance during the audit process. Erica thanked Allison for presenting the accounts at the meeting and to the staff at Knowes for their support in the process. She advised that the accounts would be send out by Docusign to the relevant committee members to sign.</p> <p>The staff and Committee thanked Allison for her time and then she left the meeting.</p> <p>Erica then went through the Management Letter with the Committee, she advised that the one internal control error identified has been included in the letter.</p> <p>There were no questions or queries and the Financial Statements and Management Letter were approved by the Committee, proposed by Billy Stevenson and seconded by Steve Rolfe.</p> | |
| 4. | <p>[REDACTED] (Tom Mitchell from CGPM Consulting in Attendance)</p> <p>Item 4 was covered during this point of the meeting.</p> <p>Erica Davidson, Peter French and Amy Sweeney left the meeting at this point to allow the Committee to listen to Tom Mitchell's report [REDACTED]</p> | |
| 1. | <p>Apologies:</p> <p>The following people submitted their apologies:</p> <ul style="list-style-type: none"> • Lynsey Chrystal • Katie Devaney • Cllr Lawrence O'Neill • Leanne Keegan • Richard McLean <p>[REDACTED]</p> | |
| 2. | <p>Declaration of Interests</p> <p>No interests were declared.</p> | |
| 3. | <p>Correspondence</p> | |

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| | No correspondence has been received since the last meeting. | |
| 6. | <p>Minutes of Management Committee on 25th June 2024</p> <p>It was agreed that an amendment would be made to the previous minutes under 'AOCB'. There were no other amendments and the minutes of the Management Committee meeting held on 25th June 2024 were agreed as an accurate record and approved. Proposed by Dean Vinter and seconded by Hilary Edgar.</p> | Amy to amend the minutes before uploading to the website. |
| 7. | <p>Minutes of Sub Committee Meetings</p> <p>Erica advised that two employment sub committee meetings took place in July to discuss recruitment. The minutes are available to view on Admincontrol.</p> | |
| 8. | <p>CEO Report</p> <p>Erica presented her report to the Committee. The report included the following information:</p> <p><u>Update on Abbeylands Road</u></p> <ul style="list-style-type: none"> • We have received an updated land valuation report from the District Valuer and fortunately the value has not changed and the purchase price remains at [REDACTED] • We have had confirmation from WDC that the utilities have been terminated on the site but we are awaiting a Property Enquiry Certificate therefore legalities around purchasing the site have not yet been concluded. • Gill Montgomery has been in contact with the Scottish Government regarding grant availability and has advised them that we will require considerably more than benchmark grant for the project to be viable. We may be eligible for charity bond funding which is independent of the Council's grant allowance for this year. If we do not obtain the bond funding then the grant should still be available to us out of the SHIP programme in 2025/26. If we are to apply for more than benchmark grant then this will require a full value for money review by the Scottish Government. • The demolition contractor has agreed to hold the tender open and it is planned they will commence on site as soon as the sale has been completed. | |

The project timetable was provided to the Committee.

Reminder Committee/Staff Strategy Day/Business Plan

The Committee/staff strategy and business planning session will be held on Friday 25th October 2024 at Auchentoshan Distillery.

Update on 9-day Fortnight Trial

The 9-day fortnight commenced on Monday 10th June 2024 and is running for a 12-week trial period until the end of August 2024. All staff except for one are participating.

We carried out a wellbeing staff survey at the start of the trial and we have carried out another one at the end of July to measure the success of the trial. KPIs have also been monitored throughout the trial. The Committee were advised that a full breakdown of the survey results were provided under Agenda Item 8.1.

The staff survey received positive feedback with 100% of staff surveyed reporting that they would like to continue the trial. Erica advised that the trial has not had an effect on Knowes' KPIs and there has been no decline in the period. She advised that KPIs such as arrears levels are improving. With regards to void loss, there has been a slight increase in July from June but overall less than April and July last year. There has been no note of customer complaints regarding the response from telephone enquiries or in the office. The time taken to issue repairs has also improved.

Due to the success of the trial, and record of no negative impact on service provision, the management team recommend that the 9-day fortnight trial is extended until the end of March 2025 with a full review at the March meeting. Erica asked the Committee for their approval to continue the trial until March 2025. The Committee approved, proposed by Peter Fennessey and seconded by Steve Rolfe.

Staff and Committee Code of Conducts

The staff and committee codes of conduct are currently being updated by SFHA so we have arranged dignity at work training for staff on the afternoons of 22nd and 24th October from 1pm to 4pm.

Annual Assurance Statement

The Annual Assurance Statement is due to be returned to the Regulator for 31st October. Last year we organised a survey for tenants to ask for their feedback on the areas covered by the Assurance Statement. We also ran a Committee Short Life Working Group which met twice – specifically to look at the evidence which supports the Assurance Statement. Erica asked the Committee if they would like to hold another short life working group and advised that we would need 3 volunteers. The Committee agreed that depending on availability of committee members for further meetings that they would like to hold another short life working group, members of the group will be confirmed over the coming weeks.

Summary of Tasks

Erica provided the Committee with a summary of the tasks that she has been working on since the last Committee meeting which included the following:-

- The external audit has now been completed with only one minor issue mentioned in the management letter.
- TIAA have completed their internal audit of how well we meet the Regulatory standards for Governance. We have been awarded substantial assurance with only one minor point to note.
- We have had two responses to the Financial Services tender – FMD and Ballantyne. The SFO and CEO will be evaluating these. Erica advised that the chosen provider will cover some of the tasks that the Head of Finance previously done.
- We received a very good response to the Finance Assistant (Trainee) post with 27 applications received. The CEO, SFO and CSCO will be interviewing 10 candidates on Wednesday and Thursday 7th and 8th August respectively.
- We have received 13 applications for the post of Admin Assistant and the CEO and the CSCO will be shortlisting these for interview with interviews being held on 14th August.
- The summer newsletter has now been produced and it includes the Annual return on the charter report to tenants.

Points to Note for Future Meetings

3 volunteers required for short life working group, meetings to be scheduled.

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| 8.1 | <ul style="list-style-type: none"> • The next Finance, Housing Management and Audit subcommittees will be held on Tuesday 27th August 2024. • The AGM is on Tuesday 3rd September at the Golden Jubilee Conference Hotel. Papers have been sent out for this. We will organise transport for those shareholders coming from Faifley. • The next Management Committee meeting will be held on 8th October and will cover the Annual Assurance Statement Return. <p><u>Sub Committee Meetings</u></p> <p>Erica provided the Committee with details of what will be covered at the upcoming finance, audit and housing management sub committee meetings.</p> <p><u>Survey Results – Follow up on 9-day Fortnight Trial</u></p> <p>The Committee were provided with the follow up survey results for the 9-day fortnight trial. The staff feedback from the survey was extremely positive with staff reporting that it provided them a better work/life balance.</p> | |
| 9. | <p>Quarterly KPIs – April to June 2024</p> <p>The quarterly KPIs for repairs, housing and corporate services were reported to the Committee.</p> <p>The Committee requested that going forward they would like a summary of any varying figures for the KPIs.</p> | <p>Summary of any varying figures to be included going forward.</p> |
| 10. | <p>Business Plan Strategy</p> <p>The Business Plan Strategy has been revised following an update from the SHR. The Committee agreed that the Business Plan Strategy would be carried over to the next meeting in October 2024.</p> | <p>Business Plan Strategy to be brought back to meeting in October.</p> |
| 11. | <p>Corporate Services Report</p> <p>Amy presented her report on the ongoing activities that the Association is involved in within the community.</p> <p><u>Activities</u></p> <ul style="list-style-type: none"> • Resident Satisfaction Survey – Knowledge Partnership are halfway through the tenant | |

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| | <p>surveys are on course to complete these by the end of August. They have started the owner surveys and they aim to complete these by the end of August too.</p> <ul style="list-style-type: none"> • Summer Newsletter – The summer newsletter is complete and has been posted out to all tenants and owners and a copy has been emailed to the Committee. • AGM – The AGM will be held at The Golden Jubilee Conference Hotel at 6:30pm on Tuesday 3rd September 2024. • Over 60s Bus Trip – So far, we have filled around 30 spaces on the bus trip which will take place on Thursday 22nd August. Three contractors have said they will make a donation to help with the cost of the trip – Wrightkerr All Trades Ltd, Sidey and MJM. • Update on Share Register – We have been notified that share member 366 and 576 have passed away and therefore will be removed from the share register. The Committee approved the removal of the share members, proposed by Billy Stevenson and seconded by Heather Maitz. | <p>Amy to update share registers.</p> |
| <p>12.</p> | <p>New Share Members</p> <p>No new applications received.</p> | |
| <p>13.</p> | <p>Health, Safety and Wellbeing</p> <p>Amy presented her report on the health, safety and wellbeing updates within the Association.</p> <p><u>Updates</u></p> <ul style="list-style-type: none"> • Fire Alarm – Weekly fire alarm tests are continuing every Thursday. • Monthly Checks – Monthly housekeeping, legionella testing, emergency lighting and ladder checks continue to be carried out with no issues. • 2 Year Legionella Risk Assessment – I am arranging a date for Cleartech to carry out a legionella risk assessment over the next few weeks. <p><u>Training</u></p> | |

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| | <ul style="list-style-type: none"> • Andrew McGarrity will be attending Emergency First Aid at Work training on 12th September with St Andrew's First Aid. | |
| 14. | <p>Property Services Reports</p> <p>Peter presented his reports on repairs and maintenance updates for the Association.</p> <p><u>KPI Report</u></p> <p>KPI results from the period 01/04/2024 – 06/08/2024.</p> <ul style="list-style-type: none"> • Average time taken to complete non-emergency repairs – 7 days. • Average time taken to attend emergency repairs – 28mins. • Average time taken to complete emergency repairs – 1hr 34mins. • Gas Service Report – 1048 out of 1048 properties with a valid gas safety certificate within 12 months (100%). <p><u>Capital Projects</u></p> <ul style="list-style-type: none"> • Windows & Door Project 2023-24 – This project is now complete. • Window & Door Project 24-25 – Surveys are being carried out for the next stage of the project, the surveys are due to be completed at the end of September. • Kitchens Project 24-25 – MJM have completed kitchens in 11 addresses. Wright Kerr All Trades have been on site since 10th June and are programmed to complete kitchens by Dec 24. So far 20 addresses have been completed out of the 90 addresses included on the programme. • Tenemental Water Tank Removal – Following a period of poor communication from the successful contractor it has been mutually agreed that they walk away from the contract. We are now seeking to appoint via Scotland Excel Framework. <p><u>Solar Panel Bird Netting</u></p> | |

- Following further netting to solar panels this year we have completed 156 addresses of a total of 246 addresses which have solar panels. We are currently exploring expanding the programme this year to complete all addresses and are awaiting a response from Voltair. This would entail a further 90 addresses, 19 of which are within three tenement blocks.

Maintenance and Service Projects

- Paint Project – The painting project is due to start w/b 12th August 2024, costs for the project have been received and letters will be sent out to tenants this week.
- Supply of Skips – Currently reviewing Scotland Excel framework for the Tender for supply of Skips as part of the bulk uplift service.
- Gutter Cleaning Project – This project is due to begin August.

EICRs

- 85 are due to be completed by December 2025.

Health and Safety

- Fire Risk Assessment – ACS carried out a fire risk assessment and have found no immediate concerns.

Medical Adaptations

- We currently have 10 requests on the waiting list, however we have not received grant funding yet. Peter advised that this funding is generally received in June from the Scottish Government however this year we have not received funds.

Stock Condition Survey

We are currently considering two options for a Stock Condition Survey:

1. Our Asset Management System from Asprey is developing a handheld survey tool which will allow the MOs to carry out SCSs when they are

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| | <p>in voids etc.</p> <p>2. We have approached Hardies Property and Construction Services who have a track record of carrying out SCSs for HAs with a view to engaging them to carry out a stock condition survey for us this year. We have been quoted [REDACTED] for approx. 20% of our stock to be surveyed. We hope to carry out the Stock Condition Survey during Autumn.</p> | |
| 15. | <p>Policies for Approval</p> <p>It was agreed that the following policies would be brought back to the meeting in October for further discussion:</p> <ul style="list-style-type: none"> • Alcohol and Drugs Misuse Policy • Recruitment and Selection Policy | <p>Policies to be included in agenda at October meeting</p> |
| 16. | <p>EVH Report</p> <p>The EVH Report for July was provided to the Committee for their information.</p> | |
| 17. | <p>Management Committee Attendance Register</p> <p>The attendance register was provided to the Committee for their information. It was highlighted that an amendment was to be made to the register. Amy will update the attendance register.</p> | <p>Amy to update the Committee attendance register</p> |
| 18. | <p>Notifiable Events</p> <p>No notifiable events.</p> | |
| 19. | <p>Any Other Business and Apologies for Future Meetings</p> <p>A discussion took place regarding board recruitment. Erica advised that we have 4 spaces available on the board and an active advertisement on EVH seeking board members.</p> | |
| 20. | <p>Date of Next Meeting</p> <ul style="list-style-type: none"> • The AGM will be held on Tuesday 3rd September 2024. | |

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| | <ul style="list-style-type: none">• The next committee meeting will take place on 8th October 2024. | |
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