



**Minutes of Management Committee Meeting  
held on Tuesday 8<sup>th</sup> October 2024 at 6.30pm  
at Knowes Housing Association's Office**

**Present:** Peter Fennessey  
Katie Devaney  
Lynsey Chrystal  
Steve Rolfe  
Hilary Edgar  
Billy Stevenson  
Cllr Lawrence O'Neill  
Leanne Keegan  
Richard McLean

**In Attendance:** Erica Davidson CEO  
Amy Sweeney Corporate Services / Compliance Officer

**Observers:** Chukwuebuka Timothy Ugwu

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

Agenda Item		To Be Actioned
1.	<p><b>Election of Office Bearers</b></p> <p>Erica chaired the meeting to facilitate the election of the Chairperson for 2024/25.</p> <p>The Committee agreed that Peter Fennessey would continue as Chairperson of the Association. Proposed by Billy Stevenson and seconded by Cllr Lawrence O'Neill.</p> <p>Erica advised that Katie Devaney would be stepping down as Vice-Chair. After discussion, Lynsey Chrystal agreed to be nominated to take over the role. The</p>	<p>Amy to update website, staff to be notified.</p>

	<p>nomination was approved, proposed by Cllr Lawrence O'Neill and seconded by Katie Devaney.</p> <p>Erica advised that Billy Stevenson would be stepping down as Secretary. After discussion, Katie Devaney agreed to be nominated to take over the role. The nomination was approved, proposed by Billy Stevenson and seconded by Cllr Lawrence O'Neill.</p> <p>[REDACTED]</p> <p>[REDACTED] Steve Rolfe agreed to be nominated to take over the role of Treasurer. The Committee approved, proposed by Cllr Lawrence O'Neill and seconded by Leanne Keegan.</p> <p>Peter Fennessey chaired the remainder of the meeting.</p>	
2.	<p><b>Apologies</b></p> <p>The following people submitted their apologies:</p> <ul style="list-style-type: none"> <li>• Dean Vinter</li> </ul> <p>[REDACTED]</p> <p>[REDACTED] he</p> <p>Committee approved this request, proposed by Hilary Edgar and seconded by Peter Fennessey.</p>	
3.	<p><b>Declaration of Interest</b></p> <p>Lynsey Chrystal declared an interest under Agenda Item 8.1 (Reappointment of Development Consultant for Abbeylands Road) and refrained from voting on this matter.</p> <p>No other interests were declared.</p>	
4.	<p><b>Share Members Cancelled Under Rules 11.1.3 and 17.1</b></p> <p>Amy provided the Committee with a list of the share members that have now been cancelled as per rule 11.1.3 and 17.1.</p> <p>This included the following share members:</p> <p>345 370</p>	

	<p>406 467 477 498 561 579 593 603</p> <p>The removal of the listed share members was approved, proposed by Lynsey Chrystal and seconded by Billy Stevenson.</p>	<p>Amy to update the share register.</p>
5.	<p><b>Correspondence</b></p> <p>1 item of correspondence was provided to the Committee:</p> <p><u>Donation Request from Lennox ELCC</u></p> <p>A donation request has been received from Lennox Early Learning Centre for their Autumn Fayre. Any money raised at this event would go towards buying Christmas presents and organising festive activities for the children.</p> <p>The Committee agreed to donate £250 to Lennox Early Learning Centre, approved by Richard McLean and seconded by Katie Devaney.</p>	
6.	<p><b>Minutes of Management Committee on 13<sup>th</sup> August 2024</b></p> <p>There were no amendments and the minutes of the Management Committee meeting held on 13<sup>th</sup> August were agreed as an accurate record and approved. Proposed by Steve Rolfe and seconded by Hilary Edgar.</p>	<p>Amy to upload minutes to the website.</p>
7.	<p><b>Minutes of Sub Committee Meetings</b></p> <p>The minutes of the housing management sub committee were included for information. It was highlighted that finance and audit sub committee meetings also took place in August, but the minutes had not been included in the papers. Amy advised she will send a copy of the minutes to the Committee.</p>	<p>Amy to send Committee the minutes of the audit and finance sub committee meetings.</p>
8.	<p><b>CEO Report</b></p>	

Erica presented her report to the Committee. The report included the following information:

#### Staff Updates

Stewart Somerville, Finance Assistant (Trainee), started at Knowes HA on 9<sup>th</sup> September 2024. We plan to put Stewart through his first year of an accountancy qualification which will assist with staff succession in the finance section.

Holly Milligan, the new Housing Assistant, will be starting at Knowes HA on 14<sup>th</sup> October.

The Administrative Assistant post was readvertised in September and the closing date for applications was 7<sup>th</sup> October. We currently have a temporary member of staff assisting Corporate Services and Housing Management until the recruitment process is complete.

#### Update on Abbeylands Road

The purchase of the land was now gone through, and the demolition of the existing pavilion should start within the next month or so. We have carried out a risk assessment of the land and pavilion building, and we are maintaining the current security with DeterTech. The demolition process was delayed due to WDC being unable to tell us if the electricity and water on the site had been turned off. We have since been updated that the utilities have not been turned off and WDC are assisting with contacting the utility companies involved. Erica advised that unfortunately we are unable to speed up this process however we have been in regular contact with WDC.

Gill has been in contact with the Scottish Government regarding grant availability and has advised them that we would 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 don't receive the bond funding, then the grant should still be available to us out of the SHIP programme in 2025/26. If we apply for more than benchmark grant, then this will require a full value for money review by the Scottish Government. Erica advised that grant applications will take at least 6 weeks to process, and the plans are to start on site in summer 2025, however we wouldn't take any further steps with the build until grants are secured.

The Committee agreed that it would be beneficial for someone to attend a Committee meeting to provide further details of the grants available. Erica advised that this can be arranged if a grant is awarded.

A question was raised on whether the funding for the purchase of land would need to be repaid. Erica advised that this wouldn't be the case unless we don't follow through with the project.

#### Reminder Committee/Staff Strategy Day/Business Plan

The Committee/staff strategy and business planning day will be held on 25<sup>th</sup> October 2024 at the Auchentoshan Distillery.

#### Staff and Committee Codes of Conduct

The SFHA are in the process of updating the codes of conduct and these will be presented to the Committee when available. We have organised Dignity at Work Training for staff on 22<sup>nd</sup> and 24<sup>th</sup> October.

#### Annual Assurance Statement

The Annual Assurance Statement is due to be returned to the Regulator for 31<sup>st</sup> October.

The Regulatory Framework requires all social landlords to submit an Annual Assurance Statement to the SHR by the end of October each year. The statement must either confirm that the governing body/committee is assured that the landlord is complying with all relevant regulatory requirements and standards, or highlight any material areas of non-compliance and how the landlord will address these. Any RSL identifying an area of material non-compliance must submit a Notifiable Event to the SHR, promptly.

#### Appointment of External Finance and Accountancy Services for Knowes HA

A meeting was held with the Senior Finance Officer, the CEO and Fettes and Fiona from FMD Finance Services. FMD will be taking on some of the finance functions of the business such as budgets and accounts preparation. Fiona Nichol will be the nominated staff member from FMD to work with Knowes HA.

Amy to email Committee to confirm who can attend the Strategy Day.

At the meeting Fettes praised Knowes for its strong financial position and excellent arrears and voids performance.

### AGM

The AGM was held on Tuesday 3<sup>rd</sup> September. The meeting was very well attended and we received positive feedback from attendees. Thank you to everyone that attended.

### Potential Board Members

Erica and Amy met with a prospective Committee member whom they invited to attend this evening, we hope to increase the number of Committee members. We would like to increase tenant numbers on our Board and are considering holding an evening for tenants who are interested to provide them with more information on what's involved. Erica has discussed this with the Housing Team and asked them to identify suitable candidates to invite along to the evening.

### Customer Satisfaction Surveys

We have received the full reports on the recent customer satisfaction surveys. Overall tenant satisfaction has increased since the 2022 survey; whereas unfortunately, overall owner satisfaction with the factoring service has decreased. We will discuss the results at our strategy day later this month and form an action plan on where to target resources to best improve our customer experience.

### Summary of Tasks

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

- Business plan for 2025/26
- Governance review/Committee remit review
- Staff succession plan/staff structure review
- Review of budgets and long term plans/rent increase 2025

### Sub Committee Meetings

8.1	<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><b>Reappointment of Development Consultant for Abbeylands Road</b></p> <p>Lynsey Chrystal declared an interest under this agenda item and refrained from discussions and voting on this matter.</p> <p>Erica advised that it is a recommendation of the Scottish Government that we employ a Development Agent to assist in the management of the Abbeylands Road project. This is because Knowes HA does not employ an in-house development team, therefore we do not have the skill set in house to manage a new build development.</p> <p>Erica advised that this is very important to ensure that we do not inadvertently breach any of the complex rules surrounding new build developments including grant applications and building contracts.</p> <p>Following the advice from the Scottish Government project team, Knowes HA currently employs the services of Gill Montgomery (GMD Development Services) as our development agent on the Abbeylands Road project. Gill has a wealth of experience in development and has played a vital role in the management of this project.</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
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8.2	<p>Another question was raised on whether the estimated costs for these services were included in the overall budget of the project, Erica confirmed that they are.</p> <p>The Committee requested that at the very least, Erica should obtain three quotes for the development consultancy services and bring them to the November meeting for discussion before a final decision is made.</p> <p><b>Report on ACCA Qualifications for Finance Trainee</b></p> <p>Erica advised that a new post, Finance Assistant (Trainee) was created following a restructure of the finance section. This is a fixed term post for two years to be reviewed after that time with a view towards staff succession and meeting the skills demand within the finance section.</p> <p>It was intended for this post to offer appropriate accountancy training for the post holder during their time with Knowes HA. The current post holder has a degree in finance and would be able to take on a professional accountancy qualification, this would also be extremely beneficial for Knowes HA and the finance team.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>The Committee were asked to approve the Finance Trainee commencing ACCA and being put through the first three modules at a cost to Knowes of £2,263 and 15-days day release for the course attendance.</p>	
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	<p>The Committee approved the request, proposed by Steve Rolfe and seconded by Richard McLean.</p>	
<p>9.</p>	<p><b>Regulatory Framework Self-Assessment and Annual Assurance Statement</b></p> <p>Erica advised that the SFHA model was used to confirm compliance along with evidence collected through audits and surveys. The evidence collected has confirmed Knowes HA's compliance. The Annual Assurance Statement will be signed by Peter Fennessey, Chairperson and then will be sent to the SHR. The Annual Assurance Statement will be posted on Knowes' website and published in the next newsletter. The statement was approved, proposed by Billy Stevenson and seconded by Leanne Keegan.</p>	<p>Amy to publish annual assurance statement on website and in the winter newsletter.</p>
<p>10.</p>	<p><b>Corporate Services Report</b></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"> <li>• Resident Satisfaction Survey – Knowledge Partnership have completed the tenant and owner satisfaction surveys and the final reports have been provided.</li> <li>• AGM – The AGM held on Tuesday 3rd September 2024 was a great success, a total of 26 share members attended the meeting.</li> <li>• Over 60s Bus Trip – We received positive feedback from the over 60s bus trip to Stirling in August. Our contractors kindly donated to the cost of the trip. We received £500 from Sidey, £750 from MJM and £1000 from Wrightkerr All Trades.</li> </ul> <p><u>Committee Updates</u></p> <ul style="list-style-type: none"> <li>• Code of Governance – The annual signing of the Code of Governance is required.</li> <li>• Committee Appraisals – Peter and Amy will be carrying out the committee appraisals this year, Amy will provide the Committee with some dates over the next few weeks.</li> </ul>	<p>Amy to send Committee dates for the appraisals.</p>

<p>11.</p>	<p><b>Health, Safety and Wellbeing</b></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"> <li>• Fire Alarm – Weekly fire alarm tests are continuing every Thursday. The six-monthly fire alarm testing was carried out on Wednesday 11th September.</li> <li>• Monthly Checks – Monthly housekeeping, legionella testing, emergency lighting and ladder checks continue to be carried out with no issues.</li> <li>• The annual signing of the Health and Safety Control Manual is required.</li> </ul> <p><u>Training</u></p> <ul style="list-style-type: none"> <li>• Andrew McGarrity completed Emergency First Aid at Work training on 12<sup>th</sup> September with St Andrew's First Aid.</li> </ul>	
<p>12.</p>	<p><b>Property Services Reports</b></p> <p>Erica presented the reports on repairs and maintenance in Peter's absence.</p> <p><u>KPI Report</u></p> <p>KPI results at October 2024.</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 – 19mins.</li> <li>• Average time taken to complete emergency repairs – 1hr 39mins.</li> </ul> <p>There has been no statistically significant change in KPIs since 1<sup>st</sup> April 2024.</p> <p><u>Capital Projects</u></p> <ul style="list-style-type: none"> <li>• Windows &amp; Door Project 2024-25 – This project should be completed by mid-October. Tenant satisfaction surveys have already been sent out</li> </ul>	

to several households included in the project.

- Kitchens Project 24-25 – MJM have completed kitchens in 11 addresses. Wright Kerr All Trades have been on site since 10<sup>th</sup> June and are programmed to complete kitchens by the end of November 2024.
- 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. We have contacted City Building to discuss the project and we are awaiting their response.

#### Solar Panel Bird Netting

- Following further netting to solar panels this year we have completed 158 out of a total of 246 addresses which have solar panels. The end of the bird nesting season has seen a drop in requests therefore the remaining addresses will likely be carried out in the next financial year.

#### Maintenance and Service Projects

- Paint Project – We are due to complete this project at the end of October, weather permitting.
- 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 – Contractors are on-site, and the project is due to be completed in November.

#### EICRs

- From April 2025 – December 2025, 85 addresses require an EICR and are included in the programme. The Committee requested a report be brought to the next meeting that includes a proposal on how EICRs will be managed going forward.

#### Health and Safety

	<ul style="list-style-type: none"> <li>• Fire Risk Assessment – ACS have completed their fire risk assessment and submitted their reports. No immediate concerns were identified.</li> <li>• EICRs in Common Areas – EICRs are being carried out in the common areas (common fuse boxes) as part of the delivery of the fire risk assessment outcomes. Any remedial work identified as a result of the EICRs will be carried out.</li> </ul> <p><u>Medical Adaptations</u></p> <ul style="list-style-type: none"> <li>• We currently have 10 requests for medical adaptations. We have now received grant funding of £20k from the Scottish Government for adaptations.</li> </ul> <p><u>Stock Condition Survey</u></p> <ul style="list-style-type: none"> <li>• We have approached Hardies Property and Construction Services, with a view of them carrying out a stock condition survey for us this year. We have been quoted [REDACTED] for approximately 20% of stock to be surveyed. They will be appointed through Scotland Excel framework. Survey dates have still to be agreed.</li> </ul> <p><u>Budgets</u></p> <ul style="list-style-type: none"> <li>• The repairs and maintenance budgets were provided to the Committee for their information. Erica highlighted that a number of savings have been made so far in landscape maintenance, reactive repairs, planned and cyclical maintenance and gas service and maintenance.</li> </ul>	
13.	<p><b>Policies for Approval</b></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"> <li>• Alcohol and Drugs Misuse Policy – Erica advised that minor changes had been made to the wording of the policy such as updating job titles. There were no comments or queries and the policy was approved, proposed by Billy Stevenson and seconded by Richard McLean.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Recruitment and Selection Policy – Erica advised that text had been added under section 4 of the policy ‘Recruitment Procedure’ to allow the CEO to have delegated authority to recruit for all posts of EVH Grade 7 and below if there is no change in grade or staff structure. There were no comments or queries and the policy was approved, proposed by Peter Fennessey and seconded by Richard McLean.</li> <li>• Overtime Policy – Erica advised that minor changes had been made to the wording of the policy such as updating job titles. There were no comments or queries and the policy was approved, proposed by Richard McLean and seconded by Peter Fennessey.</li> </ul>	
14.	<p><b>EVH Report</b></p> <p>The EVH Report for August was provided to the Committee for their information.</p>	
15.	<p><b>Management Committee Attendance Register</b></p> <p>The attendance register was provided to the Committee for their information.</p>	
16.	<p><b>Notifiable Events</b></p> <p>No notifiable events.</p>	
17.	<p><b>Any Other Business and Apologies for Future Meetings</b></p> <p>The Committee were asked to sign the Code of Governance and Health and Safety Control Manual.</p>	
18.	<p><b>New Share Members</b></p> <p>Amy advised that 2 share applications had been received.</p> <p>The Committee were asked to approve Share Memberships 627 and 628.</p> <p>The Committee approved, proposed by Leanne Keegan and seconded by Katie Devaney.</p>	<p>Amy to send out share certificates.</p>
19.	<p><b>Date of Next Meeting</b></p>	

	The next committee meeting will take place on 12 <sup>th</sup> November 2024 at 6:30pm.	
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