



**Minutes of Management Committee Meeting
Held on Tuesday 16th April 2024 at 6.30pm
at Knowes Housing Association's Office**

Present: Peter Fennessey
Katie Devaney
Billy Stevenson
Lynsey Chrystal
Hilary Edgar
Cllr Lawrence O'Neill
Steve Rolfe
Dean Vinter
Richard McLean
Heather Maitz

In Attendance: 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.

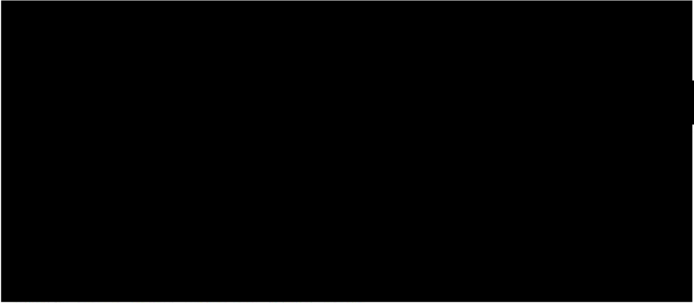
Agenda Item		To Be Actioned
1.	<p>Apologies:</p> <p>The following person submitted their apologies:</p> <ul style="list-style-type: none"> • Leanne Keegan <div style="background-color: black; width: 200px; height: 15px; margin-top: 5px;"></div>	
2.	<p>Declaration of Interests</p> <p>No interests were declared.</p>	

3.	<p>Correspondence</p> <ul style="list-style-type: none"> • Annual Assurance Statement – Letter received from the SHR regarding the revised guidance to support landlords when they are completing their Annual Assurance Statement. • Scottish Housing Regulator Annual Return on the Charter (ARC) – Letter received from the SHR regarding the ARC submission deadlines. The ARC and stock return for 2023/24 must be approved and submitted on the landlord portal on or before 31 May 2024. • EVH Full Member Salaries – EVH have confirmed that an increase of 6% will be applied on all salary points from 1st April 2024 (bar PA1 to PA6 which will be increased to the set rate for the Real Living Wage pf £12.00 per hour). This increase will also be applied to all allowance, bar standard HMRC fixed mileage allowance. EVH provided with a list of the salary increases. • Update from Flourishing Faifley – Flourishing Faifley have thanked Knowes HA for their ongoing support and generous donation towards their recent Easter event. They advised that the donation from Knowes helped them to provide the community with a free fun filled event with easter activities and a free easter egg giveaway. They had an excellent turnout at the event which 474 people attended. <p>Steve suggested that it would be beneficial to incorporate an additional column on the minutes for actions. Amy will add this to the minutes.</p>	Amy to add an additional column for actions on minutes.
4.	<p>Minutes of Management Committee on 12th March 2024</p> <p>The minute of the Management Committee meeting held on 12th March 2024 was agreed as an accurate record and approved. Proposed by Lynsey Chrystal and seconded by Billy Stevenson.</p>	
5.	<p>Minutes of Sub Committee Meetings</p> <p>No sub committee meetings were held in March.</p>	

	<p>The next housing management sub committee meeting will be held on 30th April 2024.</p> <p>The next finance sub committee meeting will be held in May.</p>	
6.	<p>CEO Report</p> <p>Erica presented her report to the Committee. The report included the following information:</p> <p><u>House Purchases through the ROTs Programme</u></p> <p>We have purchased six properties through the ROTs programme for the financial year 2023/24. This is a total of 7 buy back properties in the area. We have received a grant of £240,000 from the Scottish Government towards the purchase of the ROTs properties.</p> <p>As of 31st March 2024, we have 1055 properties for social letting purposes plus 1 six bed respite unit.</p> <p><u>Charity and Community Funding Income and Expenditure for 2023/24</u></p> <p>A breakdown of the budget for 2023/24 and spend to the end of March 2024 was included for information.</p> <p>Erica advised that there is a slight underspend of the charitable donations budget and kitchen appliances grant however this will be spent over the next few months. We have also received £17,998 for cycling storage from Cycling Scotland.</p> <p>A breakdown of the solar panel expenditure was also provided to the Committee. Erica advised that most of the tenancy sustainment fund has been put towards the employment of the Tenancy Sustainment Officer (now known as Community Support Officer).</p> <p><u>Staff Changes</u></p> <p>The interview panel took the decision not to fill the post of Head of Finance for the time being as we will be looking to make operational changes within the finance section. The management team will be presenting suitable alternatives to filling this post at a future meeting.</p> <p>A discussion took place regarding tendering for financial services, one Committee member advised that they</p>	

7.	<p>SHR Engagement Plan</p> <p>The Committee were provided with Knowes HA's Engagement Plan from the Scottish Housing Regulator.</p> <p>Erica advised that the report from the Regulator states that our Regulatory Status is 'Compliant' and no engagement is required this year.</p>	
8.	<p>Update to EVH Full Members Terms and Conditions</p> <p>EVH supplied a summary of changes made to their terms and conditions which have been in effect from 1st April 2024.</p> <p>A discussion took place regarding the changes. A Committee member said that they had been in contact with EVH to query public holiday allowances for the year ahead. They explained that because Easter fell early this year, staff would have received an additional public holiday during 2023/24, which would mean that there would be 14 public holidays for 2024/25 instead of the usual 15 days. They explained that this may affect starters and leavers and EVH have advised that if a new staff member starts after April this year, then they should receive an additional holiday to balance this out.</p> <p>The Committee approved the updates. Proposed by Hilary Edgar and seconded by Heather Maitz.</p>	
9.	<p>New Share Members</p> <p>No new applications received.</p>	
10.	<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"> • Spring Newsletter – We completed the newsletter at the start of the month, this will be posted to tenants and owners. • Resident Satisfaction Survey – We are obtaining quotes for the next resident satisfaction survey, we have received 2 quotes so far. • New Partnership with Scottish SPCA – Community Support Worker, Fiona Campbell has set up a new partnership with the Scottish SPCA, Pet Aid. We are now receiving a monthly supply 	

	<p>of dog and cat food which can be given to tenants who are struggling to feed their dogs and cats. Fiona will be dealing with any requests.</p> <ul style="list-style-type: none"> • Customer Working Group – Our next meeting is scheduled for 18th April. • Cycling Scotland Grant – We have received the grant from Cycling Scotland and the Corporate Team will be planning this project over the next few weeks. We will be carrying out a consultation exercise with tenants and owners before installing the cycle storage at specific areas. <p>A discussion took place about the resident satisfaction survey. It was highlighted that if we are going to use a different company for this years' survey it is important to make sure questions are worded in a similar way to previous years so that we can do a fair comparison.</p>	
11.	<p>Complaints Report</p> <p>For the period January 2024 to April 2024 the following data has been collected:</p> <ul style="list-style-type: none"> • Total Complaints – 14 <p><u>Stage 1 Complaints</u></p> <ul style="list-style-type: none"> • Number of Complaints – 11 • Average time in working days to provide a full response – 2.8 days • Percentage of all complaints responded to in full – 100% • Complaints responded to outwith the timescale of 5 working days – 1 • Complaints Upheld – 1 (repairs and maintenance, leak in roof) <p><u>Stage 2 Complaints</u></p> <ul style="list-style-type: none"> • Numbers of complaints received – 3 • Average time in working days to provide a full response – 2.6 days • Percentage of all complaints responded to in full – 100% • All complaints were responded to within the timescale of 20 working days. • No complaints were upheld. 	

12.	<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.• PAT testing – PAT testing for the office was completed on 15th March 2024.• Staff Survey Results – Separate report included under this agenda item. <p><u>Training</u></p> <ul style="list-style-type: none">• Lisa-Marie Brown and Gillian Grimason completed suicide intervention skills training with Public Health Scotland on 7th and 8th March.• Ethan-Craig Adamson, Graham Burns and I completed fire warden training with ACS on 13th March.• Ethan Hart completed his First Aider training on 29th February and he is the second first aider at Knowes HA.	
12.1	<p>Results from Staff Survey – 2024</p> <p>The Committee were provided with staff feedback from the survey. All feedback was submitted anonymously. The following points were discussed:</p> <ol style="list-style-type: none">1. 2. A staff member highlighted that sometimes there is a lack of communication between departments, and they have been told different information from staff members in the same department which causes confusion. The Committee suggested that Microsoft Teams could be used to address this issue because it shows who has seen and read	<p>Update on Architect to be provided to Committee after visit.</p>

	<p>your message and everyone involved in the chat will be able to see any replies.</p> <ol style="list-style-type: none"> 3. Some staff members reported that they have experienced issues with IT and the system is slow. Erica advised that the move to the Cloud in the next few weeks should resolve this. 4. A staff member said that they don't always feel appreciated by the Management Committee for the work that they do. The Committee discussed whether it would be a good idea for the Chair to email staff regularly to thank them for their work or if the introduction of staff awards could help to show recognition. <p>The Committee agreed that overall the feedback from the staff survey had been positive.</p>	<p>Promote the use of Teams to improve communication.</p> <p>Consider introducing updated from the Chair and staff recognition awards.</p>
13.	<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 01/04/2023 – 31/03/2024.</p> <ul style="list-style-type: none"> • Average time taken to complete non-emergency repairs – 7 days. • Average time taken to attend emergency repairs – 22mins. • Average time taken to complete emergency repairs – 1hr 40mins. • Gas Service Report – 1046 out of 1047 properties with a valid gas safety certificate within 12 months (99.90%). <p>Peter advised that the KPIs have remained steady throughout the year which has been positive.</p> <p><u>Capital Projects</u></p> <ul style="list-style-type: none"> • Bathrooms – This project is now complete. • Boiler Replacement – This project is now complete. • Windows – Installations are on site. Most of the windows were completed in March, any remaining work will be completed over April/May. • Kitchens – Work is due to commence at the beginning of June and there are 100 kitchens due 	

to be upgraded as part of the main contract. The tender report for the kitchen contract was returned today and it has been added as an additional paper.

- Tenemental Water Tank Removal – Work is scheduled to begin 6th May 2024.

Service Projects

- Painting Project – Scheduled to begin August 2024.
- Bulk Uplift Service – A quick quote has been issued for the supply of skips as part of the bulk uplift service. This is required due to new legislation for POPs material meaning that bulk must be separated from other material.
- QS and Principle Design Services – Ewing Sommerville Partnership Ltd have been directly appointed via the Scottish Procurement Alliance for the supply of QS and principle designer services.

EICR

- We have completed 104 out of the 106 EICRs that were to be completed by March. For the two EICRs still outstanding we have one appointment booked and we are working with the other tenant to get an appointment date set.

Health and Safety

- Fire Risk Assessment – ACS carried out fire risk assessments of the common areas of tenemental stock. This work was completed on 16th April 2024. There will be a report to follow. Peter explained that there have been some recommendations however nothing of concern.

Medical Adaptations

- A total of 22 adaptations have/are being delivered which will exhaust the £25,000 budget. Further requests will be held off until the new grant is awarded, we have received an additional 3 requests so far.

Housing Stock Valuation Surveys

	<ul style="list-style-type: none"> • JLL housing stock valuation surveys are beginning 15th April 2024. Approximately 240 addresses have been identified. Peter advised that the addresses are a sample across each phase to ensure that a selection of Knowes' stock is represented. <p><u>Kitchen Tender</u></p> <p>Peter advised that Ewing Sommerville Partnership Ltd returned the tender report for the kitchen contract today. Seven returns were submitted.</p> <p>Peter explained the steps that are taken during the tender process to the Committee and how contractors are scored in terms of price and quality. He also confirmed that we will receive references for the chosen contractor once the tender is complete.</p> <p>Following the completion of the tender assessment process, WrightKerr All Trades Limited, MCN (Scotland) Ltd and James Frew Ltd were deemed suitable. Peter advised that the recommendation is to appoint WrightKerr All Trades Limited as they scored highest in terms of price and quality for [REDACTED].</p> <p>The Committee were asked to approve the recommendation and appoint WrightKerr All Trades Limited for the kitchen contract. The Committee approved, proposed by Richard McLean and seconded by Cllr Lawrence O'Neill.</p> <p><u>Update on Repairs and Maintenance Spend</u></p> <p>The spend for repairs and maintenance was provided to the Committee.</p> <p>Further details on spend for the year and KPIs will be presented to the next Committee meeting and the Finance subcommittee meeting in May.</p>	
14.	<p>Policies for Approval</p> <ul style="list-style-type: none"> • Electrical Safety Checks Policy – This policy was brought back to the Committee with additional information as requested at the last meeting. Peter advised that information had been added under section 5 'Maintenance of Records' and appendices were added. The Committee were happy with the additional information and the 	

<p>14.1</p>	<p>policy was approved, proposed by Cllr Lawrence O'Neill and seconded by Steve Rolfe.</p> <ul style="list-style-type: none"> • Procurement Strategy – A discussion took place regarding the Procurement Strategy. The Committee felt that there was lots of information about what Knowes is currently doing in terms of procurement, however there wasn't a clear plan of action highlighting long-term or overall goals and how each would be achieved. The Committee requested for the strategy to be revised and brought back to the next meeting in May. • Recruitment and Selection Policy – Erica advised that additional information had been added to page 7 of the policy regarding close relationships with applicants and members of staff employed by Knowes HA. Additional information had also been added under section 4.9 'References' and section 7 'Probationary Periods'. Some appendices have been removed as they are no longer used. The policy was approved, proposed by Billy Stevenson and seconded by Steve Rolfe. • Clear Desk Policy – There were no updates to this policy. The policy was approved, proposed by Billy Stevenson and seconded by Lynsey Chrystal. • Recruitment of Senior Officer – Erica advised that additional information has been added under 'Guidance and Support' and additional points have been added under 'The Brief'. The policy was approved, proposed by Lynsey Chrystal and seconded by Richard McLean. <p>Protocol for Dealing with a Breach of the Code of Conduct for Committee Members</p> <p>Erica advised that the code of conduct policy has already been approved by the Committee however TC Young have highlighted that the protocol for dealing with a breach of the code of conduct has not been included in Knowes HA's policy and they recommend that the protocol is also approved. The protocol provides the steps that should be taken if a breach occurs, and it is important that the Committee are aware of the process that should be followed. The Committee approved the protocol, proposed by Billy Stevenson and seconded by Lawrence O'Neill.</p>	<p>Procurement Strategy to be revised and brought back to the Committee meeting in May.</p>
-------------	---	---

15.	<p>Eviction Case</p> <p>An eviction case was brought to the Committee for approval. The Committee were advised that West Dunbartonshire Sheriff Council granted a Decree for Recovery and Possession on 8th November 2023.</p> <p>The Committee were provided with a summary of the tenancy and case to assist them with making their decision.</p> <p>The tenant was kept informed throughout the process about the action taken, including the Moratorium coming to an end and our ability to go ahead with the eviction action.</p> <p>A discussion took place about how a couple of people didn't feel as comfortable as others when approving the eviction case. They said it was due to them not having much knowledge about how the process is carried out and not having more background information about the individual and their previous contact with Knowes prior to the dates listed. They asked if a pro forma is used by the housing team to record the steps we have taken to engage with the individual before the dates listed in the report. A summary of the procedure that would have been followed was explained to the Committee. Erica advised that if the Committee wanted to speak to the Head of Housing before making a decision then there would be time to do this.</p> <p>The Committee agreed that it would be useful for the Head of Housing to attend future meetings when evictions are discussed to provide them with more information.</p> <p>Following a discussion, the Committee took a vote and the majority voted in favour to approve the eviction request. Proposed by Billy Stevenson and seconded by Katie Devaney.</p>	<p>Head of Housing to confirm if a pro forma is used for cases.</p> <p>Head of Housing to attend Committee meeting to provide more information on processes.</p>
16.	<p>EVH Report</p> <p>The EVH Report for March was provided to the Committee for their information.</p>	
17.	<p>Notifiable Events</p> <p>No notifiable events.</p>	

18.	<p>Management Committee Attendance Register</p> <p>The attendance register was provided to the Committee for their information.</p>	
<p><i>Peter French (Head of Property Services) and Amy Sweeney (Corporate Services/Compliance Officer) left the meeting at this point so that the Committee could discuss agenda item 19.</i></p>		
19.	<p>Report from Review of Maintenance Officer (MO) Post</p> <p>Erica presented a report reviewing the recent appointment of the new maintenance officer and the subsequent meetings with members of the Committee.</p> <p>A full report on the appointment has been made to the Regulator and they have responded that they do not see any need for involvement from their end. Given that the Regulator do not see this appointment to be a notifiable event then the Chairperson and the CEO believe that there is no need for an independent review of this appointment and that no further action should be taken on this matter.</p> <p>The recommendation was approved by the Committee, proposed by Heather Maitz and seconded by Cllr Lawrence O'Neill.</p>	
<p><i>Amy Sweeney (Corporate Services/Compliance Officer) rejoined the meeting at this point to minute the remainder of the meeting.</i></p>		
20.	<p>Any Other Business and Apologies for Future Meetings</p> <p>20.1 Discussion about Strategy Day</p> <p>A discussion took place about potential dates for the Strategy Day. The Committee agreed that a date in May/June from 1:30pm – 5pm would work best for everyone.</p> <p>20.2 Sub Committees – Members and Frequency of Meetings</p> <p>Erica provided an update on when the next sub committee meetings would be held. The Housing Sub Committee will be meeting on 30th April and the next</p>	<p>Amy to contact Auchentoshan for dates and also explore different facilitators for the event.</p>

	<p>Finance Sub Committee meeting will be held in May. The Committee agreed that discussions about the membership of subs would be pushed back to the next meeting.</p>	
<p><i>Erica Davidson (CEO) and Amy Sweeney (Corporate Services/Compliance Officer) left the meeting at this point so that the Committee could discuss agenda item 20.3.</i></p>		
<p>20.3</p>	<p>Update from Chair</p> <p>A private discussion took place with the Chair and Committee.</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> ■ [REDACTED] ■ [REDACTED] 	
<p>21.</p>	<p>Date of Next Meeting</p> <p>The next meeting will be held on Tuesday 21st May 2024.</p>	