



**Minutes of Management Committee Meeting
held on Tuesday 4th February 2025 at 6.30pm
The meeting was at Knowes Housing Association's Office**

Present: Steve Rolfe
 Billy Stevenson
 Cllr Lawrence O'Neill
 Chukwuebuka Tim Ugwu
 Hilary Edgar
 Richard McLean

In Attendance: Erica Davidson CEO
 Peter French Head of Property Services
 Martin Harvey Head of Housing
 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 people submitted their apologies:</p> <ul style="list-style-type: none"> • Peter Fennessey • Lynsey Chrystal • Leanne Keegan • Katie Devaney <div style="background-color: black; width: 100%; height: 15px; margin-top: 10px;"></div>	
2.	<p>Resignation of Committee Members</p> <p>Erica advised that two members of the committee have resigned.</p>	

	<p>Katie Devaney (Secretary) stepped down in January 2025 and Richard McLean will be stepping down in February 2025.</p> <p>The committee thanked Katie and Richard for their time and hard work and dedication to Knowes Housing Association.</p>	
2.	<p>Election of the Secretary</p> <p>Following the resignation of the Secretary in January 2025, the Committee were required to elect another member to take over as Secretary.</p> <p>The Committee nominated Cllr Lawrence O'Neill to take over as acting Secretary of Knowes Housing Association until consultation with the other absent members could take place. Proposed by Billy Stevenson and seconded by Steve Rolfe.</p>	
3.	<p>Declaration of Interest</p> <p>No interests were declared.</p>	
4.	<p>Correspondence</p> <p><u>Letter from the SHR – Outcome of consultation on the ARC</u></p> <p>The SHR have published the outcome of their consultation on the indicators in the Annual Return on the Charter.</p> <p>Following the consultation, new tenant and resident safety indicators on fire and electrical safety will be introduced as well as three new indicators on damp and mould. A small number of indicators will be removed and there will be more clarity on the definitions of a number of existing indicators.</p>	
5.	<p>Minutes of Management Committee on 10th December</p> <p>One small amendment to be made regarding the location of the meeting. There were no other amendments and the minutes of the Management Committee meeting held on 10th December were agreed as an accurate record and approved. Proposed by Billy Stevenson and seconded by Tim Ugwu.</p>	<p>Amy to upload minutes to the website.</p>

6.	<p>Minutes of Sub Committee Meetings</p> <p>The minutes of the housing management sub committee meeting were included for information.</p>	
7.	<p>Rent Increase and Budget Report</p> <p>Erica presented the rent increase and budget report to the Committee. She advised that a rent questionnaire was sent out to 1055 tenants as part of the consultation exercise by email and post and 86 responses were received. Of the 86 responses the following data was collected:</p> <ul style="list-style-type: none"> • 55% voted yes to a rent increase of 3.5% and 45% voted no. • 71% felt their rent was affordable to them at present and 64% felt it would still be affordable after the rent increase. • 74% thought that their rent was good value for money. <p>An office open afternoon/evening was also held in December to consult with tenants and 3 tenants attended. 28 days notice is provided to tenants before the rent increase is set by the Management Committee.</p> <p>The Management Committee were asked to approve the following:-</p> <ul style="list-style-type: none"> • An increase of 3.5% for rents for 2025/26 (£13.70 per month). • An increase of 10% on service charges to cover the costs associated with the provision of close cleaning services as per the November papers to the finance sub (monetary terms average increased od £2.45 per month). Erica confirmed that the association is not required to consult over service charges. • Approval of the budgets for 2025/26 and long-term cash flow projections. <p>The Committee approved the rent increase of 3.5%, an increase of 10% on service charges and the budgets for 2025/26, to be effective from 1st April 2025. Proposed by Cllr Lawrence O'Neill and seconded by Billy Stevenson.</p>	
8.	<p>CEO Report</p>	

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

Staff Updates

There have been no staff changes in the last month.

Update on Abbeylands Road

The demolition of the existing building is complete.

Three contractors were invited to bid through the Link Framework however two declined to take part in the process due to time constraints. A building contractor, McTaggarts, expressed interest in the new build and we are working with them to provide information so they can submit their tender. They will present this to us next week. Our Quantity Surveyor will assess their tender, and then we can look at submitting the grant application and project approval request to the Scottish Government. Erica advised that McTaggarts are top of the Link Framework therefore Knowes would not need to go out to tender and can appoint directly from the Framework. A request for more than the benchmark grant will require to be submitted to the Scottish Government and we hope to have our application in before the end of March.

If all goes to plan a site start date of July/August 2025 is expected, with a project completion date of late 2026.

VAT Audit

The VAT audit went well, and the HRMC auditor has advised that Knowes should be able to deregister for VAT. This process will be looked at again before the end of the financial year.

Pay Award 2025

EVH have advised that discussions about the cost of living pay increase for April 2025 started last year. Discussions with UNITE are continuing and a further update will be sent out to members in due course. EVH have advised that this will likely be by Friday 7th February.

ARC

	<p>The SHR has published its updated ARC guidance, and the new indicators will come into effect on 1st April 2025. New tenant and resident safety indicators have been introduced including indicators on fire and electrical safety and three new indicators on damp and mould. The new indicators will be included in the 2026 return. The existing guidance will remain for this year's return.</p> <p><u>Wider Action and Charitable Donations Expenditure to end of January 2025</u></p> <p>The wider action and charitable donations budgets and expenditure was provided to the Committee.</p> <p><u>Summary of Tasks</u></p> <p>Erica provided the Committee with a summary of the tasks that she has been working on with the management team which included the following:-</p> <ul style="list-style-type: none"> • Business plan for 2025/26 – Business Objectives • Governance review procurement process • Internal audit – plan for 2025/26 • Insurance renewal for 2025/26 • Stock condition survey • Alexander Sloan interim and final audit 	
9.	<p>New Share Members</p> <p>No new share applications have been received.</p>	
10.	<p>Corporate Services Report</p> <p><u>Activities</u></p> <ul style="list-style-type: none"> • CSE Assessment – Our annual CSE assessment was due to be carried out in February, however our usual assessor has left the organisation and they are still looking for a replacement so this has been pushed back. We are still waiting on an update on when this will be carried out. <p><u>Committee and Staffing Updates</u></p> <ul style="list-style-type: none"> • Sexual Harassment Awareness Training – We have arranged for EVH to carry out sexual harassment training for staff in March. There will 	

	<p>be an additional training session for management.</p> <ul style="list-style-type: none"> • Committee Appraisals – The remainder of the committee appraisals will be carried out on 18th February. I will be in contact to arrange the meetings. 	
11.	<p>Complaints Report</p> <p><u>Complaints Received</u></p> <p>Total Complaints – 10</p> <p><u>Stage 1 Complaints</u></p> <ul style="list-style-type: none"> • Number of complaints received – 9 • Average time in working days to provide a full response – 2.4 days • Percentage of all complaints responded to in full – 100% • Complaints responded to outwith the timescale of 5 working days – 1 • No complaints were upheld. <p><u>Stage 2 Complaints</u></p> <ul style="list-style-type: none"> • Numbers of complaints received – 1 • Average time in working days to provide a full response – 1 day • Percentage of all complaints responded to in full – 100% • Complaint responded to within the timescale of 20 working days. • No complaints were upheld. 	
12.	<p>Health, Safety and Wellbeing</p> <p><u>Activities</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 – Annual PAT testing in the office and for staff homeworking equipment will be carried out at the end of February. • Landlord Health and Safety Control Manual – Annual signing required. 	

	<p><u>Training</u></p> <ul style="list-style-type: none"> • Andy Douglas completed a CORGI gas safety course on 12th December 2024. 	
13.	<p>Property Services Reports</p> <p>Peter presented the repairs and maintenance reports.</p> <p><u>KPI Report</u></p> <p>KPI results at January 2025.</p> <ul style="list-style-type: none"> • Average time taken to complete non-emergency repairs – 7 days. • Average time taken to attend emergency repairs – 29 minutes. • Average time taken to complete emergency repairs – 1hr 44 minutes. <p>There has been no statistically significant changes in KPIs since 1st April 2024 and improvements in areas such as arrears and lettings times,</p> <p><u>Capital Projects</u></p> <ul style="list-style-type: none"> • Kitchen Renewals – 52 addresses will receive kitchen renewals. Surveys will take place from 10th February to 20th February. Start date for the project is still to be confirmed but will be early in new financial year. • Boiler Renewals – 99 addresses will receive boiler renewals. A pre-start meeting will take place on 22nd January, surveys will begin in March and the project start date will be April. • Window & Door Replacements – 41 addresses have been identified for window and door replacements. Surveys are planned for March with install taking place in May. • Water Tank Removal – A pre-start meeting will take place on 23rd January. The project will start on 10th February. <p><u>Maintenance and Service Projects</u></p> <ul style="list-style-type: none"> • Paint Project 2025-26 – This project will involve 25 tenements and 86 terrace properties. The draft start date is post school holidays. 	

- Skips – 9 skip suppliers have indicated they wish to tender. A quick quote tender is being issued by Ewing Somerville Partnership.
- Gutter Cleaning Project – This project is complete, however there are a small number of difficult tenement addresses still to clear.
- Landscape Maintenance Project – We are currently in the winter maintenance cycle (Litter collection, weed & moss control). It is proposed to extend the contract with Continental into year 5 (final year).

EICRs

- 10 addresses are due an EICR this calendar year.
- Going forward this project will be tendered in 2025, with a view to delivering the approx. numbers below each year:

2025: 135
 2026: 250
 2027: 250
 2028: 280
 2029: 55

The majority of the EICRs will be obtained on a 4 year cycle and this will allow adjustments to be made within the programme to accommodate tenants, staff and contractors when required.

Health and Safety

- 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.

Medical Adaptations

- We have received a grant award of £20k from the Scottish Government for adaptations.

We have received 22 requests. Of these requests, 14 properties have received an adaption, 3 properties cancelled and 1 property to be delivered. The current spend has been

	<p>£14,398 and the estimated final spend will be £20,131. The 4 remaining requests will be added to the 2025/26 programme.</p> <p><u>Stock Condition Survey</u></p> <ul style="list-style-type: none"> • Hardies Property and Construction Services have completed their surveys and we are awaiting the SCS report (approx. 20% of stock is surveyed) <p><u>Storm Damage</u></p> <p>There has been significant damage after the recent storm including damage to roofs and fences and fallen trees. We are currently working with our contractors to resolve this, using scaffolding and cherry pickers to fix the damage. This will be a long process and will be expensive for the association.</p> <p>Fences – Peter advised that the association would repair boundary fences firstly. Repairing separation fences hasn't been ruled out, however it is not a priority. The association will help elderly and disabled tenants first.</p> <p>Insurance – Peter advised that the association may claim insurance to deal with the damage caused by the storm. However, repairs to fencing will not be covered by insurance.</p>	
14.	<p>Policies for Approval</p> <p>The following policies were discussed:</p> <ul style="list-style-type: none"> • Whistleblowing Policy – References to 'Knowes Housing Association' have been updated to 'Knowes Housing Association Ltd'. There were no other changes. • Long Working Policy – An addition had been made to page 3 of the policy under 'Employer Responsibilities'. There were no other changes. • Disclosure Scotland Policy – Minor changes to the wording have been made throughout the policy. • Complaints Policy – There were no changes to the wording of this policy, only an update on the 	

	<p>review dates. It was highlighted that there was a typo on page 3, section 5 of the policy. Amy will update the policy.</p> <p>The committee approved the four policies. Proposed by Tim Ugwu and seconded by Hilary Edgar.</p>	<p>Relevant changes to be made to policy before publishing.</p>
15.	<p>EVH Report</p> <p>The EVH Report for January 2025 was provided to the Committee for their information.</p>	
16.	<p>Management Committee Attendance Register</p> <p>The attendance register was provided to the Committee for their information.</p>	
17.	<p>Proposed Dates for Future Meetings</p> <p>The committee agreed the following dates for future meetings:</p> <ul style="list-style-type: none"> • Tuesday 4th March 2025 • Tuesday 8th April 2025 • Tuesday 20th May 2025 • Tuesday 10th June 2025 • No meeting – July • Tuesday 5th August 2025 • AGM – Tuesday 5th September 2025 • Tuesday 7th October 2025 • Tuesday 4th November 2025 • Tuesday 2nd December 2025 <p>The meeting dates were approved, proposed by Hilary Edgar and seconded by Billy Stevenson.</p>	
18.	<p>Any Other Business and Apologies for Future Meetings</p> <p><u>Changes to Legal Action and Eviction Policy</u></p> <p>Erica advised that the proposed changes to the Legal Action and Eviction Policy were discussed and agreed at the housing management sub committee, however the policy has to be ratified at the full committee meeting.</p>	

	<p>The main change to this policy is that Senior Management will be able to make decisions on evictions instead of bringing them to the committee for consideration and approval. This is because the eviction order has been granted by a sheriff, who has taken into consideration all of the pre-requirements and action the association has taken to engage with the tenant and has deemed it reasonable based on the evidence provided. Erica advised that the Association rarely carries out evictions, however as the housing sub committee meetings are now quarterly, making the eviction decision operational will avoid delaying action being taken against a tenant if required.</p> <p>It was highlighted that the numbering on the policy would need to be updated. There were no other comments and the committee approved the changes to the policy, proposed by Billy Stevenson and seconded by Steve Rolfe.</p> <p><u>Discussion – Approval of Potential Committee Member</u></p> <p>A discussion took place regarding Patricia Broadfoot, share member of Knowes HA’s request to join the board. The committee voted the member on, subject to all paperwork being returned.</p> <p>Proposed by Billy Stevenson and seconded by Cllr Lawrence O’Neill.</p>	
19.	<p>Date of Next Meeting</p> <p>The next committee meeting will take place on Tuesday 4th March 2025 at 6:30pm.</p>	