



**Minutes of Management Committee Meeting
held on Tuesday 12th November 2024 at 6.30pm
The meeting was held online via Zoom**

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

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 people submitted their apologies:</p> <ul style="list-style-type: none"> • Hilary Edgar <div style="background-color: black; width: 100px; height: 15px; margin-top: 5px;"></div>	
2.	<p>Declaration of Interest</p> <p>No interests were declared.</p>	
3.	<p>Correspondence</p> <p>No correspondence was received this month.</p>	

4.	<p>Minutes of Management Committee on 15th October 2024</p> <p>It was highlighted that there was a typo on page 6 of the minutes. There were no other amendments and the minutes of the Management Committee meeting held on 15th October were agreed as an accurate record and approved. Proposed by Billy Stevenson and seconded by Lynsey Chrystal.</p>	<p>Amy to amend minutes and upload them to the website.</p>
5.	<p>Minutes of Sub Committee Meetings</p> <p>The minutes of the finance and audit sub committee meetings were included for information.</p>	
6.	<p>CEO Report</p> <p>Erica presented her report to the Committee. The report included the following information:</p> <p><u>Staff Updates</u></p> <p>After the papers were published, the candidate selected for the Administrative Assistant post notified us that they will not be taking up the post. The next steps of the process will be discussed with the Employment Sub Committee at the meeting later tonight.</p> <p><u>Update on Abbeylands Road</u></p> <p>The utilities for the old building on the development site will be switched off on 18th November. The demolition of the existing building is scheduled to commence on Monday 25th November 2024 and should take four weeks. We will notify the residents in the immediate vicinity of the site to let them know that the demolition will take place during this period. The development team is currently working on the tender information for the building contractor. It is planned to invite three companies from the Link Group Procurement Framework to tender - McTaggart, Cruden and Ashleigh, each of these companies have proven abilities in the housing sector.</p> <p>Following advice from Knowes' QS, Ewing Somerville Partnership, we have tendered for the services of a development agent through the PCS quick quotes service and four potential consultants have been invited to tender. Erica advised that the results of this should</p>	

be available for the December Committee meeting.

The spend to date on Abbeylands Road was provided to the Committee, the total spend so far is £341,101. The amount of grant claimed and received through this expenditure is £303,010.

Committee/Staff Strategy Day /Business Planning

The Committee/staff strategy and business planning day was held on 25th October 2024 at the Auchentoshan Distillery. A full minute of the afternoon will be included in the December papers. Unfortunately, we did not have time to set the business objectives on the afternoon so we will do this in February.

Regulatory Engagement

The SHR has issued an updated regulatory statement following the code the conduct matter. An independent governance review will be carried out to address any weaknesses in Knowes' governance process.

Our next step is to determine the scope of the remit for the independent governance review, prepare an invitation to tender and invite suitable consultants to submit a bid for the process.

Erica advised that the CEO can prepare the remit and scope of the and submit this to the Committee for approval before submission to the SHR. The Committee were asked whether they would like to delegate this to the Audit Sub Committee or whether they would prefer the information to come to the main committee.

A discussion took place, and the Committee agreed that they would like the information to be brought to and agreed at the main Committee meeting.

Erica advised that the tender process involves reviewing returns based on best price and quality and that the Committee will be able to invite any suitable consultants to interview. The Committee discussed inviting TIAA, the association's auditors, to sit on the interview panel to ensure that the most suitable consultant for the process is selected. However the CEO advised that it would be acceptable for the Committee to select the suitable consultant but we could check with the SHR to ensure that they are happy with this arrangement.

Post meeting note – the Audit sub did not meet on 26th

	<p>Following these discussions, it was agreed that the standard tender process would be followed and Erica would prepare the remit and ITT documents and submit this to the Audit Sub Committee for discussion on 26th November.</p> <p><u>VAT Audit</u></p> <p>HMRC will be carrying out an audit of Knowes HA's VAT returns on 7th November 2024. Knowes applied to de-register for VAT in 2020 due to Knowes' Vatable income falling below the VAT threshold for a number of years. This application was refused and Knowes has appealed this, but the appeal has not been responded to. This has been raised with the VAT auditor and they will investigate this for Knowes.</p> <p><u>Wider Action and Charitable Donations Expenditure to end of October 2024</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 • Governance review/Committee remit review • Staff succession plan/staff structure review • Staff PDRs for 2025 • Review of budgets and long term plans/rent increase 2025 <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>November – however a meeting took place between the Chairperson, the Treasurer and the CEO and a discussion took place around the remit and scope of the review. The CEO took on board suggestions made by chair and treasurer and this has been submitted to the SHR in advance of December Committee meeting</p>
7.	<p>Quarterly KPIs</p> <p>The quarterly KPIs for repairs, housing and corporate services were reported to the Committee.</p> <p>This incorporated a new traffic light system to highlight any varying figures.</p>	

	<p>The following points were discussed:-</p> <ul style="list-style-type: none"> • Number of properties that do not meet SHQS – It was reported that 57 properties did not meet this at 30.06.2024, however this should be 61. • The % of tenants satisfied with the repairs service at 30.09.2024 was 86.79% which is a slight drop from the previous quarter. The reason for this is that more tenants are choosing 'neither satisfied nor dissatisfied' when providing feedback which is counted as dissatisfied. • The % of tenancy offers refused in Q2 has risen to 38% and more information was provided to the Committee on this. • The % of days lost through staff sickness absence was 7.28% in Q1 and 3.84% in Q2 and more information was provided to the Committee on this. 	
8.	<p>Suppliers List</p> <p>Erica advised that the suppliers list is brought to the Committee for approval each year.</p> <p>A discussion took place about how we are supporting small local businesses. A Committee member requested a summary to show many of the suppliers are local to Knowes. Erica confirmed that she will provide this at the next meeting. Erica advised that Knowes follows PCS guidelines however some small local companies may not use this.</p> <p>The Committee approved the suppliers list, proposed by Richard McLean and seconded by Billy Stevenson.</p>	<p>Summary of local suppliers to be provided at future committee meeting.</p>
9.	<p>New Share Members</p> <p>No new applications have been 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 and other relevant updates.</p> <p><u>Activities</u></p> <ul style="list-style-type: none"> • Christmas Vouchers – Last year we provided vulnerable households with vouchers to buy 	

	<p>Christmas dinners. We would like to request approval from the Management Committee to provide 30 households with a £60 ASDA voucher. The Housing Officers will select 10 households from each patch to receive vouchers. The Committee approved the request, proposed by Lynsey Chrystal and seconded by Peter Fennessey.</p> <p>A Committee member highlighted that Faifley Foodshare have a Facebook page which may be worthwhile sharing with tenants.</p> <ul style="list-style-type: none"> • Strategy Day – The Committee/staff Strategy Day took place on 25th October at Auchentoshan Distillery and the meeting was facilitated by Brian Costello from HeadStrong. The day focussed around business planning and included team building activities and useful discussions and sharing of ideas. <p><u>Committee Updates</u></p> <ul style="list-style-type: none"> • SFHA Codes of Conduct – The updated codes of conduct have been included in the papers for approval. • Dignity at Work Training – EVH carried out Dignity at Work Training for Knowes’ staff on 22nd and 24th October 2024. • Committee Appraisals – Peter and Amy will be carrying out the Committee appraisals during the last two weeks in November and the first week in December. I will be in contact over the coming weeks to arrange the meetings. 	<p>Housing team to be notified re vouchers.</p> <p>Amy to share Faifley Foodshare FB page.</p> <p>Amy to arrange appraisal meetings</p>
11.	<p>Health, Safety and Wellbeing Report</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. • Legionella Risk Assessment – Cleartech carried out a Legionella risk assessment for the office on 14th October 2024. We have received their 	

	<p>report and we are actioning the recommendations.</p> <p><u>Training</u></p> <ul style="list-style-type: none"> The Repairs and Maintenance Team completed Asbestos Awareness Training with ACS on 4th November 2024. 	
12.	<p>Property Services Reports</p> <p>Peter presented the repairs and maintenance reports.</p> <p><u>KPI Report</u></p> <p>KPI results at November 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 – 14mins. Average time taken to complete emergency repairs – 1hr 51mins. <p>There has been no statistically significant change in KPIs since 1st April 2024.</p> <p><u>Capital Projects</u></p> <ul style="list-style-type: none"> Windows & Door Project 2024-25 – This project is now complete. 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 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. <p>City Building have been approached however the costs supplier are greatly in excess of what has been previously submitted.</p> <p>Wright Kerr All Trades have been approached to determine if they are on the Scotland Excel Framework and If they can provide a cost for the</p>	

work.

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 (approx. 80 addresses).

Maintenance and Service Projects

- Paint Project – This project is complete.
- 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 main door properties are nearing completion. Work has started on the tenemental properties.

EICRs

- From April 2025 – December 2025, 85 addresses require an EICR, currently 12 of these addresses remain outstanding.
- Going forward this project will be tendered in 2025, with a view to delivering the approx. numbers below each year:

2025: 135 (Excluding 85 noted above)

2026: 250

2027: 250

2028: 280

2029: 55

Peter advised that there is a buffer built into every year. This will ensure that we don't have an excessive number of addresses in any one year. 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. This is down £5,000 from last year.

We have received 15 requests so far. Of these requests, 8 have been minor work for grab rails etc and have been completed, 6 requests require major work e.g. level access showers, wet floor bathrooms etc. and we are arranging this work. We have estimated that we will be able to deliver 4 of these requests depending on costs and the remaining requests will be put on 25/26 programme.

A Committee member asked if medical adaptations have been factored into the budget for next year, in case the association does not receive any funding from the Scottish Government.

Peter advised that we would need to look at this next year, however it may need to be considered as it seems like grant funding has decreased significantly.

Stock Condition Survey

- Hardies Property and Construction Services have started the stock condition surveys. Letters have been issued to approx.. 250 tenants across the stock profile of addresses indicating that the survey programme will run from late October to January 2025. Peter advised that it is important to continuously improve/maintain the association's stock.

Budgets

- The repairs and maintenance budgets and expenditure were provided to the Committee for

	<p>their information.</p> <ul style="list-style-type: none"> • 	
13.	<p>Updated Codes of Conduct – Staff and Management Committee</p> <ul style="list-style-type: none"> • Code of Conduct for Staff – There were no comments or queries and the policy was approved, proposed by Billy Stevenson and seconded by Richard McLean. • Code of Conduct for Governing Body Members – A Committee member highlighted a typo in the policy. Amy will update this. The policy was approved, proposed by Richard McLean and seconded by Steve Rolfe. 	
14.	<p>Policies for Approval</p> <p>The following policies were discussed:</p> <ul style="list-style-type: none"> • Sustainability Policy – Erica advised that this is a new standalone policy which will be used as a framework to measure sustainability. The Committee felt that the information included under section 4 and 5 of the policy was too specific and they felt it would be more useful to just cover general principles within the policy and have a separate action plan for specific information. Another point raised was that actions need to be attainable, therefore some of these would need to be revisited. Erica will update this policy and bring it back to the a future meeting. • Procurement Strategy Policy – We consulted with Ewing Sommerville Partnership (ESP) when updating this policy and they provided advice on procurement best practices. Erica advised that text had been added to page 5 of the policy that covers ‘projects’ and ‘nonregulated procurement’. The Committee raised some questions around best practice and whether there is set legislation that must be followed. Erica advised that she will consult with the CEO Group to ascertain best practice throughout the sector • Cigarette and E-Cigarette Policy – Erica advised that this policy will replace the Smoke Free Policy to cover the use of e-cigarettes and vapes. 	<p>Sustainability Policy to be amended and brought back to future meeting.</p> <p>Erica to consult with CEO peer group..</p>

	<p>There has been changes to wording throughout the policy. There were no comments or queries and the policy was approved, proposed by Billy Stevenson and seconded by Richard McLean.</p>	
15.	<p>EVH Report</p> <p>The EVH Report for October 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>Notifiable Events</p> <p>No notifiable events.</p>	
18.	<p>Discussion – Application to join the Committee</p> <p>A discussion took place regarding the prospective committee member who attended the last meeting on 8th October 2024.</p> <p>Chukwuebuka Timothy Ugwu, share member of Knowes HA, was officially co-opted to Knowes HA's Management Committee as a committee member from this date. Proposed by Peter Fennessey and seconded by Richard McLean.</p>	
19.	<p>Any Other Business and Apologies for Future Meetings</p> <p>No other business was discussed.</p>	
20.	<p>Date of Next Meeting</p> <p>The next committee meeting will take place on 10th December 2024 at 6:30pm. This will be a shorter Committee meeting followed by a Christmas buffet.</p>	