



HOUSING

ASSOCIATION LIMITED

Minutes of Management Committee Meeting
held on Tuesday, 6th July 2021
Via Zoom

Present

Rhona Polak
Lynsey Chrystal
Yvonne McDonald
Hilary Edgar

Katie Devaney
Gary Clark
Janet Cassidy
Billy Stevenson

In Attendance

Pierre De Fence
Erica Davidson
Joe Wilson
Isabel Pringle

Director
Head of Finance
Property Services Manager
Corporate Services Assistant - Minutes

Guest

Lorna Ravell, EVH

1.	<u>Committee Appraisal</u> Lorna Ravell from EVH gave a presentation on the background to the Committee appraisal process.
2.	<u>Apologies</u> No apologies were received.
3.	<u>Declaration of Interest</u> None.

4.	<p><u>Correspondence</u></p> <p>Scottish Housing Regulator. A letter was received from the SHR with regards to the information required by HA's to support their Annual Assurance Statement (AAS). This submission is required by the SHR by 31st October 2021 and must include assurances from landlords that they have the appropriate plans in place to implement an effective approach to gathering equalities and human rights data.</p> <p>Retirement – Pierre De Fence, Director. A letter has been received from Pierre advising Committee of his decision to retire at the end of September 2021. An email was also sent to the staff at Knowes. Committee and staff have acknowledged and accepted Pierre's decision and wish him all good wishes for a long, healthy and happy retirement, although all agreed that we would be sorry to see Pierre leave Knowes.</p>
5.	<p><u>Minutes of Previous Meeting of Tuesday 18th May 2021</u></p> <p>The minute of the meeting were agreed and approved</p> <p>Proposed by Yvonne McDonald and seconded by Billy Stevenson.</p>
5.1	<p>Minute of the Finance Sub Committees were presented for information</p> <p>Finance Sub Committee – 25th May 2021 Finance Sub Committee – 22nd June 2021</p>
5.1.1	<p>Minute of the Audit Sub Committee was presented for information</p> <p>Audit Sub Committee – 25th May 2021</p>
5.1.2	<p>Minute of the Housing Services Sub Committees were presented for information</p> <p>Housing Services Sub Committee – 25th May 2021 Housing Services Sub Committee – 22nd June 2021</p>
6.	<p><u>New Share Members</u></p> <p>It was noted that there were two new Share members this month however, due to an administrative error the names/addresses were not available for this evening's meeting.</p> <p>This would be presented for approval and acceptance at our next meeting in August, with apologies being made to the new Share members, but with approval and acceptance, if appropriate, being in place prior to our AGM in September.</p>
7.	<p><u>Directors Report</u></p> <p>Stock Control Year to Date as at 25th June 2021</p> <p style="padding-left: 40px;">Total properties 1047 rented (including Dunn St respite centre). 689 owners</p> <p>Pierre reported as follows on Covid 19 measures and the protection levels currently in place.</p> <p>Since our last meeting there has been an update from the Scottish Government.</p> <p>There are some further easing of restrictions and we are now back in level 1. Scottish</p>

Government Guide states that people should work from home where possible through till level zero and even then, it is a phased return. There is an expectation that we will move to level zero sometime this month.

Strategic Framework

Protection Levels					
	Level 4	Level 3	Level 2	Level 1	Level 0
Stadia and Events	Closed	Closed with the exception of drive in events	Maximum capacities* Indoors: 100 Outdoors seated: 500 Outdoors free-standing: 250	Maximum capacities* Indoors: 200 Outdoors seated: 1,000 Outdoors free-standing: 500	Maximum capacities* Indoors: 400 Outdoors seated: 2,000 Outdoors free-standing: 1,000
Going to work/working from home	Work from home where possible	Work from home where possible	Work from home where possible	Work from home where possible	Work from home remains default but phased and limited return to offices can begin
Visits - Hospitals	Recommended that only essential visits take place at present	Recommended family support from at least 1 visitor** per patient	Recommended family support from at least 1 visitor** per patient	Recommended family support from at least 2 visitors** per patient	Open subject to local health protection advice
Visits - Care Homes	Recommended minimum of 2 indoor visits per week, one person*** at a time. Essential visits at all times	Recommended minimum of 2 indoor visits per week, one person*** at a time. Essential visits at all times	Recommended minimum of 2 indoor visits per week, one person*** at a time. Essential visits at all times	Recommended minimum of 2 indoor visits per week, one person*** at a time. Essential visits at all times	Open subject to local health protection advice

The previous comments regarding the implications of Covid on Knowes remain unchanged.

Abbeylands Road bowling and tennis court sites

Confirmation has now been received from WDC Planning Dept that they are now willing to consider a planning application. We also have had confirmation that the funding noted in the SHIP is now available and we are in the process of appointing a design team and arranging a flood risk assessment which is a planning requirement. We will hopefully purchase the site in the near future, assuming the flood risk assessment is positive. A meeting is also planned with WDC to discuss the sale of the site.

Welfare and Money Advice Project

Pierre reported that this service has still been withdraw from CIRC due to Covid. It may be necessary that we will have to look to other providers to offer this service.

Community Projects

The Tenancy Sustainment Officer post is working out well.

We have now received the 39 ipads and sim cards, which are targeted at families with children. These have now been distributed.

The Digital Connector service is up and running through our appointed contractor, who have written to all tenants and we will receive reports every fortnight regarding uptake.

We plan to make an application to the Community Recovery Fund ph2 to assist in more community activities.

Recruitment

We have now started the recruitment of a Housing Officer and interviews will be held 22nd July.

Faifley Housing Association transfer of engagements

Pierre reported that as Committee were aware, our bid was not successful.

The management team had a feedback meeting with FHA's representative and in short, the feedback was as follows, although there are many points that we do not agree with.

- We didn't put enough information relating to post transfer governance - we had described how FHA would be subject to our strong governance regime which was discussed in detail.
- Value for money - our response was very good.
- Performance - our response was very good
- Rent offer, ours was not the best offer - Pierre has since heard unofficially that the best offer was a 5 year rent freeze, this may not be correct, but if it is more than 3 years then it is better than ours
- Investment proposals - ours was not the best offer.
- Quality Homes, good submission but we should not have said that we would consult with tenants - we were marked down for saying this. SMT agreed that this was probably the most bizarre comment and highlights the extent that the tenants don't matter in this process, Knowes believes it is good practice to consult tenants on their priorities for investment.
- Manage the environment, - good response
- Repairs service - good response
- Modernising service - seemingly we failed to show that we were using modern methods of service delivery, particularly in repairs. Some of the examples given for the successful bidder didn't stack up as we use the same IT systems and same repairs contractor, we also have the same tenant app.
- Wider role activities - good response
- People - they were not happy that the Director was the lead on HR matters. They have looked at this out of context, we would be taking on 3 or 4 members of staff which doesn't exactly require a HR department, and we are members of EVH.
- Staff opportunities - we were not able to offer enough. We offered all staff a job doing what they currently do with opportunities within a larger organization, the mantra here is that you have to be a large national organization to score on the system that has been developed.

7.1

Committee Member Attendance Record 2020-2021

The record was presented for information.

There was some discussion and it was confirmed that Councillor O'Neil had been granted leave of absence and Pierre would make contact with Lawrence to clarify if this was still required.

	<p>Subsequent to tonight's meeting, Pierre was contacted by Lawrence to say that he had in fact tried to join our meeting but was informed by Admin Control that his password had expired.</p> <p>Pierre noted that due to no fault on Lawrence's part, he would have attended the meeting if technology had allowed. Hence, Lawrence's apologies would be accepted.</p>
<p>8.</p>	<p>Health and Safety</p> <p>In Sandra's absence, Rhona thanked Sandra for her very precise report, a copy of which is contained within the papers.</p>
<p>9.</p>	<p><u>Property Services Report</u></p> <p>Kitchen Programme – Due to a shortage of materials, this programme is on hold for the moment. We are awaiting advice from City Building on the anticipated new start date, which hopefully will be next month.</p> <p>Joe advised that there is no change to all other contracts, same as last month.</p> <p>Dwelling Doors – Addresses have been surveyed by the contractor and we are expecting the installations to commence in August 2021.</p> <p>Electrical Testing – Testing commenced on 5th July 2021</p> <p>Painting Contract – Joe is presently working with the QS on this project and the expected start date is August 2021</p> <p>Landscape Maintenance – contract on-going and very busy.</p> <p>Reactive Repairs – contract on-going and progressing, however there is still a backlog due to lack of access due to Covid restrictions.</p> <p>Gas Service – On-going with no problems.</p> <p>Tender Report - Close Cleaning</p> <p>This contract was put out to tender. It is recommended that Caledonia be awarded the contract based on price and quality.</p> <p>Committee agreed and accepted, with the contract starting on 1st September 2021. Proposed by Rhona Polak and seconded by Janet Cassidy.</p>
<p>10.</p>	<p><u>Policies for Approval</u></p> <p>G37 – Notifiable Events</p> <p>This policy incorporates the Scottish Housing Regulator's guidance on Notifiable Events and the circumstances in which the SHR should be notified of any potential risks to RSL's. An example of a notifiable event was given as "any change to a senior member of staff" i.e. Pierre our Director, retiring.</p> <p>Committee commented on Item 7.2 and agreed that the line "they should report it to 6, the Association in line with our Whistleblowing Policy" be removed.</p>

It was suggested and agreed that this particular item should now be included on our agenda for all future meetings and would follow on from “Declaration of Interest”.

Policy was accepted and approved. Proposed by Billy Stevenson and seconded by Yvonne McDonald.

S02 – Dignity at Work July 2021

Other than a correction to dates (previous review May 2021) the policy was agreed. Proposed by Rhona Polak and seconded by Hilary Edgar.

SO3 – Alcohol & Drugs Misuse – July 2021

A question was raised regarding the last section of the policy “Monitoring” and whether the Director should be the person responsible for monitoring this policy or should this involve all of the SMT. Based on previous issues within the Association and the implications of privacy, it was agreed to retain this paragraph, with the Director being the responsible person. The policy was then accepted, proposed by Katie Devaney and seconded by Yvonne McDonald.

S05- Overtime – July 2021

Subject to minor wording issues to be corrected, the policy was accepted and agreed. Proposed by Billy Stevenson and seconded by Lynsey Chrystal.

S08 – Use of Toil and Annual Leave – July 2021

Subject to numbering issues being corrected, the policy was agreed and accepted. Proposed by Hilary Edgar and seconded by Janet Cassidy.

MDS04 – Development & Procurement – July 2021

Joe advised that other than dates, there were very little changes to the policy, which was accepted and approved. Proposed by Rhona Polak and seconded by Billy Stevenson.

MDS08 – Home Loss & Disturbance Payments – July 2021

Again some date issues noted but once corrected, policy agreed and accepted. Proposed by Janet Cassidy and seconded by Lynsey Chrystal.

MDS – Allowances on Maintenance Contracts – July 2021

No changes. Policy agreed and accepted. Proposed by Gary Clark and seconded by Yvonne McDonald.

MDS – Contractors Code of Conduct – July 2021

No changes. Policy agreed and accepted. Proposed by Lynsey Chrystal and seconded by Billy Stevenson.

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Regulatory Framework Self-Assessment

Pierre suggested a separate meeting could be held to discuss this document as this is quite lengthy and could be a time consuming process. The decision was then taken that

	Committee study the document and email enquiries/queries to Pierre in preparation for our August meeting.
12	<p><u>EVH Report</u></p> <p>The report was for Committee information.</p>
13	<p><u>Customer Service Excellence Award</u></p> <p>Pierre reported that Knowes has received Compliance Plus for Customer Service Excellence. Pierre went on to say that this is a testament to all staff in helping to achieve this award.</p> <p>The certificate would be publicised on both our website and social medial/facebook pages.</p>
14	<p>QEF Report – Annual Statistical Review – 2020 -21</p> <p>For information.</p>
14.	<p><u>Any Other Business and Apologies for Future Meetings</u></p> <p>Katie Devaney has put in her apologies for the August meeting.</p>
15.	<p>Date of Next Meeting</p> <p>The next meeting of the Management Committee will be held on Tuesday 3rd August 2021 at 6.30 p.m.</p>