



**Minutes of Management Committee Meeting
held on Tuesday 10th June 2025 at 6.30pm
The meeting was held at Knowes Housing Association's Office**

Present: Lynsey Chrystal
Steve Rolfe
Cllr Lawrence O'Neill
Hilary Edgar
Dean Vinter
Patricia Broadfoot
Patrick Cox
Kevin McInally

In Attendance: Erica Davidson CEO
Helen Barton North Star Consulting
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>Presentation from Helen Barton from North Star Consulting – Governance Review</p> <p>Helen explained that part of the governance review will look at Knowes HA's governance policies, starting with reviewing the standing orders and scheme of delegation. Helen delivered a presentation covering:</p> <ul style="list-style-type: none"> - Review Process - General Governance Requirements and Sector Best Practice - Standing Orders - Sub-Committee Remits - Scheme of Delegated Authority - Next Steps <p>Recommendations and suggested additions were put forward to the committee during the presentation. These</p>	

	<p>were discussed and the committee were happy to implement these going forward. Helen advised that North Star would work on updating the Standing Orders and Delegated Authorities documents.</p> <p>The committee thanked Helen for attending the meeting and for her presentation which they found very informative.</p>	
	<p><i>Helen Barton (North Star Consulting) left the meeting at this point.</i></p>	
2.	<p>Welcomes and Apologies</p> <p>Lynsey welcomed the two new committee members to the meeting.</p> <p>The following people submitted their apologies:</p> <ul style="list-style-type: none"> • Peter Fennessey • Billy Stevenson • Tim Ugwu 	
3.	<p>Declaration of Interest</p> <p>No interests were declared.</p>	
4.	<p>Correspondence</p> <p><u>Flourishing Faifley's Family Summer Club</u></p> <p>Flourishing Faifley have requested a donation for their family summer club. They had applied to the WDC Shine 2025 Project again this year and their application was successful, however due to the number of organisations applying throughout West Dunbartonshire they were awarded just over half of what they had asked for. Following a discussion, the committee agreed to donate £1000 to Flourishing Faifley. Proposed by Cllr Lawrence O'Neill and seconded by Steve Rolfe.</p>	
5.	<p>Minutes of Management Committee on 8th April 2025</p> <p>There were no amendments and the minutes of the Management Committee meeting held on 8th April were agreed as an accurate record and approved. Proposed by Lynsey Chrystal and seconded by Billy Stevenson.</p>	
6.	<p>Minutes of Sub Committee Meetings</p>	

	<p>The minutes from the following sub committee meetings were provided to the committee for their information:</p> <ul style="list-style-type: none"> - Housing Management - Audit - Finance 	
7.	<p>CEO Report</p> <p>Erica presented her report to the Committee. The report included the following information:</p> <p><u>Update on Abbeylands Road</u></p> <p>The Scottish Government has given written feedback on the Abbeylands Road development project. They confirmed that they are concerned about the property sizes, the split-level houses and also the high retention costs for the site, which are due to possible ground contamination and drainage.</p> <p>Erica met with the architect and design team and they advised that the size of the properties are consistent with having being developed for housing for varying needs. The split-level properties were added at the request of WDC Planning Department.</p> <p>At this stage, the project is not affordable for the association, however we will continue to review the options for the site.</p> <p><u>Telecoms System</u></p> <p>We plan to interview the four companies who submitted a tender to allow them to demonstrate their systems to us. This will take place on 26th June.</p> <p><u>Wider Action and Charitable Donations Expenditure</u></p> <p>The wider action and charitable donations expenditure to the end of May was provided to the committee for their information.</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 – Update of departmental objectives and suite of plans • Internal audit – plan and audits for 2025/26 • Alexander Sloan final audit and accounts • Scotland Excel procurement review – awaiting final report • Phone system upgrade • Staff objectives for 2025/26 and performance reviews • Update of policies and procedures • Abbeylands Road evaluation of project • Governance Review • Review of health and safety risk assessments 	
8.	<p>Business Plan</p> <p><u>KPI Targets for 2025-26</u></p> <p>The KPI targets for 2025-26 for each department were brought to the committee for approval. There were no comments and the targets were approved, proposed by Steve Rolfe and seconded by Dean Vinter.</p> <p><u>Business Plan Timetable for 2025-26</u></p> <p>The business planning cycle was provided to the committee for approval.</p> <p>Erica advised that we will be planning a strategy day for the committee over the next few months. Erica and Amy will contact the committee to find out if they would prefer a daytime session or evening session. The views of the committee members present was that they would prefer an evening meeting.</p> <p>The committee approved the business plan timetable for 2025-26. Proposed by Dean Vinter and seconded by Lynsey Chrystal.</p>	Organise Strategy Day
9.	<p>Corporate Services Report</p> <p>Amy presented the corporate services report to the committee.</p> <p><u>Activities</u></p> <ul style="list-style-type: none"> • Share’s Online Training Portal – Amy explained that the committee should receive an email from Share with a link to access their training portal on 	

<p>9.1</p>	<p>04/06/2025. The link is only active for 24 hours. Amy asked the committee to please let her know if they miss this and Amy will ask SHARE to resend the link.</p> <ul style="list-style-type: none"> • Over 60s Bus Trip – The corporate team are organising another over 60s bus trip for tenants and owners. The details of the trip are still to be confirmed but it is planned to hold this in August or September. • AGM – The AGM will be held on Tuesday 2nd September at 6:30pm Clydebank & District Golf Club. <p><u>Quarterly Complaints Report</u></p> <p>Amy presented the complaints data from 1st January 2025 – 31st March 2025 to the committee.</p> <p><u>Complaints Received</u></p> <ul style="list-style-type: none"> • Total Complaints – 5 <p><u>Stage 1 Complaints</u></p> <ul style="list-style-type: none"> • Number of complaints received – 4 • Average time in working days to provide a full response – 2.25 days • Percentage of all complaints responded to in full – 100% • All complaints responded to within the timescale of 5 working days • 1 complaint was upheld and 1 complaint was partially 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 – 11 days • Percentage of all complaints responded to in full – 100% • Complaint responded to within the timescale of 20 working days. • The complaint was not upheld 	
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	There were no questions from the committee regarding the complaints data.	
10.	<p>New Share Members</p> <p>None.</p>	
11.	<p>Health, Safety and Wellbeing</p> <p>Amy presented the health, safety and wellbeing report to the committee.</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. • H&S Audit – ACS are attending the office on 24th June to carry out a health and safety audit. The management team will discuss our risk assessments with them on this day. 	
12.	<p>Property Services Reports</p> <p>Erica presented the repairs and maintenance reports to the committee in Peter’s absence.</p> <p><u>KPI Report</u></p> <p>The above figures are for the year 2024/2025:</p> <ul style="list-style-type: none"> • Average time taken to complete non-emergency repairs – 8 days (7) • Average time taken to attend emergency repairs – 27 minutes (21 minutes) • Average time taken to complete emergency repairs – 1hr 45 minutes (1hr 40 minutes) <p>The above figures are for the year 24-25. For comparison the figures in brackets are for the year 2023 – 24.</p> <p><u>Capital Projects</u></p>	

- Kitchen Renewals – Installations started 10th March, programme duration 18 weeks. Nearing end of program and finishing re-scheduled properties.
- Boiler Renewals – 107 Addresses identified. Onsite, due to complete June
- Window & Door Replacements – 41 Installations now scheduled for July.
- Water Tank Removal – This project is complete.

Maintenance and Service Projects

- Painting 2025-26: 25 tenements & 86 terrace properties identified. Draft start date post school holidays.
- Skips: New contractor has taken over and new skips in place.
- Gutter Cleaning Project: Complete.
- Landscape Maintenance Project: Spring maintenance cycle has begun.

EICRs

- 6 addresses are due an EICR this calendar year.
- EICR tender awarded, programme for installations to be agreed with new Contractor.

Health and Safety

- EICRs are being carried out to the common areas as part of the delivery of the FRA outcomes. Due to complete in summer. Any remedial work identified because of the EICRs will be carried out at that time.

Medical Adaptations

- Grant awarded for calendar year or £25,000.
- Currently there are 6 requests on the 2025-26 programme.

Storm Damage

Repairs outstanding:

- 8 main door
- 22 tenements
- 18 fencing

	<ul style="list-style-type: none"> • 6 trees <p>An insurance claim has been submitted by association to help cover the costs of the storm damage.</p> <p><u>Repairs and Maintenance Spend to end of May 2025</u></p> <p>Erica provided an overview of the repairs and maintenance spend to the end of May.</p>	
13.	<p>Policies for Review</p> <p>The following policy was discussed:</p> <ul style="list-style-type: none"> • Use of TOIL and Annual Leave Policy – Erica advised that the job titles in the policy had been updated and section 8 ‘Policy Review’ had been removed. There were no comments or suggestions, and the policy was approved. Proposed by Hilary Edgar and seconded by Dean Vinter. 	
14.	<p>EVH Report</p> <p>The EVH report for May 2025 was provided to the committee for their information.</p>	
15.	<p>Management Committee Attendance Register</p> <p>The attendance register was provided to the Committee for their information.</p>	
16.	<p>Notifiable Events</p> <p>None.</p>	
17.	<p>Any Other Business and Apologies for Future Meetings</p> <p><u>Finance Training</u></p> <p>Erica advised that she had contacted Paul McNeill to arrange finance training for the committee which would focus on the annual accounts. Dates and times for the training are still to be agreed.</p> <p><u>EVH Glossary</u></p> <p>Erica and Amy will send a copy of the EVH glossary to the committee if still available.</p>	<p>Arrange finance training for committee</p>

	<u>H&S Update</u> [REDACTED] [REDACTED]	Send EVH glossary to the committee if available.
18.	Date of Next Meeting <ul style="list-style-type: none">• No meeting in July.• The next committee meeting will be held on 5th August 2025. The annual accounts will be brought to this meeting for approval. Freya Lees from North Star Consulting may also be in attendance.	