

Knowes Housing Association
Management Committee Meeting
Tuesday 2nd February 2021 at 6.30pm
Meeting conducted electronically

MINUTE OF MEETING

In Attendance

Pierre De Fence, Director
Erica Davidson, Head of Finance

Sandra Love, SCSO
Joe Wilson, Property Services Manager

Present

Rhona Polak
Billy Stevenson
Gary Clark
Lawrence O'Neill
Hilary Edgar
Ross Campbell Anderson

Katie Devaney
Lynsey Chrystal
Yvonne McDonald
Steven McCabe

Apologies

Janet Cassidy

2. Declaration of Interest

None

3. Correspondence

Pierre advised that the Scottish Housing Regulator (SHR) had been in touch to question why our Annual Assurance Statement was presented to them in July 2020, however it was dated April 2020. Pierre advised SHR that the statement was based on the previous financial year and the delay in submission was due to the Covid 19 pandemic and the resulting office closure. The SHR was happy with this explanation, with Pierre advising Committee that this document can be submitted between the months of April and October.

Pierre also advised that there were a couple of non-compliance issues over lack of access for Gas Servicing and again this was due to non-access because of the Covid 19 pandemic and a change in the SHR guidance was being introduced to reflect this.

4. Minutes of Previous Meeting of Tuesday 1st December 2020

The minute of the meeting was agreed and approved.

Proposed by Gary Clark, Seconded by Lynsey Crystal

<p>4.1</p>	<p><u>Minutes of Housing Sub, Audit Sub and Finance Sub</u></p> <p>The minutes were made available to Committee.</p>
<p>5.</p>	<p><u>New Share Members</u></p> <p>Sandra advised that one application was received however no money was included with the form. Sandra has made unsuccessful attempts to contact the sender.</p>
<p>6.</p>	<p><u>Rent Setting and Budgets 2021-22</u></p> <p>Erica ran through a Power Point presentation, highlighting the facts and figures contained within her report. The presentation is included in the meeting papers, and Erica concluded her report by asking Committee for approval for each section separately. Hilary questioned as to whether the section of the report regarding the proposed closure of the cash counter would result in staff changes. Erica responded by advising that the closure would not have a detrimental impact on staff within the finance team as there had been an increase in workload in other areas of the section, such as customers switching to payment by standing order.</p> <p>Rent Freeze</p> <p>Proposed by Billy Stevenson, Seconded by Ross Campbell Anderson</p> <p>Budgets Cash Flow</p> <p>Proposed by Gary Clark, Seconded by Rhona Polak</p> <p>Cash Counter Closure</p> <p>Proposed by Lynsey Crystal, Seconded by Billy Stevenson</p>
<p>7.</p>	<p><u>Directors Report</u></p> <p>Stock Control Year to Date as at 26th January 2021</p> <p>✓ Mortgage to Rent / Buy Backs Sale of Hillend Crescent, we are leasing this to WDC for temporary accommodation for a period of time, then they will purchase it. Buy back 1 property in Burnbrae Street</p> <p>Total properties 1047 rented (including Dunn St respite centre). 689 owners</p> <p>Covid 19 Measures Since our last meeting we have now had additional Covid restrictions put in place, and the current restrictions will be in place until at least mid-February. The main implications of Covid are detailed below.</p>

- **Repairs and Maintenance**

We are carrying out emergency repairs and gas servicing, we have now suspended routine repairs in line with the Scottish Government advice. We are continuing with landscape maintenance and close cleaning, our kitchen replacement project was planned to start in November, however this has now been put on hold again.

- **Voids**

We are now processing all voids in line with our Covid procedure

Staff

- We have 1 member of staff off sick
- 1 member of staff is now on furlough

- **Communication with tenants**

Summer newsletter and annual report have been sent out.

We have launched a Facebook page, which has regular updates,

The tenant app is now in operation and we are rolling it out slowly.

Our Winter newsletter was sent out in December

- **Communication with Committee**

The Committee portal is now up and running. If anyone requires additional training let Pierre or Sandra know. Induction sessions are ongoing with new committee members as required and new members are asked to arrange sessions directly with the Director and Senior Management Team.

- **Financial Impact**

We continue to maintain a stable position, rent arrears are relatively stable but fluctuate month to month, Universal Credit is a major issue for our staff. Void loss is within our target.

Abbeylands Road bowling and tennis court sites

We have now seen the draft SHIP and this site is included in the SHIP, however it is not noted as a "priority" project. In discussions with WDC I am told that there will be funds within the SHIP to allow this project to proceed. Time will tell, there is no change since last month on this..

Welfare and Money advice Project

We are now providing this service from our office.

Universal Credit Roll Out

The increase in the number of people moving onto UC has slowed down. There have also been some recent changes to the way UC will be paid, which should help us manage the process, that said UC is still a major problem for our staff and has been responsible for a significant increase in rent arrears.

Community Projects

Funding is in place to allow the employment of a tenancy sustainment officer for 2.5 years covering Faifley, Clydebank and Dalmuir, the Officer has now been appointed by Clydebank HA.

	<p>Funding to supply tablet devices to 39 families, the devices will be available in February, there has been a delay in the supply of these.</p> <p>Funding has been received to employ a “Digital Connector” for a 6 month period to help people across Faifley, Clydebank and Dalmuir get online and carry out the online activities they need to. The recruitment of this post started prior to Xmas, however with the increased Covid restrictions the recruitment was stopped as we would struggle to train someone and have them go into people’s properties.</p> <p>We are in discussions with other existing agencies to see if we can buy in the service.</p> <p>Strategy meeting Reminder that our strategy day will be Friday 19th March, the agenda will be discussed at the next meeting.</p> <p>liP Our liP assessment will take place early February</p> <p>Recruitment We are in the process of recruiting our Repairs Officer</p> <p>Committee Member Attendance Record 2020-2021 This will be available at the meeting</p>
7.1	<p>Committee Member Attendance Record 2020-2021</p> <p>The record was agreed as correct subject to Katie Devaney being marked as present at the last 8 meetings rather than 7. Sandra will make a correction to the attendance record to reflect this.</p>
8.	<p>Health and Safety</p> <p>Sandra advised that all Health and Safety checks were being carried out</p>
9.	<p><u>Property Services Report</u></p> <p><u>Planned Cyclical Components</u></p> <p>Electrical Testing This is now out for tender and a contractor will be appointed in February 2021. The date for completion is March 2022.</p> <p>Paint Contract 2020-2021 Project complete</p> <p>Gutter Cleaning This is 80% complete and expected that the contractor will complete the remaining 20% by the end of February</p>

Landscape Maintenance

Landscaping contract is going well and will continue to the end of the financial year. Going to tender and a new contractor will be appointed for new financial year.

Major Component Replacement Contract Report**Fire Safety Compliance**

The installation of the smoke/heat detection has commenced and is due to be completed by 1 February 2022. The Scottish Government confirmed an extension to the deadline of one year. There are 120 installations outstanding and letters have been sent to the remaining tenants asking for a suitable date to arrange the install.

One Off Void Component Replacement

Voids are being processed and any major component improvements to a void are charged to this budget.

Windows and doors 2020-21 project, Veitches court

Project complete.

Kitchen Project 2020-21

The expenditure to date is for professional fees. Prestart meeting took place with City Building and the surveys were due to commence on the 11th January 2021, however due to Covid-19 restrictions the programme has been placed on hold. The programme won't commence until level 4 restrictions are lifted.

Maintenance Budget Report**Landscape Maintenance**

Landscaping contract is going well and will continue to the end of the financial year. Going to tender and a new contractor will be appointed for new financial year.
Major Component Replacement

Reactive Repairs for all Contractors

Reactive repairs are on hold due to Covid-19 restrictions. Only emergency repairs are being carried out until level 4 restrictions are lifted.

Gas Service & Maintenance

Gas servicing is on-going and within budget. Gas servicing is not affected by Covid-19 restrictions.

Medical Adaptations

Eight orders have been issued. Two out of the eight are now complete. The remaining six are on hold due to Covid-19 restrictions, however discussions are ongoing to try and agree a safe method of working to allow these six to progress.

10.

Policies for Approval**G05 Declaration of Interest Feb 2021**

This policy was approved on the basis that it would be subject to change every three years in line with other policies.

Proposed by Rhona Polak, Seconded by Billy Stevenson

	<p>G09 Equalities and Diversity 2021 Proposed by Ross Campbell Anderson, Seconded by Gary Clark</p> <p>G10 Openness & Confidentiality 2021 discontinued It was noted by Committee that this policy was now discontinued</p> <p>G11 Donations February 2021 Proposed by Lawrence O'Neill, Seconded by Gary Clark</p> <p>G25 New Business Risk Proposed by Lawrence O'Neill, Seconded by Katie Devaney</p>
11.	<p><u>EVH Report</u></p> <p>The report was made available to Committee and it was noted that EVH had reviewed their previous recommendation re the annual pay award and were now reverting to annual wage negotiations with the union.</p>
13.	<p><u>AOB</u></p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>New Learning Campus</p> <p>A discussion took place over the proposal by WDC to re-site the two local Primary Schools and nursery school, St Joseph's, Edinbarnet and Auchnacraig under the one learning campus. A lengthy discussion took place and it was felt that the Council's preferred option of the campus being built on the land currently occupied by Skypoint Community Centre would cause major traffic congestion in Lennox Drive. A consultation process is taking place and further discussion on this matter will be held when we have more information.</p>
14.	<p>Date of next meeting</p> <p>2nd March 2021</p>