

Knowes Housing Association
Management Committee Meeting
Tuesday 5th November 2019 @ 6:30pm
Knowes Housing Association Offices, Field Road, Faifley

MINUTE OF MEETING

In Attendance

Pierre De Fence, Director
 Peter French, Property Services Manager
 Sandra Love, Senior Corporate Services Officer
 Isabel Pringle, Corporate Services Assistant (Minute)

Present

Rhona Polak	Sheila Cope
Billy Stevenson	Katie Devaney
Cllr Lawrence O'Neill	Yvonne McDonald
Janet Cassidy	Gary Clark
Lynsey Chrystal	

1.0	<u>Apologies</u>
	None
2.0	<u>Declaration of Interest</u>
2.1	None
3.0	<u>Minute of Meeting held on 8th October 2019 and Matters Arising</u>
3.1	The minute of the Management meeting held on 8 th October was agreed and approved. Proposed by Yvonne McDonald and seconded by Gary Clark. <u>Minutes of Sub Committees Meetings</u> The minute of the Housing Management Sub Committee was for information and would be approved at the next HM Sub.
3.2	<u>Revised budget proposals 2019 – 20 – mid year review</u> At the recent Finance Sub Committee Erica presented the estimated budgets and detailed reports for 2019-20. However, Pierre explained that the increase in two of the budget lines i.e.major components and the purchase of housing properties exceeded £100,000 and this needs to be authorised by the full Management Committee.

	<p>Pierre took Committee through the accounts in some detail, explaining the variations from budget and from last year.</p> <p>The full Committee were then asked for the approval of the mid-year review budgets and revised cash flow in the knowledge that; Reactive ~Maintenance has increased to £875,926 from £750,000. More funds have also been made available to allow for future house purchases.</p> <p>The mid year review and revised cash flow budgets were approved. Proposed by Rhona Polak and seconded by Yvonne McDonald</p>
4.0	<p><u>Share Members</u></p> <p>There were no new Share members this month</p>
5.0	<p><u>Correspondence</u></p> <p>Scottish Housing Regulator - letter sent to all Housing Associations</p> <p>The letter refers to a number of landlord's who have been unable to prove that they are meeting tenant and resident safety with regards to asbestos or electrical safety. Also, the letter refers to cyber security and contains information from the National Cyber Security Centre which sets out the critical controls recommended on cyber security and how to access further information.</p> <p>Model Publication Scheme Notification Form</p> <p>Pierre advised Committee that this document has been submitted and now appears on the Commissioner's website</p>
6.0	<p><u>EVH</u></p>
6.1	<p>The EVH report was tabled for members to take away with them.</p>
7.0	<p><u>Health and Safety</u></p>
7.1	<p>Sandra advised there had been one H & S issue to report on.</p> <p>At our recent Staff Away Day there was an incident when a member of staff had an accident which involved her fracturing a bone in her foot. The member of staff involved was taken to A & E and her foot was strapped and put into a "moon boot" for added support.</p> <p>The accident was recorded in our Accident Book as per procedure.</p>

8.0	<u>Policies for Approval</u>
8.1	<p>MDS15 Inspections Policy</p> <p>Peter advised that there has been no changes to this policy, only legislative updates</p> <p>The policy was then accepted and approved. Proposed by Councillor O'Neill and seconded by Sheila Cope</p>
8.2	<p>MDS03 Maintenance Policy</p> <p>Likewise, only legislative updates required to the policy. Accepted and approved by Lynsey Chrystal and seconded by Billy Stevenson.</p>
9.0	<u>Directors Feedback</u>
	<p>Stock Control Year to Date as at 29th October 2019</p> <p>Mortgage to Rent / Buy Backs</p> <p>Empty home at Lawmuir Crescent has concluded Mortgage to rent at Mallard Road has concluded Buy back at 22 Waulkingmill Road has concluded Buy back at Lawmuir Crescent has concluded Mortgage to rent Burnbrae Street concluded Buy back Faifley Road concluded Buy Back Abbeylands Road concluded Mortgage to rent Durban Crescent concluded Buy back Langfaulds Crescent concluded Two buy backs Burnbrae Street concluded</p> <p>Total properties 1043 rented (including Dunn Street Respite Centre). 690 owners</p> <p>Development Proposals</p> <p>Abbeylands Road bowling and tennis court sites.</p> <p>There is no change in the situation since last month.</p> <p>Welfare and Money advice Project</p> <p>A grant application had been submitted to the Scottish Government for funding for the above project.</p> <p>Unfortunately, Pierre advised that he received advice today that our application had been unsuccessful.</p>

Discussions followed on whether there was still a need for this service and if so, how can we continue to fund this project on our own, as Faifley and Clydebank HA's have withdrawn their support. The estimated cost to us per year to keep this service running would be in the region of £14k.

At the moment, funding via our solar panel income is available for a further 6 months, taking us through to March 2020.

It was mentioned that the Citizens Advice Bureau could help. We could either refer our tenants directly to them, arrange for them to carry out a home visit or they would come to our office via an appointment system to offer advice.

Also, Katie said that her Association refer their tenants directly to Drumchapel Money Advice Centre (DMAC).

Committee Training

Pierre advised that training on Finance matters was high up on the list of training requirements for Committee and that Erica would be happy to carry out this training in-house. A date to be arranged.

Universal Credit Roll Out

Pierre noted that we now have 124 cases with each averaging rent arrears of £450. These cases account for approximately £36K of arrears which is around 30% of our non technical arrears.

Pensions Update

On 19th November we are holding a special meeting to discuss the pension situation. Papers will be sent out in advance for Committee to consider.

Committee member online portal

Following discussions at our last meeting both Pierre and Erica have been looking into a cost effective board portal and it seems that our own new website may be able to provide a secure area to keep all Committee papers and reports.

Tenant and Owner Surveys Update

Pierre advised that the surveys are now complete, with 829 face to face surveys concluded. It is hoped that the company who carried out the surveys will come to our December meeting to present the results to Committee

	<p>Freedom of Information</p> <p>Our new website went live on 1st November and Pierre notified the Information Commissioner to confirm that we have published the required information on the site.</p> <p>Mid Year review of KPIs</p> <p>Pierre took Committee through the mid-year KPI's highlighting areas of where targets have been met, exceeded or are of concern. Some examples follow:-</p> <p>Committee Control & Accountability. Committee attendance was down, against a target of 80%, only 75.5% was achieved, which was mostly due to one member having an extended leave of absence due to illness.</p> <p>Housing Management. Technical Arrears was better than target at 1.09% against a target of 1.7%: total current arrears down slightly at 2.7% against a target of 3%. Average calendar days taken to let was 8.2 against a target of 7: Average working days taken to let was 5.5 days against a target of 5 days</p> <p>Repairs & Maintenance: Overall we continue to perform well, however we were down on Repairs Post Inspected. Target was 10% and we achieved 6.77%</p> <p>Staffing: Staff sickness was slightly down at 2.2% against a target of 2%</p> <p>Rent Increase, Budgets and Business Plan 2020 – 21</p> <p>There was a suggestion that in order to give the rent increase, the budgets for next financial year and the business plan significant time for discussion and consideration, that we hold a half day away day in February. This meeting could also incorporate the February Committee meeting, with the normal agenda items being covered at the start, with a greater focus following on the rent increase, budgets, satisfaction survey and the business plan.</p> <p>The suggested dates for the meeting was either Friday 14th February or Monday 17th February 2020. Both the venue and preferred date to be confirmed.</p> <p>Committee Member Attendance Record 2019-20</p> <p>For information.</p> <p>Pierre confirmed that he had written to both WDC and our elected representative to advise that he was no longer on our Committee.</p>
10.0	<u>Corporate Services Report</u>
	New Website

The lengthy process of uploading information onto the website and in particular the Guide to Information part of the website is complete. The site is very user friendly and is now 'live'.

Community Engagement

Sandra recently attended Edinbarnet Primary School Parent Council meeting where discussions took place over the schools major drive to improve health, wellbeing and fitness among the pupils. The Leamy Foundation (the charity who transformed the outdoor space at Auchnacraig Nursery) are now working with the school to develop the area at near to the back of the school at the car park and are keen to link in with the Faifley Rocks project.

The Leamy Foundation have employed a local resident and part of his role is working with both Primary schools in the Secret Garden.

Committee Training Plan

The plan has been updated to reflect the topics identified during the appraisals and are as follows:

Finance

Development

Succession Planning

Solar Panel income, community initiatives and non-traditional business

Procurement at Committee meetings

Networking

Social Entrepreneurship

Scrutiny Panel

The next meeting will be held on Thursday 7th November.

Risk Assessments

Sandra is working her way through these.

Staffing

Corporate have been short staffed due to long term sick leave.

Faifley Community Council

The next meeting is scheduled to take place on Thursday 31st October and Sandra will report back on this at the November Committee meeting

11.0	Property Services Report
11.1	<p>Maintenance Component Replacement Contract Project</p> <p>Windows 2018/19 Ph 11A, 11B, 12. This project was carried forward from last year and the expenditure figure shows the valuations from last year, this year and the contingency amount.</p> <p>Dwelling Doors. Project complete and awaiting final invoices.</p> <p>Kitchen Type. Project stated 4th November, all tenant choices and designs have been carried out.</p> <p>Bathrooms Phase 13. Due for completion end November. 31 installs completed.</p> <p>Heating Phase. Project complete, 3 no accesses.</p> <p>Fire Safety Compliance. Project on site, completion expected end of financial year.</p> <p>Loft Tank Inspections. Project complete.</p> <p>Maintenance Budget Report</p> <p>Planned/Cyclical Maintenance. Painting and Gutter cleaning projects complete.</p> <p>Landscape Maintenance. Project ongoing, now entering the winter maintenance programme.</p> <p>Gas Service & Maintenance. Programme ongoing.</p> <p>Medical Adaptations. All medical requests have been actioned and there is approximately £10k left in the budget.</p>
12.0	<u>Any Other Business and Apologies for Future Meetings</u>
	<p>No further business to discuss.</p> <p>Councillor O'Neill indicated that he may have to put in his apologies for the December meeting due to the upcoming General Election.</p>
13.0	<u>Date of Next Meeting</u>
	<p>The date of the next management meeting: Tuesday 3rd December 2019 at 6.30 pm.</p> <p>As in previous years, this will be our Christmas meeting and food and refreshments will be provided following the meeting.</p>

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