



**Minutes of Management Committee Meeting  
Held on Tuesday 10<sup>th</sup> October 2023 at 6.00pm  
at Knowes Housing Association's Office**

**Present:** Billy Stevenson  
Lynsey Chrystal  
Hilary Edgar  
Katie Devaney

**In Attendance:** Erica Davidson CEO  
Peter French Head of Property Services  
Amy Sweeney Corporate Services / Compliance Officer

**Observers:** Dean Vinter  
Heather Maitz  
Peter Fennessey  
Richard McLean

6pm – 7pm	<p><b>Joint Committee Training</b></p> <p>For the first part of the meeting the Committee attended 'Whats's on the Horizon' training delivered by Stuart Eglinton over Zoom.</p>
1.	<p><b>Election of Office Bearers</b></p> <p>Erica chaired the meeting to facilitate the election of the Chairperson for 2023/24.</p> <p>The Committee agreed that Rhona Polak would continue as Chairperson of the Association. Proposed by Lynsey Chrystal and seconded by Billy Stevenson.</p> <p>The Committee agreed that Katie Devaney would continue as Vice Chair. Proposed by Lynsey Chrystal and seconded by Billy Stevenson.</p>

	<p>The Committee agreed that Billy Stevenson would continue as Secretary. Proposed by Hilary Edgar and seconded by Lynsey Chrystal.</p> <p>The Committee agreed that Yvonne McDonald would continue as Treasurer. Proposed by Billy Stevenson and seconded by Hilary Edgar.</p>
2.	<p><b>Apologies:</b></p> <p>The following people submitted their apologies:</p> <ul style="list-style-type: none"> <li>• Rhona Polak</li> <li>• Yvonne McDonald</li> <li>• Steven McCabe</li> <li>• Lawrence O’Neill</li> </ul> <p>Billy Stevenson, Secretary of Knowes Housing Association, agreed to chair the remainder of the meeting in Rhona Polak’s absence.</p>
3.	<p><b>Declaration of Interests</b></p> <p>There were no declarations of interest.</p>
4.	<p><b>Rule Book</b></p> <p>The Committee received a copy of Knowes HA’s Model Rules for their information.</p>
5.	<p><b>Correspondence</b></p> <p>Two items of correspondence were provided to the Committee:</p> <p><u>Q2 update from Community Links</u></p> <p>Erica provided the Committee with a report from Community Links on their wider action activities including:</p> <ul style="list-style-type: none"> <li>• The successful employment of a second energy advisor to provide information and advice for tenants that are struggling with the cost of living. This service is provided to the local Housing Associations and is funded by the SFHA’s Social Housing Fuel Support Fund.</li> <li>• An update on their Energy Advice Service.</li> <li>• The employment of 2 support workers over a three-year period to assist Knowes HA, Clydebank HA, Trafalgar HA and Dalmuir Park HA’s tenants. This was funded by the National Lottery Community Fund – Improving lives.</li> <li>• Flourishing Faifley activities.</li> </ul>

	<p><u>Donation request from Flourishing Faifley for their Halloween Event</u></p> <p>Flourishing Faifley have requested a donation from the Association to help with the costs of their Halloween events. The Committee agreed to donate £250 to Flourishing Faifley for the events. Proposed by Lynsey Chrystal and seconded by Billy Stevenson. Amy will ask Tony to provide photos from the events.</p>
6.	<p><b>Minutes of Management Committee on 8<sup>th</sup> August 2023</b></p> <p>The minute of the last Management Committee meeting held on 8<sup>th</sup> August 2023 was agreed as an accurate record and approved. Proposed by Lynsey Chrystal and seconded by Katie Devaney.</p>
7.	<p><b>Minutes of Sub Committee Meetings</b></p> <p>The minutes of the Housing, Finance and Audit Sub Committees were provided to the Committee for their information.</p>
8.	<p><b>CEO Report</b></p> <p>Erica presented her report to the Committee. The report included the following information:</p> <p><u>Staffing Matters</u></p> <p>The Employment Sub Committee have approved the appointment of Maintenance Officer on a 1 Year Fixed Term Contract to assist the repairs and maintenance department whilst the existing Maintenance Officer is on leave. Five applications were received and three of the applicants were interviewed. Unfortunately the chosen candidate received another job offer which they decided to take therefore we have contacted a recruitment agency to help fill the post. The cost of this is still to be discussed.</p> <p><u>AGM</u></p> <p>The AGM was held on 5th September and was very well attended (30 attendees). The AGM celebrated 25 years of Knowes HA and Lorna Ravell from EVH attended to give Billy Stevenson a Long Service Award for 30 years served on our Management Committee. Thanks to the staff and Committee for attending.</p> <p><u>New Build at Abbeylands</u></p> <p>Planning permission has now been granted for this site. The architects are currently applying for a stage 1 building warrant. This will allow us to proceed with the demolition and clearance of the site once we can agree on the purchase with West Dunbartonshire Council. We are awaiting the valuation report from the District</p>

Valuer which we require before we can proceed with the offer to purchase.

#### Annual Assurance Statement

A short life working group was set up to discuss the Annual Assurance Statement. Erica and Amy met with Committee members Yvonne, Steven and Hilary to review Knowes' compliance with the Scottish Housing Regulators' Standards of Governance and Finance. The annual assurance process has expanded over the last few years to include compliance with human rights and equalities legislation and landlords' health and safety requirements. The working group went through the SFHA annual assurance tool kit and discussed how we evidence our compliance and looked at samples of our evidence. From the assurance review the working group felt that we were in all material aspects complying with SHR regulations and legislation – the Committee suggested some action points for follow up and improvement which have been included under agenda item 9. Thank you to Yvonne, Steven and Hilary for their work.

#### Rental Off The Shelf Programme

Knowes has recently been awarded £200,000 from the Scottish Government's rental off the shelf programme to buy back properties in the Faifley area. So far our offers have been accepted for two properties located on Craigton Street and Faifley Road. Both properties are currently at the conveyancing stage with dates of entry in October. The estimated spend is £154,000 for the two properties (not including legal fees). We will be able to reclaim 50% in grant, that is, £77,000 leaving £123,000 still in the grant budget.

#### Committee and CEO Appraisal Arrangements

Amy is in the process of arranging Committee and CEO appraisals with EVH. The proposed timetable for the appraisals was provided to the Committee. The Committee members in attendance confirmed that Lorna from EVH has been in contact with them to start the process.

#### Wider Action Income and Expenditure

A breakdown of the wider action income and expenditure was provided to the Committee for their information.

#### IT Report on Benefits of Moving to the Cloud

Erica advised that Knowes HA's existing server has reached the end of its life and we now have the option to purchase a new server or move to the Cloud. Erica advised that the cost of a new server is

	<p>around £15,000 whereas the cost of moving to the Cloud supported by Tecnica are monthly charges of £707 which is £8,464 per annum. The cost to set up the new server and the Cloud are around £3,600 which is a one-off fee this year. Erica advised that if we move to the Cloud there will be a saving of £4,148 per annum as we will no longer pay for cloud back up services therefore the net cost of moving to the Cloud is £4,316 per annum. Erica provided the Committee with the benefits of moving to the Cloud which includes supporting business continuity.</p> <p>The Committee agreed that the move to the Cloud would be beneficial and approved the request to move Knowes HA's IT software and data to Tecnica's Cloud hosted services. Proposed by Lynsey Chrystal and seconded by Billy Stevenson.</p>
9.	<p><b>Regulatory Framework Self-Assessment and Annual Assurance Statement</b></p> <p>The Committee were provided with the following documents:</p> <p><u>Annual Assurance Statement</u></p> <p>Erica advised that the SFHA model was used to confirm compliance along with evidence collected from the short life working group and annual assurance survey. The evidence collected has confirmed Knowes HA's compliance. The Annual Assurance Statement will be signed by Katie Devaney in Rhona's absence and then this will be sent to the SHR. The Annual Assurance Statement will be posted on our website and published in our next newsletter. The statement was approved, proposed by Hilary Edgar and seconded by Lynsey Chrystal.</p> <p><u>Annual Assurance Survey Results</u></p> <p>A survey was sent to all tenants to help collect evidence for Knowes HA's Annual Assurance Statement. The survey questions related to the SHR's Regulatory Framework so that we were able to assess our compliance with regulatory requirements/standards. We received a total of 56 responses from the survey. The Committee were provided with a breakdown of the survey results.</p> <p><u>Action Points from AAS Working Group</u></p> <p>The short life working group met to consider the Association's compliance with the Regulatory Framework using the SFHA Regulatory Toolkit and by assessing evidence provided to the Committee throughout the year. The Committee were provided with the action points that were noted during evaluating the evidence and the additional evidence that was provided to confirm</p>

	compliance.
10.	<p><b>Management Committee Attendance Register</b></p> <p>The attendance register was presented to the Committee for their information.</p>
11.	<p><b>Corporate Services Report</b></p> <p>Amy provided an update on the ongoing activities that the Association is involved in within the community:</p> <p><u>AGM</u></p> <p>The AGM took place on 5th September at Skypoint and it was a great success.</p> <p><u>Social Housing Fuel Support Fund</u></p> <p>The Head of Housing has been successful in securing a grant of £20,000 for air fryers, microwaves and slow cookers for tenants. We have received 197 applications from tenants to receive items. The housing team and Tenancy Sustainment Officer are working through the applications and then will start to distribute the items.</p> <p><u>SSPCA Event</u></p> <p>The corporate services team met with the SSPCA via Zoom on 1st September to discuss holding a community event. They have said that they would be delighted to help us with this. We will be back in contact with them over the coming weeks to discuss further plans.</p> <p><u>Cycling Scotland Grant</u></p> <p>We have been advised that the first part of our application for bike storage facilities has been successful. We have arranged a site visit with Cycling Scotland to discuss this further.</p>
12.	<p><b>Quarterly Complaints Report</b></p> <p>Amy provided the following information about the complaints that have been received by the Association for the period from July 2023 to end September 2023:</p> <p><u>Complaints Received</u></p> <ul style="list-style-type: none"> <li>• Total complaints: 2</li> <li>• Stage 1 complaints – 0</li> <li>• Stage 2 complaints – 2</li> <li>• No complaints were upheld.</li> </ul>

	<p><u>Breakdown of Stage 2 Complaints</u></p> <ul style="list-style-type: none"> <li>• Average time in working days for a full response – 4 days</li> <li>• Percentage of complaints responded to in full – 100%</li> <li>• Both complaints were provided a full response within the prescribed 20 working days timescale for stage 2 complaints.</li> </ul> <p><u>Complaint Categories</u></p> <ul style="list-style-type: none"> <li>• Staff, Behaviour – 1</li> <li>• Housing, Estate Management – 1</li> </ul>
13.	<p><b>Equalities Data Collection Report</b></p> <p>Amy provided the Committee with an update on equalities data collection from October 2022 – October 2023.</p> <p>We currently collect equalities data from recruitment and housing applications. Our Equality, Diversity, and Inclusion Monitoring Form covers the following protected characteristic(s):</p> <ul style="list-style-type: none"> <li>• Age</li> <li>• Religion or Belief</li> <li>• Disability</li> <li>• Ethnicity</li> <li>• Marriage/Civil Partnership</li> <li>• Pregnancy</li> <li>• Sex</li> <li>• Gender Reassignment</li> <li>• Sexual Orientation</li> <li>• Maternity/Paternity Leave</li> </ul> <p>Recruitment – Since October 2022 we have recruited for 8 jobs. We have had a total of 54 equalities survey responses.</p> <p>Housing Applicants – Since October 2022 we have had a total of 24 equalities survey responses.</p> <p>The Committee were provided with a breakdown of the survey responses.</p>
14.	<p><b>Share Members Cancelled Under Rules 11.1.3 and 17.1</b></p> <p>Amy provided the Committee with a list of the share members that have now been cancelled as per rule 11.1.3.</p> <p>This included the following share members:</p>





	<p>out by ACS. Further information was provided for the following actions:</p> <p><u>Playparks</u></p> <p>Erica advised that one of the action points included introducing a playpark inspections and safety policy and procedures. The Playpark Inspections and Safety Policy has been included under agenda item 17 for approval and both Maintenance Officers have now completed the RoSPA Playpark training course therefore we are now compliant in this area. A discussion took place regarding annual playpark inspections and whether Zurich would be able to carry out inspections for Knowes as part of the insurance package. Erica will discuss this with Zurich.</p> <p><u>Water Systems and Legionella</u></p> <p>A survey has been carried out on the water tanks in tenement properties. Smaller tanks will be put in for properties that still require water tanks and we will remove tanks that are no longer needed.</p>
16.	<p><b>Property Services Reports</b></p> <p>Peter provided the following report to the Committee:</p> <p><u>Update Report to Committee</u></p> <ul style="list-style-type: none"> <li>• Bathrooms: Work now complete and satisfaction surveys have been issued. Costs: £204,577 (50 addresses).</li> <li>• Boiler Replacements: 2 outstanding addresses to be fitted.</li> <li>• Windows: Surveys to be carried out December, installations planned for Feb/Mar 2024. This project should be completed by the end of the financial year.</li> <li>• Kitchens: We are exploring the use of a mini tender process through Scotland Excel framework. We hope to get this work started this year, but this will continue into the next financial year. The budget for next year is still to be discussed.</li> <li>• Tenemental Loft Water Tanks: Following discussions with ESP (Cost Consultants) a tender programme has been received indicating an onsite start date of January, following approval of tender return and costs.</li> <li>• EICR – There are around 60 EICRs left to be carried out, two of which are voids.</li> <li>• Medical Adaptations – 16 adaptations have/are being delivered costing approx. 17k. We still have approx. £8k left of the adaptations budget. This is the first year that we have not had a waiting list for medical adaptations.</li> </ul>

- Abbeylands Rd Development – Planning application been approved by West Dunbartonshire Council.

#### KPI Report

The KPI Report from April 2023 until the end of September 2023 was provided to the Committee. The average time taken to complete non-emergency repairs is 7 days. The average time taken to attend emergency repairs is 0.22hrs and the average time take to complete emergency repairs is 2:22hrs. Timescales compare well to last year.

#### Maintenance and Repairs Spend

The repairs and maintenance spend till end of September 2023 was provided to the Committee. Peter explained there was an outstanding invoice from last year that has only just been settled. This is the reason for the open space maintenance costs being double the estimated budget.

#### Major Component Replacement Contract Report

A report till the end of September 2023 was provided with a breakdown of ongoing contracts and costs.

Peter advised that the one-off void component replacement costs have increased. This is due to a number of void properties having dated interior that needs to be replaced and voids being returned in very poor condition.

A discussion took place regarding recharges. Peter advised that if the property has been vandalised then the tenant would be recharged and we would keep a note of this on their tenancy file.

#### Out of Hours Repairs Contract 2023 - 2025

Since November 2022, West Dunbartonshire Council have been covering Knowes HA's out of hours service on a trial basis however they have now offered Knowes a contract to cover this service for a period of 18 months from October 2023 – March 2025.

WDC have performed well during this trial and they have attended emergency repairs within target timescales. They also offer competitive prices and have quoted a cost of £59 per operative hour (£70.80 inc VAT) which also includes call time. There would be a charge of £50 per half day for extra public holidays.

Erica advised that usually this would go out to tender but no bids were received on the last tender in October 2022.

	<p>The Committee were asked to approve West Dunbartonshire Council covering Knowes HA's out of hours emergency call out service for the period of 2023 – 2025. This will be assessed again in December 2024 to ensure value for money.</p> <p>The Committee approved the request, proposed by Hilary Edgar and seconded by Lynsey Chrystal.</p>
17.	<p><b>Policies for Approval</b></p> <p>Playpark Inspections and Safety Policy – There were no comments or queries and the policy was approved. Proposed by Billy Stevenson and seconded by Lynsey Chrystal.</p> <p>ICT Password Policy – The ICT Policy and supporting equality impact statement were provided to the Committee. There were no comments or queries and the policy was approved. Proposed by Lynsey Chrystal and seconded by Hilary Edgar.</p>
18.	<p><b>EVH Report</b></p> <p>The Committee were provided with the EVH monthly report for September 2023 for their information.</p>
19.	<p><b>Notifiable Events</b></p> <p>No notifiable events.</p>
	<p><b><i>At this point in the meeting the Committee and staff thanked Dean, Heather, Peter and Richard for attending and then they left the meeting.</i></b></p>
20.	<p><b>Any Other Business and Apologies for Future Meetings</b></p> <p><u>Code of Governance</u></p> <p>The Committee members present at the meeting signed the Code of Governance. Amy will send the Code of Governance to the rest of the Committee to sign.</p> <p><u>Code of Conduct for Staff</u></p> <p>As a Registered Social Landlord, Knowes HA is required to adopt and comply with an appropriate Code of Conduct, which includes the requirement for employees to declare any personal interests. The three groups that must be considered when declaring an interest include;</p> <ul style="list-style-type: none"> <li>• Group 1 – Members of your household</li> <li>• Group 2 – People closely associated with you</li> <li>• Group 3 – Others including other relatives and friends.</li> </ul>

	<p>Tenancies can be granted to these groups provided the offer is made in line with the Association's Allocations Policy and the person is not involved in the allocation decision. The Association will also ensure that the allocation of a tenancy is approved by the Committee and would require one Committee signatory in all cases.</p> <p>The Committee were asked to consider the allocation of a second floor 4apt tenement flat to a member of staff. The Committee were provided with the following supporting information:</p> <ul style="list-style-type: none"> <li>• The applicant applied for rehousing on 24 August 2021.</li> <li>• A suitable property is available for selection.</li> </ul> <p>Following a discussion, the Committee approved the allocation of a second floor 4apt tenement flat. Proposed by Billy Stevenson and seconded by Hilary Edgar.</p>
21.	<p><b>New Share Members</b></p> <p>Amy has received 6 share member applications.</p> <p>The Committee were asked to approve the following share memberships 618, 619, 620, 621, 622 and 623.</p> <p>The share memberships were approved. Proposed by Lynsey Chrystal and seconded by Katie Devaney.</p>
22.	<p><b>Date of Next Meeting</b></p> <p>The next Committee meeting will be held on Tuesday 14<sup>th</sup> November 2023.</p>
23.	<p><b>Special General Meeting</b></p> <p>In addition to the content of the SGM report the Committee reviewed the Curriculum Vitae of the four new applicants to the board who had attended the earlier part of the meeting that evening. After discussion of the applicants, it was agreed by the Committee that these four applicants were suitable and, subject to these applicants meeting all the requirements of paragraph 43.1 of the Rule Book and signing the Code of Conduct for Committee members, and having already approved their share membership under item 21 of the Agenda, the Committee agreed to nominate the following applicants to the board:-</p> <ul style="list-style-type: none"> <li>• Dean Vinter</li> <li>• Heather Maitz</li> <li>• Peter Fennessey</li> <li>• Richard McLean</li> </ul>

After full discussion of the report and the options available with reference to the Association's Rule Book, it was the decision of the Committee under rule 21.1.1. to ask the Secretary, Billy Stevenson, to hold a Special General Meeting, with the single resolution of asking the share members to appoint the four share members above to the board of management. In accordance with rule 21.3, the Secretary has 10 days to call the meeting and the meeting must be held within 28 days of the Committee making the request. Before setting the date and sending the letters to notify Knowes' shareholders, Billy Stevenson requested that the CEO Erica Davidson ensure that the all the processes for calling an SGM were correct with TC Young and ensure that the applicants had signed the nomination forms and the declaration of eligibility to serve on the board under rule 43.1. The CEO would then revert to him with a suitable date for the SGM. The Committee also decided that it would be more suitable for members that the meeting to be held in person and the venue would either be Skypoint Community Centre in Faifley or if not available then the Association's office. It would not be a Christmas theme as the meeting would be required to be held early November to meet the 28 days requirement but sandwiches and refreshments would be provided. For the two further applicants who had not been able to attend the Committee meeting this evening, the Committee agreed to invite them to the November Committee meeting and, if they were suitable applicants, then accept them on the board as co-optees (up to one third of the board at any time can be co-optees).

The request by the Committee to the Secretary to call a Special General Meeting with the single resolution to appoint four nominated members (named above) was approved by the Committee. The date to be agreed with the Secretary after further discussion and advice from the Association's solicitors. Proposed by Katie Devaney and seconded by Hilary Edgar.