



**Minutes of Management Committee Meeting
Held on Tuesday 11th July 2023 at 6.30pm
at Knowes Housing Association's Office**

Present: Rhona Polak
Billy Stevenson
Yvonne McDonald
Hilary Edgar
Lynsey Chrystal
Katie Devaney

In Attendance: Erica Davidson CEO
Peter French Head of Property Services
Amy Sweeney Corporate Services / Compliance Officer
Gill Montgomery GND Development Services (Items 1 – 3)

1.	<p>Apologies:</p> <p>The following people submitted their apologies:</p> <ul style="list-style-type: none"> • Steven McCabe • Cllr Lawrence O'Neill • Ross Campbell Anderson
2.	<p>Declaration of Interests</p> <p>There were no declarations of interest.</p>
3.	<p>New Build Development Update – Abbeylands Road (Gill Montgomery in Attendance)</p> <p>Erica submitted a report to the Committee on the progress of the Abbeylands Road New Build Project and Gill Montgomery (Knowes' Development Agent) took the Committee through the report with some notes that Gill had added. The summary of the report was that we were still awaiting the results of the planning application. In the meantime Erica, Peter and Gill have met with the Scottish Government and WDC to discuss the project. The meeting was fairly</p>

	<p>positive and the next stages are laid out in a draft programme for the project put together by ABC for the end of RIBA Stage 3 and moving into RIBA stage 4. This was included in the papers for the Committee to refer to.</p> <p>Gill advised that we are also looking at commencing the process of purchasing the land with a view that if planning permission is not granted then WDC have the ability to buy the land back.</p> <p>Gill advised that we have also been looking at the standard design guide for new build properties to be incorporated into our future tender documents for prospective construction companies.</p> <p>Gill discussed the procurement methods for the building contractor with the Committee and the recommendation from Gill, Peter and Erica is that we use the Link Housing Group contractor framework. The benefits of doing this rather than open procurement were discussed with the Committee and it was felt that this would minimize costs, accelerate the process and still give a wide range of contractors to choose, all of whom had already been subject to quality assessments.</p> <p>The Committee noted the content of the update report and approved the recommendation to use the Link Housing Group Contractor Framework. Proposed by Yvonne McDonald and seconded by Lynsey Chrystal.</p>
4.	<p>Correspondence</p> <p>No correspondence was provided.</p>
5.	<p>Minutes of Management Committee on 23rd May 2023</p> <p>There were no comments or amendments and the minutes from the meeting on 23rd May 2023 were approved.</p> <p>Proposed by Rhona Polak and seconded by Lynsey Chrystal.</p>
5.1	<p>Minutes of Strategy Away Day</p> <p>The minutes of the Strategy Away Day were provided to the Committee for their information. There were no comments or amendments.</p>
6.	<p>Minutes of Sub Committee Meetings</p> <p>The minutes from the following meetings were provided to the Committee for their information:</p> <ul style="list-style-type: none"> • Housing Management Sub Committee – 31.05.23 • Finance Sub Committee – 31.05.23

	<ul style="list-style-type: none">• Housing Management Sub Committee – 27.06.23• Finance Sub Committee – 27.06.23
7.	<p>CEO Report</p> <p>Erica presented her report to the Committee. The report included the following information on changes in staffing, updates to the business following the successful Committee Strategy afternoon, Staff and committee appraisals and performance reviews, a need for reinstatement valuation to be carried out of our stock as requested by our insurance company (Erica to organise this) and the 2023 Investors in People Assessment (Erica confirmed we had been awarded silver again)</p> <p>A discussion took place regarding appraisals. The Committee agreed they would like EVH to assist with carrying out the appraisals for the Committee and the CEO. Amy will contact EVH to arrange.</p> <p>Erica reported that ACS has carried out a desktop landlord health and safety audit of Knowes HA. A report is included under Agenda Item 15. Erica advised that overall the findings are good with some improvements to be made with consideration to best practice.</p> <p>Erica advised that we are also in the process of having a more detailed landlord health and safety audit being carried out by Vicki Cutler of Housing H&S Compliance.</p> <p>Erica advised that we need to start preparing for the Annual Assurance Statement which has to be completed by October 2023. She asked the Committee if they think that it would be worthwhile to arrange an additional meeting to discuss evidence. The Committee agreed that this would be worthwhile but advised that it would suit them better to have a meeting after summer. Erica advised that she will provide the Committee with some dates.</p>
7.1	<p>Management Committee Attendance Register</p> <p>The attendance register was presented to the Committee for their information.</p>
8.	<p>Business Plan</p> <p>Erica explained that following the Committee Strategy Business Planning Session and following instruction from the Committee, the Mission, Vision, Core Values, Strategic Risk and Business objectives were presented to the staff for discussion at the staff meeting in June. The staff had suggested some changes and these were present to the Committee for approval in the 2023 business plan</p>

The Committee agreed the following for the Mission and Vision Statements:-

Mission

Our mission is to provide good quality affordable homes and services which meet the needs and aspirations of the community we serve, to ensure customer involvement in current and future housing and to drive positive change in our local community and environment.

Vision

Our vision is to shape the future of housing and improve the quality of life in our community.

Values

A discussion took place regarding the values. The Committee took on board staff suggestions but agreed that they would like 'community' to be added in to the second value and the fourth value to be tweaked slightly. The agreed values are as follows:

RESPECT AND EQUALITY OF OPPORTUNITY

We treat everyone with respect and recognise and respond to their individual needs.

CUSTOMER FOCUSED

We ensure that our customers and community are at the centre of everything we do.

COMMUNICATION

We communicate effectively with our customers and colleagues.

CONTINUOUS IMPROVEMENT

We are committed to reviewing, developing and improving all of our services and processes.

HONESTY AND PROFESSIONALISM

We behave in a professional manner and act with honesty and integrity.

The mission, vision and values were approved by the Committee. Proposed by Lynsey Chrystal and seconded by Rhona Polak.

The organisational risks and business objectives were then discussed with the Committee. The Committee approved the proposed risks and business objectives. Proposed by Rhona Polak and seconded by Hilary Edgar.

9.	<p>QEF Report</p> <p>Erica provided the Committee with a copy of the Quality and Efficiency Forum Report for their information.</p> <p>The QEF comprises of members drawn from the RSL sector in Scotland and meets on a quarterly basis to carry out statistical, processes and best practice benchmarking. The report contains comparative information based on a number of Charter Indicators and Contextual Indicators gathered by the Scottish Housing Regulator (SHR) in the Annual Return on the Charter (ARC).</p> <p>Erica made reference to page 43 of the report that included the 'Value for Money Scorecard' which shows Knowes performance in relation to key performance/value for money indicators.</p> <p>Erica advised that Knowes performance for 'Former tenants arrears write-off' at 62.98% was higher than the Scottish median due to the fact that this is wrote off at the year end.</p> <p>Erica advised that Knowes score for 'Rent – Value for money' sits at 77%, however we consistently offer low rent prices for our tenants.</p> <p>She also advised that the Knowes score for 'Satisfaction – repairs' at 76.44% should have now increased due to new contractors being in place.</p> <p>The Committee noted the report.</p>
10.	<p>Investors in People</p> <p>The Committee were advised that Knowes HA has been accredited with a Silver Award from Investors in People. The Committee were provided with a copy of the report put together by our assessor that includes recommendations to consider going forward Erica and Amy have arranged a visit to East Kilbride Housing Association who had recently been awarded Platinum in IIP. This would give us the opportunity to look at good practice in other organisations.</p> <p>A discussion took place regarding the recommendations provided and it was felt that one of the points regarding pay increases wouldn't be feasible as we work from the EVH salary scales. The Committee felt that although we were not always able to reward staff through increasing salary scales, there were many other benefits provided to employees working at Knowes HA which included good Terms and Conditions of Service.</p>
11.	<p>ICT Tender Results</p>

	<p>Erica advised that the support for Knowes' IT infrastructure and hardware has been provided by Tecnica (an external IT company) since 2018. The contract was initially awarded for two years with the ability to appoint for a further three to a total of five years. She advised that their contract concluded at the end of June 2023.</p> <p>In order to provide value for money and in accordance with Scottish Public Sector Procurement Legislation and Knowes' Procurement Strategy, the Management Committee agreed at their meeting in May to re-tender the ICT contract from 2023 and we have again opted for an initial period of 2 years with a three year extension period as required.</p> <p>She advised that a specification was drawn up for Knowes' IT support contract and Ewing Somerville Quantity Surveyors conducted the procurement process on behalf of Knowes which was subject to full procurement rules under the Scottish Government Procurement Legislation.</p> <p>The Invitation to Tender was released per the Public Contracts Scotland Website and the closing date for return of tenders was 5th June 2023.</p> <p>The response from interested companies was significant with 13 tenders being received. The tenders were fully evaluated by a panel of three of Knowes' Management Team –Erica provided a breakdown of the scoring to the Committee. The price scores were measured against the lowest price tender price submitted (in this case Tecnica) and the quality scores were awarded on the basis of the answers to four questions posed within the tender document. The scoring was checked and amended as necessary by Ewing Somerville Partnership. The highest tender score based on the mixture of price and quality was Tecnica.</p> <p>The Committee were asked to approve the Management team's evaluation of returned tenders and to award the contract to Tecnica for a minimum of two years with the ability to extend to a total of five years.</p> <p>The Committee approved the reappointment of Tecnica. Proposed by Rhona Polak and seconded by Lynsey Chrystal.</p>
12.	<p>Corporate Services Report</p> <p>Amy provided the following information to the Committee about the ongoing activities that the Association is involved in within the community:-</p> <ul style="list-style-type: none"> • Over 60s Bus Trip – The trip to Alloway, Ayr has been booked for 26th July. There was 50 spaces available for the trip and

	<p>35 have been booked so far.</p> <ul style="list-style-type: none"> • Flourishing Faifley – Flourishing Faifley have secured funding from the Shine 22 Programme to hold their Summer Programme. This will be free for families and lunch will be provided for kids and adults this year. Knowes HA have donated £250 towards this event along with other organisations to help pay for lunch bags and a gazebo. As agreed at the Sub Committee meeting, Flourishing Faifley have been advised that Knowes HA will donate a further £250 to the summer disco if it goes ahead. They are happy for us to put up a banner and balloons at the events. • Newsletter – The summer newsletter should be completed by early August and will include the Annual Report. • Dogs Trust Event – As previously mentioned the Dogs Trust no longer offer events. Amy advised that she has tried to contact the local vet to see if they would be interested in holding a community event with Knowes HA but they didn't respond. <p><u>Community Event</u></p> <p>A discussion took place regarding a community event for animals and their owners. Rhona advised that it would be worthwhile to contact the SSPCA to ask if they would be able to help us deliver the event by providing microchipping for cats and dogs (50 animals in total). Rhona also suggested that we also contact the local vet, the Dogs Trust and the Yellow Dog Scheme for leaflets and WDC for dog bags etc. A discussion took place about using some money from one of the budgets to cover some of the costs for the event. The Corporate Services Team will contact the SSPCA and look at suitable locations to hold the event, including Knowes HA's office space.</p> <p><u>Solar Panels</u></p> <p>Whilst discussing the community event, Peter provided an update on the solar panels. Peter advised that he has tried to contact Voltaire, the company that installed the solar panels numerous times to discuss the prospect of putting netting around the solar panels to deter birds from nesting under them, but Voltaire are not engaging with us. Peter advised that he has spoken to TC Young regarding a nuisance clause and will discuss this with them further.</p> <p>The Committee noted the report.</p>
13.	New Share Members

	<p>Amy advised that one application has been received. The Committee were asked to approve Share Members 617.</p> <p>The Committee approved. Proposed by Rhona Polak and seconded by Billy Stevenson.</p>
<p>14.</p>	<p>Health, Safety and Wellbeing</p> <ul style="list-style-type: none"> • Fire Alarm – Weekly fire alarm tests are continuing every Thursday. • Monthly Checks – Monthly housekeeping, emergency lighting, legionella testing and ladder checks continue to be carried out with no issues. • Investors In People – Knowes HA has been awarded a silver accreditation from Investors in People. Overall we received positive feedback from the assessor, but she highlighted that staff would like to be consulted more. She suggested that we set up a working group to look at the IIP results and put together an action plan for going forward. The working group will be made up of one staff member from each department and we will have our first meeting later this month. • Committee Training – The new Landlord Health and Safety Consultant has advised that she will carry out free health and safety training for the Committee over Teams or Zoom. The Committee agreed that August time would suit them to carry out the training. Amy advised that she will contact the Health and Safety Consultant to ask her for training dates. <p><u>Training</u></p> <ul style="list-style-type: none"> • Ethan-Craig is now one of our first aiders after completing the emergency first aid course on 17th May 2023. • Ethan-Craig will be attending another two training courses with ACS: <ul style="list-style-type: none"> - Mental Health Awareness – 12th July 2023 - Stress in the Workplace – 19th July 2023 <p>The Committee noted the report.</p>
<p>15.</p>	<p>Property Services Reports</p> <p>The following reports were provided to the Committee:</p>

KPI Reports

Two KPI reports were provided to the Committee for their information. The first report was for the ongoing period 2023-2024 and the second for the period 2022-2023.

Boiler Replacement Tender Report

Peter provided the Committee with a copy of the Boiler Replacement Tender Report. He advised that Ewing Somerville had carried out the assessment and on completion of the tender assessment process, the offers submitted by City Building (Contracts) LLP, BRB Electrical Ltd and QTS Contracts Ltd were deemed suitable for inclusion on the Framework. Ewing Somerville has confirmed that these Tenders were the most advantageous in terms of price and quality.

After discussion it was agreed that City Building would be used for the Boiler Replacement Programme. Proposed by Rhona Polak and seconded by Billy Stevenson.

EICR Update June 2023

Peter provided the following information to the Committee:

All tenants without a satisfactory EICR have been contacted by letter and where possible phone call. We are co-ordinating the work with our 4 contractors. In our latest correspondence we have indicated that failure to engage with us will result in a forced access. Our next Newsletter will include an explanation of why we are carrying out this work, a thank you to those tenants who have worked with us, along with us highlighting that we will force access if required, similar to the gas servicing process. We will also put this on our Facebook page.

Peter advised that we have asked all contractors to try and complete their outstanding addresses by the end of this month however there are indications that holidays are impacting on this plan. Peter advised that the following information was also provided to the Scottish Housing Regulator:-

- Total number of properties without a valid EICR in total – 150 outstanding at the end of June (this includes all properties becoming out of date up and until the end of June).
- How many of these have been attended but require remedial works – 95 of the above have been inspected and made safe where required but require remedial works to bring the electrical installations up to the 18th Edition of the IET Wiring Regulations (Amendment 2).
- How many are no accesses (multiple attempts) – of the 150 without a satisfactory EICR 95 have already been visited along but require more work and 55 have haven't had a first visit.

	<p>Knowes HA and our contractors are working on this and 29 appointments have currently been arranged. We continue to make contact through phone calls and letters and work with our contractors to gain them access.</p> <ul style="list-style-type: none"> • Any cases where other reasons have delayed the necessary works – there have been a small number of tenants who have either been in hospital or on holiday. • Properties without an EICR with a visit yet to be arranged – there are 55 properties with EICRs to be arranged and no initial visit. This figure is included in the 150 without a satisfactory EICR and some are among the 29 where appointments have been made. <p>Peter also provided the following information:</p> <p><u>Capital Projects</u></p> <ol style="list-style-type: none"> 1. Bathrooms: Onsite, due to be completed by end of August. 2. Windows: Second assessment of Tender returns due on 6th July and a tender report will follow. 3. Kitchens: Project to be issued for tender in July 2023. <p><u>Tenement Water Tanks</u></p> <p>The initial survey of water tanks report has been received. The report indicates that 10 closes require to retain water tanks with the remaining able to have all services taken off the water main (84 closes in total). This will require a capital project to carry out the work identified. At the moment we are in discussions with ESP regarding the tender process.</p> <p><u>Gas Servicing</u></p> <p>A gas service due in April 2023 was missed. This has been investigated and the reason was due to failure to register the CP12 certificate for the address in 2022 which meant that the address was not included in the February servicing list. Our gas contractor City Building reported issues with switching over their computer system at the date of the CP12 in 2022, which meant it was missed on their end also. The gas servicing process has been revisited and the servicing list has also been checked to ensure that this issue does not occur again.</p>
16.	<p>Landlord Audit Report</p> <p>An audit of the organisation’s Landlord Facilities Health, Safety & Welfare Management System was carried out to assess compliance with current legislation and ‘good practice’, so far as Landlord ‘Risk Management’ is concerned. Erica took the Committee through the Landlord Audit Report.</p>

	<p>Erica advised that ACS has scored each area of Health and Safety between 1-3 and marked with 'Conform', 'Part Conform' or 'Non Conform'.</p> <p>Erica advised that it was recommended remedial actions be taken in the following areas to ensure that Knowes HA fully conforms:</p> <ol style="list-style-type: none"> 1. Asbestos in Tenancies 2. Fire Safety in Housing Stock/Communal Areas 3. Lifts 4. Play parks 5. Water Systems and Legionella <p>A discussion took place regarding the recommendations and steps will be taken to incorporate these. Erica and Peter also advised that they will seek guidance from Vicki Cutler of Housing H&S Compliance. It was agreed that information on Legionella will be included in the next newsletter.</p>
17.	<p>Policies for Approval</p> <ul style="list-style-type: none"> • FP19 – Rental Off The Shelf Buy Back Properties <p>There were no comments or queries, and the policy was approved. Proposed by Billy Stevenson and seconded by Lynsey Chrystal.</p> <p>It was agreed that the Retention Policy would be brought back to the next Committee meeting in August.</p>
18.	<p>EVH Report</p> <p>The Committee were provided with the EVH June and July monthly reports for their information.</p>
19.	<p>ICT Officer Report</p> <p>Erica advised that the review of the ICT Manager post has arisen following the receipt of a letter of resignation from Elaine Lewty our current ICT Manager. Erica advised that the ICT Officer Report has already been discussed at the Employment Sub Committee meeting, but it is subject to Management Committee ratification.</p> <p>Erica advised that Knowes has a number of business critical IT hardware equipment and software applications which require specialist support. The support for our server and equipment is provided by our external IT support company and our applications support is provided by our software suppliers. However, there are a number of crucial areas where support is not readily available from external providers and</p>

	<p>these areas are provided in the report and job description provided.</p> <p>The Committee were invited to consider if and how we wish to fill this post and provided with the following options:-</p> <ol style="list-style-type: none"> 1. Not fill the post and buy in consultancy services as required 2. Fill the post like for like, that is, ICT Manager and sell out services 3. Fill the post at a lower grade and sell out services 4. Fill the post at ICT Officer Grade <p>The Committee ratified the Employment Sub Committee's decisions to approve restructuring the ICT Manager post from Manager to Officer level, increasing to a full time post and changing from being up to 50% charged out to other RSLs to being fully dedicated to Knowes HA. Proposed by Rhona Polak and seconded by Yvonne McDonald.</p>
20.	<p>Tenancy Sustainment Post Funding</p> <p>Since November 2020 the Association has, along with Clydebank HA and Dalmuir Park HA, employed a Tenancy Sustainment Officer. This post was funded through SFHA and managed by Clydebank HA. Despite the application being for a three-year post, Clydebank has received only 2.5 years' worth of funding from the SFHA, they have confirmed that the amount paid matched the offer of funding at the start of the project, and that there were no funds from the Homeless Prevention fund available to cover the post for the full 3 years. Having checked back on the original grant offer, Clydebank have confirmed that this is indeed the case. As things stand there is no funding left and the 3 Housing Associations been unable to identify any funding streams that would continue to fund this position.</p> <p>To continue to cover the posts salary after July 2023 (2 days per week CHA, 2 days per week Knowes and 1 day per week DPHA), this would work out at around £1,628 per month for the service (the full weekly service cost for £939.48 per week, which includes pension and NI for the current postholder). Clydebank would continue to be the named employer for the post and would invoice Knowes HA as of the 28th of August 2023 wage. This will continue until the end of the financial year 2023-24, or until alternative funding is found, (a review and further report will be submitted to the Committee in January/February 2024 on the medium to long term financial commitment of Knowes of continuing with the service).</p> <p>Continuing with the TSO service would allow the Association to continue to provide an all-round tenancy support service that meets the needs of our customers without comprising on the other services that the Housing Team provides. The service would also contribute in meeting the service requirements outlined above and help vulnerable households become more resilient and cope better with the increased</p>

	<p>cost of living.</p> <p>It is recommended that Knowes HA continues to work in partnership with CHA and DPHA in employing the TSO post until at least the end of the 2023-24 financial year where the continuation or otherwise of the service will be reviewed.</p> <p>The Committee discussed the content of the report and although not happy that the grant funding had run out before the three year appointment was completed, they agreed that this was a very important service and badly needed by our tenants in the current economic climate.</p> <p>The Committee approved the recommendation. Proposed by Lynsey Chrystal and seconded by Rhona Polak.</p>
21.	<p>Notifiable Events</p> <p>No notifiable events.</p>
22.	<p>Any Other Business and Apologies for Future Meetings</p> <p>The Committee were provided with a copy of the future meeting dates for their information.</p> <p>Committee members expressed that they were unhappy that a number of reports had been introduced at the meeting without being included in the portal with the required notice. Erica apologised and explained that she had been on annual leave the prior week and had not the opportunity to complete and add to the portal until the day of the meeting. It was agreed with Committee that in future we would adhere to ensuring all reports were posted on the Admin Control Portal one week prior to the Committee meeting. If not posted in time then they would be referred to the next meeting unless the reports were of a nature which required an urgent Committee decision.</p>
23.	<p>Date of Next Meeting</p> <p>The next Committee meeting will be held on Tuesday 8th August 2023.</p>