



**Minutes of Management Committee Meeting
Held on Tuesday, 1st November 2022 at 6.30pm
at Knowes Housing Association's Office**

Present: Rhona Polak
Cllr Lawrence O'Neill
Lynsey Chrystal
Katie Devaney
Billy Stevenson
Hilary Edgar
Yvonne McDonald
Ross Campbell Anderson

In Attendance:

Erica Davidson CEO
Amy Sweeney Corporate Services / Compliance Officer

1.	<p>Apologies:</p> <p>The following members submitted their apologies:</p> <ul style="list-style-type: none"> • Steven McCabe
2.	<p>Declaration of Interests</p> <p>There were no declarations of interests.</p>
3.	<p>Correspondence</p> <p>Erica provided the Committee with an email sent from EVH about progress on the pay negotiations that are currently taking place.</p>
4.	<p>Minutes of Management Committee from 4th October 2022</p> <p>There were no comments or amendments and the minutes from the Committee meeting on 4th October 2022 were approved.</p> <p>Proposed by Lynsey Chrystal and seconded by Hilary Edgar.</p>

5.	<p>Management Committee Attendance</p> <p>The attendance register was presented to the Committee.</p> <p>A discussion took place regarding attendance at the meeting in February. Amy advised that the table has been updated for this month.</p>
6.	<p>Minutes of Sub Committee Meetings</p> <ol style="list-style-type: none"> 1. Housing Management Sub Committee Meeting 2. Finance Sub Committee Meeting <p>Presented to the Committee for information only.</p>
7.	<p>CEO Report</p> <p>Erica presented her report to the Committee which included the following information:</p> <ul style="list-style-type: none"> • New Build at Abbeylands Road – Erica advised that Knowes Architects are still in discussions with WDC Planning Department over the layout of the site. She advised that the planning department are eager to keep some of the space as a community green space/leisure facility and they also want the properties to face onto Abbeylands Road. This could cause an increase in costs due to the design and layout. • Post of Property Services Assistant – Seven applications have been received for this post, 4 of which meet the person specification. The interviews for this post will be held on Wednesday 2nd November 2022. • Post of Head of Property Services – Fifteen applications have been received for this post and the shortlisting panel will be meeting on Thursday 3rd November to assess the applications and decide who will be taken forward to interview. The interviews for this post will be held on Thursday 10th November 2022. Erica advised that she will be on the shortlisting panel along with Rhona, Katie, Kennedy and Martin. Billy advised that he may be able to attend. • Post of Housing Assistant – Erica advised that the Housing Assistant has obtained a promoted post with another housing association and will be leaving Knowes at the start of December. • Rent Freeze – The Cost of Living (Tenant Protection) (Scotland) Act was passed through Parliament earlier this month, setting a temporary rent cap of 0% for both the social and private rented sectors. Erica advised that this will make it difficult to consult with tenants on the rent increase. The Committee agreed that they would like to wait until the budget is released before discussing a figure. • Clydebank CAB – There is now a dedicated member of staff in place to provide welfare and money advice to tenants (shared with

	<p>CHA and DPHA). We have invited them to attend our Customer Working Group meeting on 10th November to advise the group on what support is available over the winter. We will also include energy advice in our newsletter.</p> <ul style="list-style-type: none"> • Tenant Sustainability – The Committee approved the Housing Officer Assistant budget of £5,000 to be increased to £10,000 for the year ending 31/03/2023.
8.	<p>Quarterly KPIs</p> <p>The quarterly KPI report was provided to the Committee.</p> <p>Erica provided the following information.</p> <p><u>Repairs and Maintenance</u></p> <ul style="list-style-type: none"> • The average time taken in days to complete the non-emergency repairs has reduced to 10.76 days in Q2 compared to 15.25 days in Q1. Erica advised that this is because there is no longer a backlog for reactive repairs and the contractor has changed. • Quality Control (% of inspections passed) is currently sitting at 96% in Q2. Erica advised that a meeting will be arranged with a contractor who is not performing as expected to discuss their performance.
9.	<p>New Share Members</p> <p>No new applications have been received.</p>
10.	<p>Corporate Services Report</p> <p>Amy provided the following information.</p> <ul style="list-style-type: none"> • Fuel Vouchers – Funding was applied for at the start of October 2022. We are still waiting to hear back on whether this was successful. • Flourishing Faifley – A meeting took place on 6th October 2022 with Erica, Tony and Amy. Tony provided information about events that Flourishing Faifley are holding and plans for future events. • Customer Working Group – A meeting took place with the group on 20th October 2022. The meeting notes have been provided to the Committee for their information. <p>Our next meeting with the group is scheduled for 10th November 2022 at 7pm. We have arranged for the Safe and Warm Team (Energy Advisors) from CAB to attend and provide the group with energy advice. We have included this on the noticeboard on our website so that other residents are aware.</p>

	<p>Amy completed TPAS scrutiny training on 18th October 2022.</p> <ul style="list-style-type: none"> • Christmas Vouchers – Thirty ASDA vouchers will be given to families and vulnerable tenants over the Christmas period so that they can shop for food for Christmas day. <p>Ross Campbell Anderson advised that Ofgem have an Energy Awareness Hub that provides energy support and guidance which may be beneficial for tenants and residents. This can be accessed at https://www.ofgem.gov.uk/energy-advice-households .</p>
11.	<p>Health Safety and Wellbeing Report</p> <p>Amy provided the following information.</p> <ul style="list-style-type: none"> • Fire Alarm – The fire alarm is tested every Thursday. • Monthly Checks – Monthly housekeeping, emergency lighting checks and legionella checks continue to be carried out with no issues. • Training – CORGI Gas Safety Awareness in Social Housing with Fire Safety and Electrical Compliance was completed by the repairs team and Amy on 4th October 2022. Amy advised that she will be attending DSE Assessor Training in December. • Leafyard – A meeting took place with Erica, Amy and Caroline from Leafyard on 20th October 2022 over Teams. Caroline provided information on the engagement figures from staff using the app over the last quarter and she advised that the figures are positive.
12.	<p>Property Services Report</p> <p>Erica provided the following information to the Committee.</p> <p>She advised that the average number of days for an urgent repair has decrease in Q2 to 5.6 days compared to 7.2 days in Q1.</p> <p>Erica advised that the Planned/Cyclical Maintenance is within budget. She advised that reactive repairs are over budget at the moment due to an increase in the cost of labour and materials.</p> <p><u>Major Component Replacement Contract</u></p> <p>Balconies at Whitehill Crescent – Contractor still to be appointed. Quantity Surveyor to be contacted.</p> <p>Bathroom Replacement Contract – Tenders due back mid-November.</p>

12.1	<p>Back Court Improvements – Erica advised that 3 tenders have now been returned.</p> <p>External Wall Insulation – This will be held off until the Head of Property Services has been appointed.</p> <p><u>Planned/Cyclical Components</u></p> <p>Electrical Testing – Erica advised that a meeting has been arranged with the contractor to discuss their performance.</p> <p><u>Reactive Maintenance Contract – Approval of Award for New Contract(s)</u></p> <p>The Reactive Repairs Contract 2022 – 2025 was provided to the Committee. Erica advised that the tender is based on a three year contract with an option to extend for two further years. The report from the Quantity Surveyor was also provided to the Committee for their information.</p> <p>No bids were received for Lot 2 (out of hours emergency call outs), Lot 8 (Roofing) and Lot 11 (Glazing). However, Lot 8 and Lot 11 can be covered by the contractors under Lot 1 (Multi-Trade).</p> <p>A discussion took place regarding the contract. Erica advised that if more than one contractor is listed in a lot then any of them can be used – although the expectation is that the work would be equally shared depending on availability.</p>
13.	<p>Policies for Approval</p> <ul style="list-style-type: none"> • Use of Vehicles – No comments or queries were made and the policy was approved. Proposed by Ross Campbell Anderson and seconded by Billy Stevenson. • Environmental Information (Scotland Regulations) EIRs – Minor grammatical changes had been made to the policy. No comments or queries were made and the policy was approved. Proposed by Hilary Edgar and seconded by Lynsey Chrystal.
14.	<p>EVH Report</p> <p>The Committee noted the content of the October 2022 EVH report.</p>
15.	<p>Notifiable Events</p> <p>No notifiable events.</p>
16.	<p>Any Other Business and Apologies for Future Meetings</p> <p><u>Request to fill the post of Housing Assistant</u></p>

	<p>The Committee were provided with the job description and person specification for the Housing Assistant post.</p> <p>The Committee were advised that this post is currently EVH Grade 5. It was recommended that the post remains at this grading however if the post is difficult to fill then it may be worthwhile to reassess the grading with EVH.</p> <p>The Committee approved the recruitment of a Housing Assistant at EVH Grade 5. Proposed by Rhona Polak and seconded by Cllr Lawrence O'Neill.</p>
17.	<p>Date of Next Meeting</p> <p>The next Committee meeting will be held on Tuesday 6th December 2022 at 6.30pm.</p>