



**Minutes of Management Committee Meeting
Held on Tuesday, 4th April 2023 at 6.30pm
at Knowes Housing Association's Office**

Present: Rhona Polak
Katie Devaney
Yvonne McDonald
Hilary Edgar
Lynsey Chrystal
Steven McCabe

In Attendance: Peter French Head of Property Services
Amy Sweeney Corporate Services / Compliance Officer

1.	<p>Apologies:</p> <p>The following people submitted their apologies:</p> <ul style="list-style-type: none"> • Erica Davidson • Billy Stevenson • Cllr Lawrence O'Neill • Ross Campbell Anderson
2.	<p>Declaration of Interests</p> <p>Lynsey Chrystal and Yvonne McDonald declared an interest under Item 7.2 – Report on Appointment of Development Agent/Co-ordinator.</p>
3.	<p>Correspondence</p> <p>The Governing Body Leadership flyer was provided to the Committee for their information.</p> <p>If any of the Committee would like to attend this training, please contact Amy.</p>

4.	<p>Minutes of Management Committee on 7th March 2023</p> <p>There were no comments or amendments and the minutes from the meeting on 7th March 2023 were approved.</p> <p>Proposed by Lynsey Chrystal and seconded by Yvonne McDonald.</p>
5.	<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 • Finance Sub Committee • Audit Sub Committee
6.	<p>Management Committee Attendance Register</p> <p>The attendance register was presented to the Committee for their information. Amy advised that the targets have been added to the register.</p>
7.	<p>CEO Report</p> <p>Peter presented Erica’s report to the Committee in her absence. The report included the following information:</p> <p><u>Staffing Matters</u></p> <p>Ethan-Craig Adamson started with Knowes on 20th March and is settling in well. The Head of Property Services is looking to recruit an additional Maintenance Officer for the Property Services Team. A report is included under Agenda Item 7.1.</p> <p><u>Business Plan</u></p> <p>Our Strategy Day is booked for the afternoon of Monday 5th June. We decided that the West Park Hotel and World of Golf were not entirely suitable for our event and we have booked the Golden Jubilee Hotel in Clydebank instead. Heather Ballantyne will be available to facilitate for us.</p> <p><u>House Sales/Purchase</u></p> <p>None in last three months. There has been one house sale and one house purchase in financial year 2022/23. Housing stock numbers for Knowes HA remain at 1048 plus Dunn Street respite unit. We are currently in the process of purchasing one property back and the date of entry is scheduled for 11th April 2023.</p>

Legal Services Update

The notice for this has been published via the Public Contracts Scotland website.

New Build at Abbeylands

The design team are now able to submit the detailed drawings for planning permission. The Scottish Government have advised that we appoint a Development Agent/Officer to oversee the development journey and advise the staff and Committee on the steps we need to take along the way. A report on this is included under Agenda Item 7.2. We plan to hold a special Committee meeting which will take place after the sub meetings on 25th April 2023 to discuss and approve the final plans and costs before submitting to WDC Planning Department.

Scottish Housing Regulator – Engagement Plan 2023

The Scottish Housing Regulator is planning to engage with Knowes HA with regards to overdue EICRs. I have prepared a report on this under Agenda Item 7.4 with points for the Committee to consider and approve.

Committee Meeting Dates for 2023/24

Please see the proposed list of Committee meeting dates for 2023/24 under Agenda Item 15.1. The Committee are asked to consider if they would prefer to meet on the second Tuesday of the month to allow budget and spend information and performance statistics to be issued in advance of the meeting.

Back Court Improvements/Secret Garden

The backcourt improvements at 1 Langfaulds Crescent and 176 Faifley Road have now been successfully completed. Knowes HA was also successful in obtaining grant funding to install disabled access and a path into the Secret Garden which has been successfully completed. We would like to arrange a Spring walkabout for any members of the Committee wishing to view the new improvements. Amy will be contacting you in near to find out availability.

7.1 **Report on Employment of Additional Maintenance Officer – 2 Year Fixed Term Contract**

Peter presented the report to the Committee. He advised that there is a need to consider the recruitment of an additional Maintenance Officer for the Property Services team to help the current team and

plan for a smooth transition upon the retirement from service of the current Officers.

Peter advised that the team currently raise, inspect and check approx. 240 lines per month and in addition to this there is an average of 75 voids per year which can often require a large amount of co-ordination and specification.

He advised that there are 4 Capital Investment Programmes being carried out this year and the Property Services team will need to ensure that they can keep up with the backlog of major component and planned maintenance work and current demand.

The Committee were advised that the post will be an addition to the current staff structure and will be an EVH Grade 7 post.

The Committee were asked to approve the request to employ an additional Maintenance Office on a two year fixed term contract. The Committee approved the request. Proposed by Rhona Polak and seconded by Hilary Edgar.

7.2 **Report on Appointment of Development Agent/Co-ordinator**

Knowes HA is currently in the position where we will be shortly seeking Committee permission to submit the planning application for the new building development at the former Bowling site at Abbeylands Road, Faifley.

It is a recommendation of the Scottish Government that we employ a Development Agent to assist in the management of this project. The reason for this being that we do not employ an in-house development team as many of the larger housing associations have in place.

There are numerous advantages to Knowes HA employing the services of a Development Agent/Officer and these are as laid out under the scope of services document provided. We also need to ensure that we do not inadvertently breach any of the complex rules surrounding grant applications for this project. At present Knowes HA does not have any employees in house with up to date experience and expert knowledge of progressing a social housing new build development.

The Committee were asked to approve the request to appoint Gill Montgomery as the Development Co-ordinator for this project – to be reviewed after 6 months and subject to satisfactory references being obtained from two recent RSL clients. Gill Montgomery would be appointed on the basis of being a self-employed consultant and

	<p>would not be directly employed by Knowes HA. The Committee approved the request. Proposed by Steven McCabe and seconded by Hilary Edgar.</p> <p>7.3 Agree Key Performance Indicators for 2023/24</p> <p>The Committee were presented with the KPIs for 2023/24. The KPIs were approved by the Committee. Proposed by Katie Devaney and seconded by Yvonne McDonald.</p> <p>7.4 SHR Engagement Plan</p> <p>The Scottish Housing Regulator has released its engagement plan for Knowes Housing Association for 2023. Although Knowes HA is recognised to be compliant with the regulatory requirements including the Standards of Governance and Financial Management, we are not fully compliant with the electrical safety requirements of the Scottish Housing Quality Standard on Safe Electrical Systems. This was updated in April 2020 to require all RSLs to ensure their properties had an EICR certificate to be updated every five years.</p> <p>Delays in completing the work within timescales has been due to being unable to appoint a suitable contractor previously due to covid and lockdowns, and the appointed contractor the Valley Group not fulfilling their contractual duties. In November 2022 as part of our Responsive Maintenance Contract we appointed 4 other electrical contractors besides the Valley Group and since December we have been giving work to three of these contractors who are completing the tests more successfully and efficiently than the Valley Group.</p> <p>As at the 31st March the following is still outstanding:- 202 properties which require remedial work and 49 which still require a first visit and which we have been unable to obtain access to so far</p> <p>On 30th March, Peter French met with the Valley Group. Due to their performance in this contract to date has been very unsatisfactory, we would ask that the Committee formally terminate the five year contract with them and that we retender this contract for EICRs going forward. In the meantime, four other electrical contractors will work to bring us completely up to date with our EICR inspections.</p> <p>The Committee was asked to discuss and approve the following recommendations:-</p> <ul style="list-style-type: none"> • We will utilise the services of our current electrical contractors on our responsive maintenance list to bring us up to date • We will appoint a new EICR contractor to manage our
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	<p>programme going forward</p> <ul style="list-style-type: none"> • Where necessary we will arrange forced access to properties where tenants have repeatedly denied access to our contractors <p>The Committee approved the recommendations. Proposed by Rhona Polak and seconded by Lynsey Chrystal.</p>
8.	<p>New Share Members</p> <p>Amy advised that there have been no new applications received.</p>
9.	<p>Corporate Services Report</p> <p>Amy provided the following information.</p> <ul style="list-style-type: none"> • Fuel Vouchers – We are still waiting to hear back from our application to the Energy Redress Scheme. • EVH Cost of Living Support Grant – One school advised that they have used the funding to top up their supply of food vouchers for families. Fortnightly they provide at least 20 families in need with a £30 food voucher. The other school advised that the funding has been used to support the school food share which provides emergency food/supplies for families in need. They have also used some of the funding to provide emergency clothing etc for children being accommodated and to help with purchasing winter coats and boots for children who do not have these items. They advised that the rest of the money will be prioritised for working families who do not receive any support from the Government or West Dunbartonshire Council to help with the cost of the new school year. We have reported this to EVH. • The National Lottery Cost of Living Community Anchor Fund – The vouchers have now been distributed to the 195 tenants selected. We will use the Charis website to put together a report on how many clothing, food and fuel vouchers were purchased and we will report this to the grant provider. • Flourishing Faifley – I attended Flourishing Faifley’s AGM on Tuesday 21st March 2023. They are holding some great community activities with plans to introduce more, but they have advised that they are struggling with running costs. They have asked if the Association will provide a donation to help with their events. We have suggested a donation of £100 is made to Flourishing Faifley for them to buy eggs for their Easter event.

	<p>The Committee approved the donation of £100 to Flourishing Faifley for their Easter event. Proposed by Hilary Edgar and seconded by Katie Devaney.</p>
<p>10.</p>	<p>Complaints Report</p> <p>Amy provided the Committee with a breakdown of the complaints that have been received by the Association for the period January 2023 to April 2023.</p> <p>For the period January 2023 to April 2023 the following data has been collected.</p> <p>Total complaints: 16</p> <p><u>Stage 1 Complaints</u></p> <ul style="list-style-type: none"> • Number of complaints received – 13 • Average time to provide a full response – 3.07 days • Out of the 13 complaints received, 1 complaint was provided a full response out with the prescribed 5 working days timescale for stage 1 complaints. <p><u>Breakdown of Stage 1 complaints:</u></p> <ul style="list-style-type: none"> • Factoring, Repairs – 1 • Housing, Estate Management – 4 • Maintenance, Contractor – 2 • Maintenance, Planned – 1 • Repairs, Contractor – 2 • Repairs, Property – 3 <p><u>Stage 2 Complaints</u></p> <ul style="list-style-type: none"> • Numbers of complaints received – 3 • Average time in working days for a full response – 12 days • Percentage of complaints responded to in full – 100% • Out of the 3 complaints received, 1 complaint was provided a full response out with the prescribed 20 working days timescale for stage 2 complaints. <p><u>Breakdown of Stage 2 complaints:</u></p> <ul style="list-style-type: none"> • Factoring, Invoice – 1 • Housing, Estate Management – 1 • Repairs, Property – 1
<p>11.</p>	<p>Health Safety and Wellbeing Report</p>

	<p>Amy provided the following information to the Committee.</p> <p><u>Updates</u></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. • Office PAT Testing – The second lot of PAT testing in the office was completed by G D Chalmers on 23rd March 2023. • Erica and Peter will be attending Health and Safety Management Staff and Tenants masterclass on 26th April 2023.
12.	<p>Property Services Report</p> <p>The following reports were provided to the Committee:</p> <p><u>Recommendation for Approval of Bathroom Contract</u></p> <p>Following a review of the initial Bathroom Replacement Contract in 2022, it was decided to reduce the 259 addresses contained in this project to approx. 50, which represented a size of project that was deliverable with the current resource and proposed capital project programme. After tender returns for the initial 2022 project the winning contractor, C Hanlon, were asked if they would submit prices for the reduced number of units. The new tender for 49 units was confirmed at £218,522 including prelims but excluding VAT and contingencies. It should be noted that the rates from the original tender remain unchanged for the reduced tender.</p> <p>The Committee was asked to consider the contents of the report and to approve awarding the Bathroom Contract to C Hanlon on the basis of their tender return and the price indicated.</p> <p>The Committee approved the request. Proposed by Lynsey Chrystal and seconded by Yvonne McDonald.</p> <p><u>Proposed Gas Central Heating Upgrade</u></p> <p>The Committee were advised that one of the tenemental flats currently has electric heating and it was proposed that we upgrade to gas central heating to ensure that the tenant’s home is as economical to heat as possible. The Committee were advised that the family</p>

	<p>currently living in the property are struggling to afford the cost of heating the home which is very expensive.</p> <p>The Committee were advised that the work would take around 2 weeks to complete and would be delivered by 3 contractors. The estimated costs for this work would be in excess of £10,000.</p> <p>A discussion took place regarding the proposal however the Committee agreed that this work should only be actioned when the property is void, they also agreed that no monthly rebates will be provided. Instead, they advised that we look at alternative support such as a home visit from Home Energy Scotland to provide energy advice to the family or trying to obtain fuel vouchers to assist with rising costs.</p> <p><u>Proposed Health and Safety Audit</u></p> <p>The Association has tendered for an Audit of our Health and Safety processes and procedures to ensure that our approach to Health and Safety is robust, in line with our policies and meets our statutory obligations. The Audit will cover safety in the following areas:</p> <ul style="list-style-type: none"> • Electrical • Asbestos • Fire • Water • Gas <p>We received one reply from Housing Health & Safety Compliance UK Ltd for the sum of £9,425 plus VAT. This consultancy is widely used within the RSL sector to carry out similar Audits.</p> <p>The Committee were asked to approve the appointment of this consultant to carry out the Audit at the stated cost.</p> <p>The Committee approved the appointment of the consultant. Proposed by Rhona Polak and seconded by Hilary Edgar.</p>
13.	<p>EVH Report</p> <p>The Committee were provided with the EVH March 2023 update for their information.</p>
14.	<p>Notifiable Events</p> <p>No notifiable events.</p>
15.	<p>Any Other Business and Apologies for Future Meetings</p>

15.1	<p>Suggested Dates for Committee Meetings 2023-24</p> <p>A discussion took place about the suggested dates for the Committee meetings over the next year. The Committee requested for an updated table to be put together before it was decided if the Committee meetings will be moved to the second Tuesday of the month instead of the first. Amy will put together a table and send this out to the Committee before the next meeting.</p>
15.2	<p>Discuss Attendance for Committee meetings in July and August 2023</p> <p>As above this will be discussed once dates are agreed.</p>
16.	<p>Date of Next Meeting</p> <p>The next Committee meeting will be held on Tuesday 23rd May 2023.</p>