



**Minutes of Management Committee Meeting  
Held on Tuesday, 4<sup>th</sup> October 2022 at 6.30pm  
at Knowes Housing Association's Office**

**Present:** Steven McCabe  
Rhona Polak  
Lynsey Chrystal  
Katie Devaney  
Billy Stevenson  
Hilary Edgar

**In Attendance:**

Erica Davidson      CEO  
Amy Sweeney      Corporate Services / Compliance Officer

1.	<p><b>Election of Office Bearers</b></p> <p>Erica chaired the meeting to facilitate the election of the Chairperson for 2022/23.</p> <p>Erica advised that Steven McCabe would be stepping down as Chairperson. After discussion, Rhona Polak agreed to be nominated to take over the role. The nomination of Rhona was proposed by Billy Stevenson and seconded by Lynsey Chrystal and Rhona was thereby elected Chairperson of the Association.</p> <p>The Committee agreed that Katie Devaney would continue as Vice Chair, Billy Stevenson would continue as Secretary and Yvonne McDonald would continue as Treasurer. Proposed by Rhona Polak and seconded by Steven McCabe.</p> <p>Rhona Polak chaired the remainder of the meeting.</p>
2.	<p><b>Apologies:</b></p> <p>The following members submitted their apologies:</p> <ul style="list-style-type: none"> <li>• Ross Campbell Anderson</li> </ul>

	<ul style="list-style-type: none"> <li>• Yvonne McDonald</li> <li>• Lawrence O'Neill</li> </ul>
3.	<p><b>Declaration of Interests</b></p> <p>Billy Stevenson declared an interest in item 4 – Correspondence – Donation request from 2nd Faifley Brownies.</p>
4.	<p><b>Correspondence</b></p> <p>Erica advised that the Association had received a letter from the leader of the 2nd Faifley Brownies requesting a donation to cover costs for new resources, insurance and trips to help keep costs as low as possible for parents. Following a discussion, the Committee agreed to make a £200 donation.</p> <p>Erica advised that the second item of correspondence was from The Pensions Trust. The Committee were advised that future service contribution rates will be held at their current levels until at least April 2024.</p>
5.	<p><b>Minutes of Management Committee from 9<sup>th</sup> August 2022</b></p> <p>There were no comments or amendments and the minutes from the Committee meeting on 9<sup>th</sup> August 2022 were approved.</p> <p>Proposed by Billy Stevenson and seconded by Katie Devaney.</p>
6.	<p><b>Minutes of Sub Committee Meetings</b></p> <ol style="list-style-type: none"> <li>1. Housing Management Sub Committee Meeting</li> <li>2. Finance Sub Committee Meeting</li> </ol> <p>Presented to the Committee for information only.</p>
7.	<p><b>CEO Report</b></p> <p>Erica presented her report to the Committee which included the following information:</p> <ul style="list-style-type: none"> <li>• AGM – Erica advised that the AGM held on 6<sup>th</sup> September 2022 was a successful event with 16 share members attending. She advised that the Association is eager to attract new Committee members and it was suggested that we contact existing shareholders to ask if they would be interested in joining.</li> <li>• Flourishing Faifley – Meeting arranged with Erica, Amy and Tony from Flourishing Faifley on Thursday 6<sup>th</sup> October to discuss the Secret Garden and other community activities. Flourishing Faifley have already purchased the compost toilet for the Secret Garden.</li> <li>• Committee Appraisals – All of the Committee Appraisals have now been completed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Post of Corporate Services/Compliance Officer – Erica advised that Amy Sweeney was appointed this post and started her role on 14<sup>th</sup> September 2022.</li> <li>• Administration Assistant – Erica advised that recruitment for this post would be held off until management have assessed what is needed and Amy has settled into her role.</li> <li>• Health and Safety – Erica advised that Amy will undertake training for the Health and Safety Administrator role. Gas safety training is organised for the property services staff and Amy for 4<sup>th</sup> October 2022 and the annual signing of the Health and Safety Manual is included on the agenda this evening.</li> <li>• Mental Health Awareness – Erica advised that this was completed by staff on 18<sup>th</sup> and 19<sup>th</sup> August 2022. The management team will be completing stress management training early 2023.</li> <li>• Staff Team Building Day – Erica advised that staff attended a team building day on 16<sup>th</sup> September 2022 which was an enjoyable day for everyone.</li> <li>• Christmas Newsletter – Amy will be starting to work on this over the next few weeks and the newsletter will go out early December.</li> <li>• GDPR/FOI – The Association has not received any freedom of information or subject access requests in last quarter and we are continuing to work closely with our DPO to ensure that we are compliant with Data Protection Regulations.</li> <li>• Head of Property Services Post – Erica advised that this was discussed at the Employment Subcommittee meetings on the 22<sup>nd</sup> August and 27<sup>th</sup> September 2022. The Employment subcommittee recommended that the grade for the post be independently reviewed by EVH. The post has now been reviewed by EVH and graded at SM7 to SM9. Further to discussion at item 20 on the Agenda, it is recommended that the recruitment for this post starts as soon as possible.</li> <li>• New Build at Abbeylands Road – Erica advised that a meeting took place with two members of WDC’s Planning Department on 13<sup>th</sup> September 2022 to discuss the planning application for the former bowling site at Abbeylands Road. She advised that they are keen to retain green space at the site and have proposed an alternative layout scheme. This has been passed to the Association’s Architects who are now in discussions with WDC.</li> </ul>
8.	<p><b>Regulatory Framework Self-Assessment</b></p> <p>The Regulatory Framework Self-Assessment document was provided to the Committee for their information.</p>
9.	<p><b>Annual Assurance Statement</b></p> <p>Erica advised that the Association has addressed the following areas of non-compliance that were previously identified:</p>

	<ol style="list-style-type: none"> <li>1. Installation of Interlinked Smoke and Heat Detectors – There was issues gaining access to all properties before the deadline (28<sup>th</sup> February 2022) but this has now been actioned and the Association is 100% compliant in this area.</li> <li>2. Gas Servicing – One service was overlooked but this has now been actioned and staff have received additional training.</li> <li>3. EICR Testing – Erica provided the Committee with the figures for the EICR tests. She advised that there had been a delay in carrying out tests in the required time period due to Covid-19 and not being able to gain access to certain properties. Erica advised that she is meeting with Valley Group on Thursday 6<sup>th</sup> October and will confirm the figures and discuss their performance with them. Erica discussed the performance of our contractor and advised the Committee that she would be working closely with them over the next few months to improve their access rate.</li> </ol> <p>Subject to updates for the EICR contract, the Annual Assurance Statement was approved. Proposed by Steven McCabe and seconded by Billy Stevenson.</p>
10.	<p><b>Management Committee Attendance</b></p> <p>The attendance register was presented to the Committee.</p> <p>Amy advised that she will check the attendance register to make sure that all the information is correct.</p>
11.	<p><b>Quarterly Complaints Report</b></p> <p>Amy advised that between July 2022 and end September 2022 a total of 11 complaints had been received.</p> <p>She advised that there had been nine stage 1 complaints and two stage 2 complaints. Amy provided a breakdown of the complaints to the Committee including the length of time to provide a full response and the percentage of complaints responded to in full. She advised that none of the complaints were upheld.</p> <p>The Committee noted the report.</p>
12.	<p><b>New Share Members</b></p> <p>No new applications have been received.</p>
13.	<p><b>Share Members Cancelled Under Rules 11.1.3 or 17.1</b></p> <p>Following the AGM, Amy presented a report which included the share memberships that require to be cancelled under rules 11.1.3 and 17.1. She advised that the following memberships will to be cancelled:</p>

	<ul style="list-style-type: none"> <li>• 311</li> <li>• 465</li> <li>• 484</li> <li>• 575</li> <li>• 580</li> <li>• 574</li> </ul> <p>The committee approved the cancellations. Proposed by Billy Stevenson and seconded by Steven McCabe.</p>
14.	<p><b>Health, Safety and Wellbeing</b></p> <p>Erica advised that the annual signing of the Health and Safety Manual is required. She advised that the Chairperson will be required to sign Section 1.2 and each Committee member will be required to sign section 1.5. Amy will send a copy of section 1.5 to the Committee.</p> <p>The committee were also provided with the Landlord Safety Control Manual update tracker and the updated organisational chart for their information.</p>
15.	<p><b>Property Services Reports</b></p> <p>Erica presented the property services reports to the Committee.</p> <ul style="list-style-type: none"> <li>• Windows and Doors Contract – Erica advised that the Association plans to appoint Sidey to carry out the windows and doors replacements. She advised that Sidey is the top performing company of the Scottish Procurement Agency framework and the Association has worked with them before and they provide a high quality and reliable service. Erica advised that the anticipated project cost is £50,000 plus VAT and agency fees which hasn't been included in the budgets for 2022/23. It has been proposed that the project will be funded through cash reserves from previous years and will be added into the revised major component budgets for 2022/23. This will be included in the agenda for the Finance Sub Committee meeting at the end of the month.</li> </ul> <p>Proposed by Lynsey Chrystal and seconded by Rhona Polak.</p> <ul style="list-style-type: none"> <li>• Major Component and Planned Maintenance Update Report – The Committee were provided with a spreadsheet that included a list of completed, ongoing and planned contracts. The Committee were provided with the following updates: <ul style="list-style-type: none"> <li>○ Balconies at Whitehill Crescent – A Quantity Surveyor will assist to determine what work will need to be completed.</li> <li>○ Back Court Improvements – Has went to tender, hoping to hear back soon.</li> <li>○ Void Properties – Erica advised that recently there has been an increase in money spent on voids due to an increase in repairs.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ External Wall Insulation – Planning will begin after the new Head of Property Services has been appointed.</li> <li>○ Legionella Testing – Remedial work needs to be completed. Erica advised that letters have been sent out to all properties to ask if they still use their water tanks.</li> </ul> <ul style="list-style-type: none"> <li>● Repairs and Maintenance Report – Provided to the Committee for their information. Erica also provided the following update: <ul style="list-style-type: none"> <li>○ Landscaping and Maintenance Contract – There has been some issues with the contractor due to staff shortages.</li> </ul> </li> </ul> <p><b>15.1 - New Build Development Update</b></p> <p>As advised in the CEO’s report, a meeting took place with WDC on 13<sup>th</sup> September 2022. West Dunbartonshire Council are keen to retain as much green space as possible at the site and have provided an alternative plan. The Architect and WDC are in discussions.</p>
16.	<p><b>Staff Structure Change</b></p> <p>Erica advised the Committee that the Head of Finance, had put together a report recommending that the Association employs on a Modern Apprentice for the Finance section on a two year fixed term contract.</p> <p>The report included how the introduction of a Modern Apprentice would help to manage the process of dealing with invoices that currently lies within the property services department along with other positives.</p> <p>A discussion took place about the level of training that the Association would fund for a Modern Apprentice. Erica advised that basic training would be covered over the two year period.</p> <p>The Committee agreed that this would be beneficial and the proposal was approved. Proposed by Katie Devaney and seconded by Steven McCabe.</p>
17.	<p><b>Policies for Approval</b></p> <p>The Committee were provided with the amendments in each policy:</p> <ul style="list-style-type: none"> <li>● Committee Powers Remits – A discussion took place regarding section 8 of the policy ‘Delegation to Sub Committees’. After the discussion this policy was approved. Proposed by Rhona Polak and Seconded by Billy Stevenson.</li> <li>● Payments of Expenses to Committee Members – A discussion took place about what expenses are covered for Committee members. After the discussion this policy was approved. Proposed by Steven McCabe and seconded by Billy Stevenson.</li> <li>● Membership Policy – This policy was approved. Proposed by Billy Stevenson and seconded by Katie Devaney.</li> </ul>

	<ul style="list-style-type: none"> <li>• Customer Care – Minor changes to have been made to the policy. Erica advised that there are plans to incorporate a telephone software to measure if customers are waiting on the phone for a long period of time and this will hopefully be introduced soon. This policy was approved. Proposed by Billy Stevenson and seconded by Lynsey Chrystal.</li> <li>• New Committee Member Induction – Minor changes and updates have been made to the policy. This policy was approved. Proposed by Steven McCabe and seconded by Katie Devaney.</li> </ul>
18.	<p><b>EVH Report</b></p> <p>The Committee noted the content of the September 2022 EVH report.</p>
19.	<p><b>Recruitment of New Maintenance Assistant</b></p> <p>Erica advised that the Property Services Assistant has secured a new role with another Association and they are leaving their post at Knowes HA on 24<sup>th</sup> October 2022.</p> <p>Erica advised that we would be advertising for a new Property Services Assistant within the next week. She advised that the job is a Grade 5 post and she recommended that it remains at this grading.</p> <p>Proposed by Lynsey Chrystal, seconded by Billy Stevenson.</p>
20.	<p><b>Notifiable Events</b></p> <p>Erica Davidson and Amy Sweeney left the room at this point so that the Committee could discuss the ongoing notifiable event.</p> <p>The Committee then asked the CEO to come back into the meeting</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>It was also agreed that Erica should commence the recruitment for the post of Head of Property Services.</p>
21.	<p><b>Any Other Business and Apologies for Future Meetings</b></p>

	There was no other business.
22.	<b>Date of Next Meeting</b> The next Committee meeting will be held on Tuesday 1 <sup>st</sup> November 2022 at 6.30pm.