



**Minutes of Management Committee Meeting
Held on Tuesday, 7th February 2023 at 6.30pm
at Knowes Housing Association's Office**

Present: Yvonne McDonald
Billy Stevenson
Katie Devaney
Hilary Edgar
Steven McCabe

In Attendance:

Erica Davidson CEO
Kennedy Chilambe Head of Finance
Peter French Head of Property Services
Amy Sweeney Corporate Services / Compliance Officer

1.	<p>Apologies:</p> <p>The following members submitted their apologies:</p> <ul style="list-style-type: none"> • Rhona Polak • Lynsey Chrystal • Cllr Lawrence O'Neill • Ross Campbell Anderson
2.	<p>Declaration of Interests</p> <p>There were no declarations of interests.</p>
3.	<p>Minutes of Management Committee on 6th December 2022</p> <p>There were no comments or amendments and the minutes from the meeting on 6th December 2022 were approved.</p> <p>Proposed by Billy Stevenson and seconded by Steven McCabe.</p>

4.	<p>Minutes of Sub Committee Meetings</p> <p>The minutes from the Finance Sub Committee meeting were presented to the Committee for information only.</p>
5.	<p>Finance Reports</p> <p>5.1 <u>Rent Increase and Budget Report</u></p> <p>Kennedy took the Committee through his presentation on the rent increase and budget report. He advised that a rent questionnaire was sent out to all tenants as part of the consultation exercise, given prevailing conditions we gave options and we consulted on a 3%, 4.9% and 7% (last year we increased rents by 2.9% and had a rent freeze the year before). Kennedy advised that 5 out of 1048 tenants returned the completed questionnaire and of those surveyed 60% agreed with a rent increase of 3% and 40% of respondents agreed to a rent increase of 4.9%. He advised that 80% said the new rents would be affordable to them and 20% were undecided. All respondents said the current rent is affordable to them. Erica advised that there were an additional 2 responses to the rent consultation therefore the total number was of respondents was 7 out of 1048.</p> <p>The Management Committee were asked to approve the following:-</p> <ul style="list-style-type: none"> • An increase of 4.9% for rents and service charges for 2023/24 on the basis that a similar rent increase will be required next year if inflation remains at 6% or above. The Committee agreed the proposed rent increase of 4.9%. Proposed by Yvonne McDonald and seconded by Katie Devaney. • Approval of the budgets for 2023/24 and long-term cash flow projections. The Committee ratified the budgets from the Sub Committee meeting. Proposed by Yvonne McDonald and seconded by Hilary Edgar. <p>5.2 <u>Insurance Tender</u></p> <p>Kennedy advised that the existing insurance cover with Zurich Municipal Insurance Ltd is due to expire on 13th March 2023. This is after the optional extension of 1 year to the contract entered in 2019. Since the initial contract award to Zurich, the prices have gradually increased and during 2022 the insurer advised that the premiums were likely to increase by 20-30%.</p> <p>We had the option to carry on with the current arrangement but to ensure that we were still achieving best value for money we carried out a tender exercise in late 2022. The tender was run by Kennedy Chilambe (HOF) and Erica Davidson (CEO) for quality control and transparency. This tender was advertised and conducted through</p>

5.3	<p>Public Contracts Scotland website. Submissions were received from Zurich Insurance Ltd and Arthur J. Gallagher Insurance Brokers.</p> <p>This tender is for a 3-year deal with an optional additional 2 years. Kennedy advised that Zurich's tender did not provide a quotation for the cyber insurance therefore arrangements have been put in place to obtain this from Arthur J. Gallagher - with cover of up to £2m and an excess of £5,000 this will provide coverage. Arthur J. Gallagher will be paid a fee of £1,475 + VAT. The cyber insurance cover will cost an additional £4,000 + IPT tax at 12%.</p> <p>The Management Committee were asked to approve the following recommendations:-</p> <ul style="list-style-type: none"> • The tender award of £105,197 to Zurich Insurance Ltd for an initial three-year contract with an option to extend on a plus one year extension to a maximum of two years. • The Cyber Insurance be awarded to Arthur J. Gallagher at a price of £4,000 plus brokerage fees for an initial three-year contract with an option to extend on a plus one year extension to a maximum of two years. <p>The Committee approved the recommendations. Proposed by Billy Stevenson and seconded by Katie Devaney.</p> <p><u>Factoring Increase</u></p> <p>Kennedy presented a report to the Committee on a review of owner charges. The following recommendations were made:-</p> <ul style="list-style-type: none"> • Increase the factoring fee by £6.00 p.a to £138 per annum for 2023/24. • Leave the percentage admin fee unchanged at 15% and increase to £7.00 minimum fee per annum and leave at maximum fee £50.00 per annum. • Leave the landscape fee unchanged at present but will require to reviewed again once uplift applied to contract. • Increase the insurance charges by 6.7%. • Increase close cleaning charges by 4.9%. <p>The Committee approved the recommendations. Proposed by Yvonne McDonald and seconded by Katie Devaney.</p>
6.	<p>Correspondence</p> <p><u>Update on Tenant and Resident Safety Survey</u></p> <p>Erica provided the Committee with a letter from the Scottish Housing Regulator on their proposal to carry out resident safety surveys for all</p>

	<p>social landlords. Erica advised that a health and safety audit will also be carried out for the Association by an independent company.</p> <p><u>Governing Body Leadership Flyer</u></p> <p>Provided to the Committee for their information. If any of the Committee would like to attend this course, please contact Amy.</p> <p><u>Request for name changes for 'Let Faifley Flourish' to 'Flourishing Faifley'</u></p> <p>The Committee were advised that Tony Ercoli had requested for the name of the charitable organisation 'Let Faifley Flourish' to be changed to 'Flourishing Faifley' on the lease letter. The Committee approved the request. Proposed by Yvonne McDonald and seconded by Steven McCabe.</p>
7.	<p>Management Committee Attendance Register</p> <p>The attendance register was presented to the Committee for their information.</p>
8.	<p>CEO Report</p> <p>Erica presented her report to the Committee which included the following information:</p> <ul style="list-style-type: none"> • Post of Housing Assistant – Gillian Grimason started with Knowes HA on 9th January 2023 and has settled into the post very well. • Cleaner – After going through our recruitment process, we have made an appointment to the post. Sophie-Lee Shaw started with Knowes HA on 9th January 2023. Sophie-Lee is the sister-in-law of our existing cleaner, Danielle Watson, and both employees have made declarations of interest. • Post of Administrative Assistant – We received ten applications for this post and we are interviewing four applicants on Thursday 9th February 2023. The interview panel will include Erica, Kennedy and Amy. • Isabel Pringle (1961 – 2023) – Isabel's funeral will be held on Monday 13th February at 9.30am and a number of staff members will be attending the service. • Wider Role and Community Funds – We have been successful in obtaining two sets of grant funding - £2,500 from EVH which has been shared with the two primary schools in Faifley. We have also obtained £20,000 from the SFHA cost of living grant which will be used to supply some of our tenants with fuel, food and clothing vouchers. We have provided all of our tenants with the opportunity to apply for the vouchers and so far over 200 have applied.

8.1	<ul style="list-style-type: none"> • Business Plan – Business planning for 2023/24 should commence soon. Erica proposed holding a half-day strategy day with the Committee and the management team (rather than the full staff team). The Committee agreed that this would be beneficial. The date for the strategy day will be confirmed over the next few weeks. • FOI/EICR/SARs – None in last three months. • Mould and Dampness – We have created a register to keep a track of all of our rented properties that have exhibited signs of mould and damp and the actions we are taking to remedy the situation for our tenants. We plan to update our current leaflets and the information guide for our website. • Updates from Scottish Government – The Scottish Government has published updated guidance on the process for planning the delivery of grant-funded homes for social rent and mid-market rent through the Affordable Housing Supply Programme. It also outlines the procedures to be followed by grant applicants, grant recipients and grant providers when delivering these homes. • Scottish Housing Regulator updates – The Scottish Housing Regulator has published updated guidance on asset management:- https://www.housingregulator.gov.scot/about-us/news/scottish-housing-regulator-updates-asset-management-recommended-practice • House sales/purchases – None in last three months. There has been one house sale and one house purchase in the financial year from the start of April 2022. The housing stock numbers for Knowes HA remain at 1048 plus Dunn Street respite unit. • Legal fees – It is recommended that we go out to tender for our legal services. The Committee were provided with a report on tendering for legal services with the recommendation that we tender our legal services using the Public Contracts Scotland website and following Scottish Procurement Rules. The Committee approved the recommendation. Proposed by Yvonne McDonald and seconded by Billy Stevenson. • Community Spend Budget – A summary of the community spend budget was provided to the Committee. <p><u>Quarterly KPIs</u></p> <p>The quarterly KPIs for each department were provided to the Committee.</p>
9.	<p>New Share Members</p> <p>Amy advised that one new share member application has been received.</p>

	<p>The Committee were asked to approve the share membership application for member 614.</p> <p>The application was approved by the Committee. Proposed by Billy Stevenson and seconded by Yvonne McDonald.</p>
10.	<p>Corporate Services Report</p> <p>Amy provided the following information.</p> <ul style="list-style-type: none"> • Fuel Vouchers – We have submitted an application to the Energy Redress Scheme which will help us to provide support to tenants that are struggling with their energy bills. The deadline for the applications was 30th January 2023 and we have been advised that we will be notified of the result of our application within 8 to 10 weeks of this deadline. • EVH Cost of Living Support Grant – The two local schools have now been provided with the funding – Edinbarnet Primary School (£1450) and St Joseph’s Primary School (£1050). I will be in contact with them over the next few weeks to find out how the funding has benefitted them. • The National Lottery Cost of Living Community Anchor Fund – We have been awarded £20,000 which we will use provide tenants with vouchers for fuel, food and winter clothing. To ensure that the funding is distributed fairly we all our tenants have been given the opportunity to apply. The closing date for applications is 6th February 2023. • SFHA Winter Hardship Fund – We have submitted an application to this fund with a request for £25,000. If we are successful we will use the funding to provide our tenants with food vouchers.
11.	<p>Complaints Report</p> <p>Amy provided a report to the Committee on the number of complaints that have been received by the Association for the period April 2022 – December 2022.</p> <p>Total complaints: 34</p> <p><u>Stage 1 Complaints</u></p> <ul style="list-style-type: none"> • Number of complaints received – 28 • Average time to provide a full response – 6.83 days • Percentage of all complaints responded to in full – 100%

	<p>Breakdown of Stage 1 complaints:</p> <ul style="list-style-type: none"> • Repairs, Contractor – 10 • Repairs, Policy – 1 • Repairs, Property – 5 • Maintenance, Planned – 1 • Maintenance, Contractor – 4 • Housing, Estate Management – 7 <p><u>Stage 2 Complaints</u></p> <ul style="list-style-type: none"> • Numbers of complaints received – 6 • Average time in working days for a full response – 5.66 days • Percentage of all complaints responded to in full – 83.3% (This wasn't 100% because at the time of generating the report a complaint was still open. This complaint was closed in January 2023.) <p>Breakdown of Stage 2 complaints:</p> <ul style="list-style-type: none"> • Maintenance, Contractor – 2 • Housing, Tenancy – 1 • Factoring, Repairs – 1 • Factoring, Policy – 1 • Staff, Behaviour – 1 <p>The Committee were asked to note the content of the report.</p>
12.	<p>Health Safety and Wellbeing Report</p> <p>Amy provided the following information.</p> <ul style="list-style-type: none"> • Fire Alarm – Weekly fire alarm tests are continuing every Thursday. • Monthly Checks – Monthly housekeeping, emergency lighting and ladder checks continue to be carried out with no issues. • Office PAT Testing – Arranged for 21st February 2023. Staff have been asked to bring in any homeworking equipment that they use so that this can be tested too. <p><u>Training</u></p> <ul style="list-style-type: none"> • Amy completed Managing Menopause in the Workplace training with ACS on 25th January 2023.

	<ul style="list-style-type: none"> • The management team will be attending Managing Stress for Employees training on 24th February 2023. • Amy will be attending a Health and Safety Administrator course with ACS on 1st March 2023.
<p>13.</p> <p>13.1</p> <p>13.2</p>	<p>Property Services Report</p> <p><u>Capital Project Request Report</u></p> <p>To seek approval from the Committee for the inclusion of additional capital projects, as detailed below, which have not previously been approved for inclusion in the 23/24 programme.</p> <p><u>Projects</u></p> <ul style="list-style-type: none"> • Windows and Doors – Approx. 50 addresses in total including 42 addresses in Ph 13 (Whitehill Crescent) and additional addresses which have been identified as requiring new doors. There has been a longstanding issue with the windows in Whitehill Crescent with the majority being fitted between 1995-7. There has been a piecemeal replacement of certain windows at void stage but a comprehensive replacement programme would address the outstanding issues. • Boiler Replacement – Approx.50 addresses in total including 28 in Knowes View which are 20 years old. The remainder are a mixture of addresses identified as requiring upgraded and current EESSH failure addresses which were previous refusals for new boilers but which if upgraded would in the main pass EESSH. <p><u>Costs</u></p> <p>Costs for the Window & Boiler projects would be approx. £170k & £150k respectively and these costs have been discussed and deemed affordable by the management team.</p> <p><u>Recommendations</u></p> <p>The Committee were asked to note the content of this report and if agreeable to approve these projects going forward to tender. The Committee were happy for the projects to go to tender and approved the request. Proposed by Billy Stevenson and seconded by Hilary Edgar.</p> <p><u>Repairs and Maintenance spend until the end of March 2023</u></p> <p>A spreadsheet with a breakdown of repairs and maintenance spend</p>

	until the end of March 2023 was provided to the Committee for their information.
14.	<p>Policies for Approval</p> <ul style="list-style-type: none"> • HM18 - Homelessness Policy – There were no comments or queries and the policy was approved. Proposed by Yvonne McDonald and seconded by Billy Stevenson. • HM19 - Leasing Policy – There were no comments or queries and the policy was approved. Proposed by Billy Stevenson and seconded by Katie Devaney. • HM20 - Lock Up Policy – There were no comments or queries and the policy was approved. Proposed by Hilary Edgar and seconded by Yvonne McDonald. • MDS04 - Development Procurement – The Committee were advised that previous references to EU Regulations have been removed and replaced. The policy was approved. Proposed by Yvonne McDonald and seconded by Katie Devaney. • Dampness and Mould Policy – The Committee were advised that this is a new policy. The policy was approved. Proposed by Billy Stevenson and seconded by Yvonne McDonald.
15.	<p>EVH Report</p> <p>The Committee noted the content of the December 2022 EVH report.</p>
16.	<p>Notifiable Events</p> <p>No notifiable events.</p>
17.	<p>Any Other Business and Apologies for Future Meetings</p>
17.1	<p>Rent Consultation – Prize Draw</p> <p>The Committee were advised that everyone who responded to the rent consultation was entered into a prize draw and two people would be chosen at random to receive £50 vouchers. The prize winners chosen were respondents 3 and 5.</p>
18.	<p>Date of Next Meeting</p> <p>The next Committee meeting will be held on 7th March 2023 at 6.30pm.</p>

