



**Minutes of Management Committee Meeting
Held on Tuesday 21st May 2024 at 6.30pm
at Knowes Housing Association's Office**

Present: Peter Fennessey
Katie Devaney
Billy Stevenson
Lynsey Chrystal
Hilary Edgar
Cllr Lawrence O'Neill
Leanne Keegan
Steve Rolfe
Dean Vinter

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

Please note that the Management Committee are provided with a copy of papers one week prior to the meeting.

Agenda Item		To Be Actioned
1.	<p>Apologies:</p> <p>The following person submitted their apologies:</p> <ul style="list-style-type: none"> • Richard McLean • Heather Maitz <div style="background-color: black; height: 15px; width: 400px; margin-top: 10px;"></div>	
2.	<p>Declaration of Interests</p> <p>No interests were declared.</p>	
3.	<p>Correspondence</p>	

	<ul style="list-style-type: none"> • Flourishing Faifley Request for Donation – Flourishing Faifley have requested a donation for their Family Summer Programme. The Committee agreed to make a donation of £500 on the basis that the donation would be put towards the summer programme and another one of their future community events e.g. a disco. Proposed by Lynsey Chrystal and seconded by Steve Rolfe. Amy will update Tony. • EVH CHAS Appeal – EVH are holding a fundraising event to raise money for CHAS and they requested a donation from the Association. The Committee agreed to donate £200 to EVH's CHAS appeal. Proposed by Katie Devaney and seconded by Cllr Lawrence O'Neill. 	<p>Amy to arrange payment of donations to Flourishing Faifley and EVH.</p>
<p>4.</p>	<p>Minutes of Management Committee on 16th April 2024</p> <p>The minute of the Management Committee meeting held on 16th April 2024 was agreed as an accurate record and approved. Proposed by Billy Stevenson and seconded by Steve Rolfe.</p>	<p>Amy to redact and upload the approved minutes to the website.</p>
<p>5.</p>	<p>Minutes of Sub Committee Meetings</p> <p>The minute of the housing management sub committee held on 30th April was included for information.</p> <p>The next finance sub committee meeting will be held on 28th May.</p>	
<p>6.</p>	<p>CEO Report</p> <p>Erica presented her report to the Committee. The report included the following information:</p> <p><u>Update on Meeting with Scottish Government and West Dunbartonshire Council</u></p> <p>Knowes' Management Team and our development consultant Gill Montgomery met with West Dunbartonshire Council and the Scottish Government on 14th May to discuss our development project for Abbeylands Road.</p> <p>At the meeting Gill explained that we were waiting on WDC Estates Department and Legal Team to process the land sale to Knowes HA. The DV valuation was now</p>	

out of date and would require a further valuation update from the DV. The tender offer had also expired on the demolition of the existing building on the site and we would be required to call this off again from the framework.

The update from WDC was that the Estates Department had competing priorities but hope to deal with this land sale in week commencing 20th May. WDC also updated Knowes on the grant situation. Due to the significant cuts in the Scottish budget for new building development in 2024/25 the resource planning assumption from WDC was that there would be no available grant for the Abbeylands project in 2024/25 but that grant funding should be available in 2025/26.

During the meeting with the Scottish Government the option of Knowes fronting the funding for the Abbeylands project was discussed, but the CEO advised that this would be subject to Committee approval. In the meantime there is [REDACTED] reserved for this project in 2024/25 to fund the acquisition of the site [REDACTED] and the demolition of the existing building [REDACTED] and associated fees. WDC asked about the level of grant required for the overall project and the development consultant had advised that due to current build cost the level of grant required was likely to be significantly above benchmark. She advised that we would be able to update them on this once tender submission for the build came back.

Erica advised that we will continue to work with WDC to process the land sale and also organise the cut off of utilities to the site. We can then do a further call off from Scotland Excel website for the existing building demolition and tender the main build work through the link framework. We currently have four building contractors interested in this site.

A question was raised on whether there would definitely be grant funding available for the project. Erica advised that there should be grant funding available, but we don't know for certain, however we would not go ahead with the project without the grant. Another question was raised on whether we would need to pay more money for a further valuation update. Erica advised that this hadn't been confirmed yet.

ROTs Programme

Erica advised that we are still waiting to hear back from the council regarding the ROTs Programme.

Update on CEO's PDR

The Chair and CEO met to carry out the CEO's Personal Development Review and set objectives for the forthcoming year.

The five main areas that the CEO will be looking at in 2024/25 are: -

- Organisation's culture and vision and mission – keeping this in the forefront going forward and review of PDR process.
- Review of staff structure throughout the organisation – is it fit for purpose going forward and do we have a succession plan in place within each section?
- Review of Committee remit and sub committee structure together with reports to Committee operational/strategic division
- Reviewing and optimising our medium and long term financial and asset management plans
- To include looking at ways of working e.g. four-and-a-half-day week/flexible/9-day fortnight etc. without impacting the level of service offered to customers.

Update on Committee/Staff Strategy Day/Business Plan

The Management Team met on 24th April 2024 to discuss the current Business Plan which was last revised and agreed with the Committee in July 2023. This was following the Committee and Senior Staff Strategy Day in June 2023. Erica advised that the Management Team have reviewed the objectives and agreed that they are still current for this financial year. The objectives and strategic business risks will be discussed at the next staff meeting on 21st May and will be presented for discussion and approval at the Committee meeting in June. Over the next two to three months the Management Team will be updating the information contained within the Business Plan.

Erica discussed the plans to hold a Committee/Staff Strategy Day in 2024 so that the Committee can meet the staff and set the Strategy for the Association going forward. We were unable to book the facilitator (Brian Costello, Headstrong) and venue (Auchentoshan

	<p>Distillery) for June. As July and August are the holiday periods and the AGM is in September – it is proposed that we hold our Strategy Day on 25th October 2024 (following the re-forming of the Committee following the September AGM). As we are currently planning the Resident Satisfaction Survey for summer/early autumn 2024, the timing of the Strategy Day will allow the Committee to review the results of the survey and help inform the planning process for 2025/2026 onwards. Following a discussion, the Committee agreed to go ahead with the Strategy Day on 25th October. Amy will secure the booking for the venue and facilitator.</p> <p>Erica also suggested holding a walkabout of the estate and an afternoon tea with the Committee at the office on 14th June to give the staff and Committee the opportunity to meet one another. Although it was agreed that this was a good idea, the Committee members present weren't sure if they could commit to this date. It was agreed that Amy would contact the Committee to confirm attendees and provide some alternative dates if needed.</p> <p>Erica advised that she will be planning to write a strategy and annual timetable for our business planning process. She advised that there is a timetable already in place for our annual budgeting and financial reporting requirements and she would like to synchronise the business planning process with this so that our Business Plan objectives and suite of plans are approved in March each year with the strategic review process commencing in October/November.</p> <p><u>Update on Condensed Working Proposals for Staff</u></p> <p>The Senior Management Team met with a company called Flexibility Works who have put together a proposal to look at how employees could work condensed working hours at Knowes e.g. a 4.5-day week or a possible 9-day fortnight. The cost of this review is £3,950 plus VAT. More information on the proposal was provided to the Committee in a separate report under this agenda item. Erica advised that the Management Team recommends that we go ahead with this review. A discussion took place regarding the proposal and the Committee suggested that instead of going ahead with the review, the staff should have a 3-month trial of a 9-day fortnight to see if it works well for the Association. Following the discussion this was</p>	<p>Amy to secure booking for Strategy Day at Auchentoshan Distillery.</p> <p>Amy to send out alternative dates to the Committee for walkabout and afternoon tea.</p> <p>Staff to trial a 9-day fortnight and to report back to Committee on the success of this.</p>
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agreed, proposed by Billy Stevenson and seconded by Steve Rolfe.

Update of Architects Visit to the Office

Erica advised that the architect visited the office on 30th April. During the meeting we discussed rearranging the office and making some changes to the interview rooms to make them safer for staff. We are waiting for plans and costs to be returned.

Summary of tasks Erica has been working on since the last Committee meeting

- Review of Finance Department Structure – report prepared for Committee included.
- ARC preparation and ARC audit (independently audited by TIAA) – report to Committee included.
- Review of life cycle projections with HOPs and review of 30-year financial plan with Paul McNeill (Revised Budget and Plan for 2024/25 will be presented to Finance Sub Committee on 29th October 2025).
- Stock valuation for loan purposes by JLL – report to be presented to Finance subcommittee in August.
- Preparation of SHR Five Year return – to be presented to Finance sub on 28th May and returned to Regulator by Friday 31st May.
- Preparation of quarterly returns for 12-month period to 31st March 2024 (to be presented to Finance subcommittee on 28th May).
- Preparation of annual accounts (External audit by Alexander Sloan will take place week commencing 3rd June).
- Review of Business Plan with Management Team and staff.

Points to Note of Future Meetings

- The next finance sub committee meeting will be held on Tuesday 28th May. Thereafter the meetings will be held on a quarterly basis – 27th August 2024, 29th October 2024 and 28th January 2025. The housing management, finance and audit sub committees will be held on the same evening via Zoom or Teams.

- The presentation and approval of the year end accounts will take place at the Committee meeting on 13th August 2024.
- The AGM will be held on Tuesday 3rd September at the Golden Jubilee Conference Hotel. We will organise transport for shareholders coming from Faifley.

Finance Sub Committee Meeting

The next meeting will be held on Tuesday 28th May and will cover the quarterly management accounts, SHR's five-year projections and the SHR loan return (due with the SHR by 1st July 2024).

Erica recommended that the audit sub committee have a meeting to discuss two internal audit reports from earlier in the year and also the external audit plan from Alexander Sloan. Erica advised that the audit sub committee is usually made up of the same members as the finance sub committee.

Members of Sub Committees

At the last Committee meeting we didn't have time to discuss the permanent membership of the sub committees and it was proposed that we would discuss this at the meeting in May. The Committee Powers and Remits Policy recommends that we have at least five members (we need three to be quorate).

The following members provided their availability:

- Peter Fennessey – Agreed to attend on a quarterly basis.
- Billy Stevenson – Agreed to attend on a quarterly basis.
- Steve Rolfe – Agreed to attend on a quarterly basis.
- Lynsey Chrystal – Agreed to attend on a quarterly basis but submitted her apologies for next week's meeting.
- Katie Devaney – Agreed to attend on a quarterly basis but submitted her apologies for next week's meeting.
- Dean Vinter – Agreed to attend the finance sub committee meeting next week.

	<ul style="list-style-type: none"> • Hilary Edgar – Agreed to attend the finance sub committee meeting next week, however won't be attending on a quarterly basis. • Cllr Lawrence O'Neill – Agreed to be a substitute if the meeting wasn't quorate. 	
7.	<p>Corporate Services Report</p> <p>Amy presented her report on the ongoing activities that the Association is involved in within the community.</p> <p><u>Activities</u></p> <ul style="list-style-type: none"> • Resident Satisfaction Survey – Knowledge Partnership have been selected to carry out our resident satisfaction survey. They carried out the previous survey in 2022. We met with them earlier today to discuss the survey questions. • Customer Working Group – The last meeting took place on 18th March. We discussed the tenant and owner satisfaction surveys and consulted on the rent policy. • Flourishing Faifley TPAS Award – Community Links have nominated Flourishing Faifley for a TPAS award. As members of TPAS we will be endorsing this nomination. • Bus Trip – We are arranging the next over 60s bus trip for tenants and owners. We are planning to visit Stirling in August. • Cycle Storage (Cycling Scotland Grant) – The Housing Officers have suggested addresses that would benefit from cycle storage and we are consulting with these residents to gain feedback on our proposal. <p>A Committee member asked if a question about a condensed working week would be incorporated into our Resident Satisfaction Survey. Erica advised that a question on this will be included in the survey.</p>	
8.	<p>New Share Members</p> <p>No new applications received.</p>	
9.	<p>Health, Safety and Wellbeing</p> <p>Amy presented her report on the health, safety and wellbeing updates within the Association.</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, legionella testing, emergency lighting and ladder checks continue to be carried out with no issues. • Peoplesafe Devices – The housing team have been provided with personal safety devices to use when they are out on the estate. The devices have automated tracking and staff can log their activity. <p>A discussion took place regarding the Peoplesafe Devices. A few of the Committee members had used the devices in the workplace and advised that the Peoplesafe App could also be downloaded on mobile phones which may be useful if we roll it out to other departments.</p> <p><u>Training</u></p> <ul style="list-style-type: none"> • Staff Training – We have signed up to iHasco, an online health and safety training provider. Staff will be completing the courses below:- <ul style="list-style-type: none"> • Handling Aggressive Behaviour • Lone Work Safety • Cyber Security Awareness Training • Fire Awareness • DSE Training 	<p>Amy to share info re Peoplesafe app with other departments.</p>
<p>10.</p>	<p>Quarterly KPI Report</p> <p>The Committee were provided with the Quarterly KPI Report for the year end and targets for 2024-25 which require the Committee's approval.</p> <p>A discussion took place regarding the KPIs and targets for each department. Peter confirmed that the 1 failure for gas safety has been reported in the ARC and that any properties that did not meet SHQS and are in abeyance are also reported in the ARC. Erica confirmed that the target under 'number of properties that do not meet SHQS' should be 55. Amy will update the KPI table.</p> <p>A question was raised regarding 'rent collected as a % of total rent due in the year'. Erica explained how this calculated and that she would go through this in more</p>	

	<p>depth with the Committee member that raised the question.</p> <p>Amy advised that there had been an issue with Knowes' online reports pulling through some of the complaints data in previous months, however this has now been resolved.</p>	
11.	<p>Annual Return on the Charter 2023 – 2024</p> <p>Erica presented the ARC summary report to the Committee. The Committee were asked if they had any comments and queries regarding the data included in the ARC. A question was raised about why a range of percentages were included under indicator 16 (Tenancy Sustainment) on the summary report instead of one figure. The Committee were advised that this indicator includes five percentages and the figures ranged between 90% and 100%.</p> <p>Erica advised that Knowes' struggled to meet the previous target of 69% for homeless referrals due to the size of the Association therefore the target has been changed back to 50%.</p> <p>There were no other comments or queries and the Committee approved the Annual Return on the Charter 2023-2024, proposed by Lynsey Chrystal and seconded by Billy Stevenson.</p>	<p>Approved ARC to be submitted to the SHR via the portal.</p>
12.	<p>Future of Finance Department</p> <p>Erica presented a report to the Committee on a proposal to restructure the finance department. Erica provided a breakdown of the role of the finance department within Knowes and the specific tasks that the Head of Finance is responsible for.</p> <p>The Finance Department currently consists of the following posts:</p> <ul style="list-style-type: none"> • Head of Finance (SM7 to SM9) • Finance Officer (Grade 7) • Finance Assistant (1) (Grade 6) • Finance Assistant (2) (Grade 5) <p>Erica advised that the Association was planning to fill the Head of Finance post on a like for like basis. However after going through the recruitment process and following further consideration, the Management Team believes that filling the post now is not the best</p>	

	<p>course of action and have put forward another proposal. Therefore, the Management Committee was asked to consider the restructure of the finance department.</p> <p>The new structure the Management Team proposes is as follows: -</p> <ul style="list-style-type: none"> • Senior Finance Officer (Grade 8) (post filled by current Finance Officer) • Finance Assistant – 1 (Grade 6) (post filled by current Finance Assistant) • Finance Assistant – 2 (Grade 6) (post filled by current finance assistant) • Trainee Finance Assistant (Grade 3 – 4) (new post – to be recruited) – two-year fixed term post – possibility to be made permanent depending on needs of organisation. • External Finance Company – average 6 days per month – to be procured. <p>Erica explained the benefits that the proposal would bring to the Association, how the duties of the Head of Finance post would be distributed, and why the Management Team have recommended this as the most suitable option. Erica advised that the restructure would be reviewed again in 2 years.</p> <p>The Committee approved the recommendation to restructure the finance department, proposed by Hilary Edgar and seconded by Cllr Lawrence O’Neill.</p>	
13.	<p>Customer Engagement Strategy</p> <p>Amy advised that the Customer Engagement Strategy was reviewed as part of Knowes Business Plan. Several changes were made to the strategy therefore it was agreed that it would be brought back to the Committee for approval.</p> <p>Amy advised that the following changes had been made:</p> <ul style="list-style-type: none"> • Additional information added under the introduction section (paragraph 3 and 5). • The vision, mission and values have been updated. • Additional information added to each section (3 – 13) • The action plan has been updated. 	

	<p>It was highlighted that two sections were missing from the contents page. Amy will update this.</p> <p>There were no other comments and the Customer Engagement Strategy was approved, proposed by Cllr Lawrence O'Neill and seconded by Lynsey Chrystal.</p>	
14.	<p>Property Services Reports</p> <p>Peter presented his reports on repairs and maintenance updates for the Association.</p> <p><u>KPI Report</u></p> <p>KPI results from the period 01/04/2024 – 14/05/2024.</p> <ul style="list-style-type: none"> • Average time taken to complete non-emergency repairs – 9 days. • Average time taken to attend emergency repairs – 21mins. • Average time taken to complete emergency repairs – 1hr 34mins. • Gas Service Report – 1048 out of 1048 properties with a valid gas safety certificate within 12 months (100%). <p><u>Capital Projects</u></p> <ul style="list-style-type: none"> • Windows and Doors Project 2023-24 – Window installations have been completed at 41 addresses. Door installations have been completed at 8 addresses and there is 1 address outstanding and due to be complete by 22nd May. • Windows and Doors Project 2024-25 – 76 addresses are currently being surveyed. • Kitchen Project 2024-25 – MJM have completed kitchens at 11 addresses. WrightKerr All Trades Limited are currently carrying out the surveys for the other addresses. The installation programme for 98 addresses will be carried out June – Dec 2024. • Tenemental Water Tank Removal – We are in a notice to terminate with the contractor that was previously awarded this contract as we have had no communication from them. We previously received 4 submissions in the tender process and we are taking advice from Ewing Sommerville Partnership Ltd on the best course of action. The Committee will be kept updated during this process. 	<p>Peter to update the Committee on outcome discussions re tenemental water tank removal contract</p>

- Solar Panel Bird Netting – Knowes have agreed a programme with Voltair to install bird netting on existing solar panels for 69 addresses. The costs are shared with investors via their management agent (Voltair). We are exploring the option to expand this programme this year and we are waiting to hear back from Voltair.

Maintenance and Service Projects

- Painting Project – This project is due to begin in August 2024.
- Skips for Bulk – Ewing Sommerville Partnership Ltd are currently in discussions with Scotland Excel regarding the best way to issue the tender for the supply of skips as part of the bulk uplift service. The cost will include POPs.
- Gutter Cleaning of Tenemental Properties – This work is now complete.

EICR

- Of the 106 addresses to be completed by the end of the last financial year, 2 addresses remain outstanding. We have secured an appointment of 22nd May and we are continuing to work with the other tenant whose address is outstanding.
- From April to December 2024, 31 addresses require EICRs, of these 19 have been completed, 7 are scheduled in and 5 appointments need to be arranged. We have decided to bring more properties forward to make the schedule more manageable.

Health and Safety

- Fire Risk Assessment – ACS have completed the fire risk assessments of the common areas of tenemental stock and have submitted their report. No immediate concerns were identified but improvements need to be made to signage and other areas.

Medical Adaptations

- We have received 7 requests for adaptations which are currently on a waiting list pending the award of grant funding from the Scottish Government. We usually receive this funding in June.

	<p><u>Stock Condition Survey</u></p> <p>We are considering two options for a stock condition survey:</p> <ol style="list-style-type: none"> 1. Asprey who delivers our Asset Management System are developing a handheld survey tool which will allow the Maintenance Officers to carry out stock condition surveys when they are in voids etc. 2. We have contacted David Adamson & Partners to carry out a stock condition survey for us this year. We are considering 200 addresses which equates to approximately 20% of Knowes' stock. We are still waiting to receive a quote. <p><u>Procurement Strategy</u></p> <p>The Procurement Strategy was brought back to the Committee with additional information as requested at the meeting in April. Peter advised an appendix was added to the strategy along with additional information on pages 3-7. The Committee approved the strategy, proposed by Leanne Keegan and seconded by Billy Stevenson.</p>	
15.	<p>Policies for Approval</p> <ul style="list-style-type: none"> • Staff Safety Policy – Erica advised that the job titles in the policy had been updated and additional points had been added to pages 3 and 4. There were no comments or queries and the policy was approved, proposed by Hilary Edgar and seconded by Steve Rolfe. • Hybrid Working and Flexi-Time Policy – Erica advised that this policy would replace the Flexible Working Policy. Changes had been made to the wording throughout the policy and additional information added to reflect Knowes working arrangements. There were no comments or queries and the policy was approved, proposed by Billy Stevenson and seconded by Dean Vinter. • Policy for Request for Flexible Working (EVH Model Policy) – Erica advised that this new policy takes into account the new legislation regarding flexible working that came into effect in April 2024. Minor changes were made to the wording 	

	<p>in the policy and a paragraph was removed under 'Compressed Hours' on page 5 as it was not relevant to Knowes HA. The policy was approved, proposed by Steve Rolfe and seconded by Billy Stevenson.</p>	
16.	<p>EVH Report</p> <p>The EVH Report for April was provided to the Committee for their information.</p>	
17.	<p>Management Committee Attendance Register</p> <p>The attendance register was provided to the Committee for their information.</p>	
18.	<p>Notifiable Events</p> <p>No notifiable events.</p>	
19.	<p>Any Other Business and Apologies for Future Meetings</p>	
20.1	<p>Apologies for Future Meetings</p> <p>The following members submitted their apologies for the committee meeting in June:</p> <ul style="list-style-type: none"> • Steve Rolfe • Peter Fennessey • Leanne Keegan 	
20.	<p>Date of Next Meeting</p> <p>The next main committee meeting will be held on Tuesday 25th June 2024.</p>	