



**Minutes of Management Committee Meeting
Held on Tuesday 25th June 2024 at 6.30pm
at Knowes Housing Association's Office**

Present: Lynsey Chrystal
Hilary Edgar
Richard McLean
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"> • Peter Fennessey • Katie Devaney • Billy Stevenson • Steve Rolfe • Cllr Lawrence O'Neill • Leanne Keegan • Heather Maitz <div style="background-color: black; height: 15px; width: 400px; margin: 10px 0;"></div> <p>Richard McLean agreed to chair the meeting in Peter Fennessey's absence.</p>	
2.	Declaration of Interests	

	No interests were declared.	
3.	<p>Correspondence</p> <ul style="list-style-type: none"> No correspondence has been received since the last meeting. 	
4.	<p>Minutes of Management Committee on 21st May 2024</p> <p>The minute of the Management Committee meeting held on 21st May 2024 was agreed as an accurate record and approved, proposed by Dean Vinter and seconded by Lynsey Chrystal.</p>	Amy to redact and upload the approved minutes to the website.
5.	<p>Minutes of Sub Committee Meetings</p> <p>The minutes of the finance and audit sub committee meetings held on 28th May were included for noting.</p>	
6.	<p>CEO Report</p> <p>Erica presented her report to the Committee. The report included the following information:</p> <p><u>Update on Abbeylands Road</u></p> <p>Erica advised that we have now received the offer of sale for the land from WDC which is currently being dealt with by our legal team at TC Young. We are still awaiting confirmation from WDC that the utilities have been terminated on the site – however if this if not forthcoming then the missives can include a provision that WDC warrant that gas and electricity have been disconnected. We will require another DV valuation and this will go ahead in June/July. No further information has been received from WDC on grant availability for this year.</p> <p><u>Update on Committee/Staff Strategy Day/Business Plan</u></p> <p>The Committee/staff strategy and business planning session will be held on Friday 25th October 2024 at Auchentoshan Distillery.</p> <p><u>Update on nine-day fortnight trial</u></p> <p>This trial commenced on Monday 10th June 2024 and will run for a 12-week trial period. All staff except for two</p>	

are participating. We have carried out a wellbeing staff survey at the start of the trial and will carry out one at the completion. We will also monitor KPIs throughout the trial.

Summary of Tasks

Erica provided the Committee with a summary of the tasks that she has been working on since the last Committee meeting which included the following:-

- Year-end financial audit with Alexander Sloan with support from Senior Finance Officer
- Preparation of Invitation to Tender documents for the external finance services
- Regulatory returns
- Business Plan timetable and review
- Review of departmental objectives and PDRs for Head of Property Services, Head of Housing, Corporate Services/Compliance Officer and Senior Finance Officer
- Annual Return on the Charter – report to tenants (included in summer newsletter).

Points to Note for Future Meetings

Points to note for future meetings:-

- The meeting of the next Finance, Housing Management and Audit subcommittees will be Tuesday 27th August 2024.
- The presentation and approval of the year end accounts will take place at the Committee Meeting of 13th August 2024.
- The AGM is on Tuesday 3rd September and this year will be located at the Golden Jubilee Conference Hotel. We will organise transport for those shareholders coming from Faifley.

Sub Committee Meetings

Erica provided the Committee with details of what will be covered at the upcoming finance, audit and housing management sub committee meetings.

Charity and Community Funding Income and Expenditure for 2024/25

	<p>A breakdown of the charity and community funding income and expenditure was provided to the Committee for information.</p> <p><u>Further updates since report on 14th June 2024</u></p> <ul style="list-style-type: none"> • Outcome of TPAS award for best Community project for Flourishing Faifley. • Further updates on Abbeylands Road Development. 	
7.	<p>Business Plan</p> <p>Erica presented the Committee Business Plan (2023 – 2026) presentation. Erica advised that the Business Plan will be reviewed from October to January in line with budget plans.</p> <p>Erica highlighted that Knowes’ mission, vision and core values were revised last year therefore these will remain the same and the strategic risks listed in the Business Plan are also still relevant.</p> <p>Erica proposed that we adopt the objectives and strategy included in the business plan and revisit this in October to discuss the objectives and strategy for 2025/26. The committee agreed and approved, proposed by Lynsey Chrystal and seconded by Dean Vinter.</p>	
8.	<p>QEF – Annual Statistical Review – Report & Appendix</p> <p>The QEF report was presented to the Committee. Erica explained that Knowes is part of the RSL Quality and Efficiency Forum (QEF). The QEF comprises of members from the RSL sector in Scotland and they meet regularly throughout the year to carry out statistical, processes and best practice benchmarking.</p> <p>Erica highlighted the ‘Value for Money Scorecard’ included under section 11 of the report which shows Knowes performance in relation to key performance/value for money indicators.</p> <p>Knowes is performing in the top range for the majority of the indicators. Erica explained that the lower score for repairs satisfaction could be related to delays that were experienced after Covid-19 and the collapse of McGills, the association’s main contractor. Erica also explained</p>	

	<p>that although Knowes scored lower on indicator C7 'Former tenant arrears write-off', the association has low levels of arrears.</p> <p>The Committee noted the contents of the report.</p>	
<p>9.</p> <p>9.1</p>	<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 – The questions for the resident satisfaction survey have been included for discussion under Agenda Item 11. • Committee and Staff Strategy Day – The Strategy Day will be held on Friday 25th October, 1:15pm – 5pm at the Auchentoshan Distillery. • Flourishing Faifley TPAS Award – Erica and I attended the TPAS Annual Conference on 21st June to support Flourishing Faifley who were nominated by Community Links for a TPAS award. Flourishing Faifley won the award in the 'Communities Supporting Communities' category. • Over 60s Bus Trip – We will be visiting Stirling on Thursday 22nd August. We have booked a performance tour at the Old Town Jail followed by afternoon tea at the Stirling Highland Hotel and we will finish the day with some free time for people to explore. <p>Quarterly Complaints Report</p> <p>Amy presented a report on the complaints that have been received by the Association for the period April 2024 – June 2024.</p> <p>For the period 1st April 2024 to 18th June 2024 the following data has been collected:</p> <ul style="list-style-type: none"> • Total Complaints – 13 <p><u>Stage 1 Complaints</u></p> <ul style="list-style-type: none"> • Number of complaints – 8 • Average time in working days to provide a full response – 2.6 days 	

	<ul style="list-style-type: none"> • Percentage of all complaints responded to in full – 100% • Complaints responded to outwith the timescale of 5 working days – 1 • Complaints Upheld – 3 <p><u>Stage 2 Complaints</u></p> <ul style="list-style-type: none"> • Numbers of Complaints received – 5 • Average time in working days to provide a full response – 7.4 days • Percentage of all complaints responded to in full – 100% • Complaints responded to outwith the timescale of 20 working days – 1 • No complaints were upheld. <p>Amy provided more information on the three Stage 1 complaints that were upheld. She explained that this was due to a path not being cleaned, scaffolding being erected without updating a tenant and a broken close door that hadn't been fixed.</p> <p>The Committee noted the report.</p>	
10.	<p>New Share Members</p> <p>No new applications received.</p>	
11.	<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. • Staff Questionnaire (9-day Fortnight Trial) – A health and wellbeing questionnaire was sent to staff before the 9-day fortnight trial commenced. The feedback from the questionnaire was very positive and staff reported that a 9-day fortnight would improve their wellbeing and provide a better work-life balance. 	

	<p><u>Training</u></p> <ul style="list-style-type: none"> Graham Burns attended new fire regulations training delivered by ACS and EVH earlier today (25th June 2024). 	
12.	<p>Resident Satisfaction Surveys</p> <p>Erica advised that Knowledge Partnership will be carrying out the resident satisfaction surveys for the Association this year. The draft tenant and owner questionnaires were presented to the Committee for discussion.</p> <p>Erica explained that several of the questions included in the surveys are related to the ARC therefore will not change, however we have incorporated some additional questions relating to the business planning process, the cost of living and communication/engagement.</p> <p>The Committee asked if a question on compressed office hours would be included in the survey to help gather information on how tenants and owners feel about this if it was to be introduced in the future. Erica confirmed that we would include a question relating to this in the survey.</p> <p>There were no other comments or suggestions from the Committee on the survey questions.</p>	<p>Additional question to be included in the surveys about compressed office hours.</p>
13.	<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 – 17/06/2024.</p> <ul style="list-style-type: none"> Average time taken to complete non-emergency repairs – 8 days. Average time taken to attend emergency repairs – 33mins. Average time taken to complete emergency repairs – 1hr 36mins. Gas Service Report – 1048 out of 1048 properties with a valid gas safety certificate within 12 months (100%). <p><u>Capital Projects</u></p>	

- Windows & Door Project 2023-24: This project is now complete and we are awaiting the final valuation.
- Window & Door Project 2024-25: Addresses are currently being surveyed. So far 72 addresses are complete with 5 due to be completed July. The five outstanding addresses are due to the contractor being unable to access the properties. We are awaiting costs.
- Kitchens Project 2024-25: MJM have completed 11 addresses and WrightKerr All Trades will have completed 94 addresses from June – Dec 2024. The kitchen project started on 10th June and the contractor will be carrying out 4 installations per week.

Peter advised that so far we have received positive feedback from our tenants about the new contractor, WrightKerr All Trades, and jobs have been completed to a high quality.

- Tenemental Water Tank Removal: Following a period of poor communication from the successful contractor it has been mutually agreed that they walk away from the contract. We are now seeking to appoint a new contractor via the Scotland Excel Framework.
- Solar Panel Bird Netting: The original programme of 69 addresses is nearing completion. A further 22 addresses have been requested to be completed. In total this would mean that 142 have been completed, including previously meshed addresses. We are currently exploring expanding this programme this year to complete all addresses and are awaiting a response from Voltair. This would entail a further 104 addresses, 19 of which are within three tenement blocks.

Peter explained to the Committee that Voltair are the managing agent for three solar investment companies therefore they need to consult with each party before any decisions can be made.

Maintenance and Service Projects

- Painting Project: This is due to begin in August 2024.
- Supply of Skips: ESP are currently in discussion with Scotland Excel regarding the best way to issue the tender for supply of skips as part of the bulk uplift service. Supplied addresses on Scotland Excel (30).

EICR

- All EICRs that were to be delivered by the end of the financial year have been completed.
- From April 2024 to Dec 2025, 85 addresses require EICRs, of these 25 have been completed.

Health and Safety

- Fire Risk Assessment: ACS have completed their FRA and submitted reports. No immediate concerns were identified. Work identified within these reports will be delivered in the coming months. Peter advised that we will get pricing from contractors.

Medical Adaptations

- 10 requests have been received and currently on waiting list pending award of grant from Scottish Government.
- Peter advised that we have already completed 3 requests for handrails as we didn't want to delay this work.

Stock Condition Survey

We are currently considering two options for a Stock Condition Survey:

1. Our Asset Management System from Asprey is developing a handheld survey tool which will allow the MOs to carry out SCSs when they are in voids etc.
2. We have approached Hardies Property and Construction Services who have a track record of carrying out SCSs for HAs with a view to engaging them to carry out a stock condition

	<p>survey for us this year. We have been quoted £26,700 + VAT for approx. 20% of our stock to be surveyed.</p> <p>Peter advised that this data is required for the ARC. The surveys will be carried out face-to-face, however we will look to complete this later on in the year to ensure that tenants don't feel over surveyed.</p> <p>Request for Budget Increase – Capital Investment Project 2024-25</p> <p>Peter advised that the estimated spend budgets for 2024-25 for kitchens and windows were £555k and £574k, giving a total of around £1,129,000.</p> <p>The approved tender values were £626,129 and £642,177 respectively (not based on actual values). Giving a total of £1,268,306. Therefore there has been a budget shortfall of around £123,306.</p> <p>Peter advised that it is proposed that we increase the budget to allow for this initial shortfall. He explained that this can be covered in part by an overall carry forward from last year of £115,247 due to underspending/savings across different budgets, including an underspent on major component spend of £80,482. The remaining shortfall of £8,059 is proposed to be made up from the year's cash flow. Erica advised that the budgets will be revised in October.</p> <p>The proposal to increase the budget was approved, proposed by Dean Vinter and seconded by Lynsey Chrystal.</p>	
14.	<p>Policies for Approval</p> <ul style="list-style-type: none"> • Home Loss and Disturbance Payments – No changes have been made to the wording of this policy. There were no comments or queries and the policy was approved, proposed by Lynsey Chrystal and seconded by Dean Vinter. • Allowances on Maintenance Contracts – Peter advised that the job titles had been updated under section 4.5 of the policy (Right to Appeal). There were no comments or queries and the policy was approved, proposed by Dean Vinter 	

	<p>and seconded by Richard McLean.</p> <ul style="list-style-type: none"> Contractors Code of Conduct – No changes have been made to the wording of this policy. There were no comments or queries and the policy was approved, proposed by Richard McLean and seconded by Lynsey Chrystal. 	
15.	<p>EVH Report</p> <p>The EVH Report for June was provided to the Committee for their information.</p>	
16.	<p>Management Committee Attendance Register</p> <p>The attendance register was provided to the Committee for their information.</p> <p>It was highlighted that June had been marked as 'no meeting' instead of July. Amy will update the attendance register.</p>	<p>Amy to update the Committee attendance register</p>
17.	<p>Notifiable Events</p> <p>No notifiable events.</p>	
18.	<p>Any Other Business and Apologies for Future Meetings</p> <p>None.</p>	
19.	<p>Date of Next Meeting</p> <p>No meeting will take place during July, the next meeting will take place on 12th August 2024.</p>	