



**Minutes of Management Committee Meeting
held on Tuesday 20th May 2025 at 6.30pm
The meeting was held at Knowes Housing Association's Office**

Present: Cllr Lawrence O'Neill
Peter Fennessey
Lynsey Chrystal
Hilary Edgar
Tim Ugwu
Billy Stevenson

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.	Apologies The following people submitted their apologies: <ul style="list-style-type: none"> • Steve Rolfe • Dean Vinter • Patricia Broadfoot 	
2.	Declaration of Interest No interests were declared.	
4.	Correspondence None.	
5.	Minutes of Management Committee on 8th April 2025	

	There were no amendments and the minutes of the Management Committee meeting held on 8 th April were agreed as an accurate record and approved. Proposed by Lynsey Chrystal and seconded by Billy Stevenson.	
6.	Minutes of Sub Committee Meetings None.	
7.	CEO Report Erica presented her report to the Committee. The report included the following information: <u>Staff Updates</u> We received 23 applications for the post of Corporate Services/Compliance Assistant and 9 candidates were selected for interview. The standard of interviews was very high. We offered the post to the top candidate and they have accepted. We have received excellent references for the candidate and they are due to start with Knowes on 11 th June. <u>Staff Accident</u> The HSE contacted Knowes to ask for further clarification of the events surrounding the incident and then came back to say that they would not be asking for any further information or taking any further steps. The SHR have also come back to say that they have closed the notifiable event. Following the incident Knowes has taken the following steps: <ul style="list-style-type: none"> - Suspended all working from heights for staff until ACS carry out the review of Knowes risk assessments. - We will take on board ACS' recommendations as far as reasonably possible and issue further guidance and training for staff. - Going forward we will only recommence working from height for our staff if it is safe, reasonable and practical to do so. <u>Update on Abbeylands Road</u> Peter, Gill and Erica met with the Scottish Government	

	<p>for a development programme meeting on Tuesday 13th May. The Scottish Government new build team have appraised our project. As we were asking for well over the benchmark grant then this had to go through an extensive project appraisal process.</p> <p>The Scottish Government have provided feedback regarding the project:</p> <p>They advised if we were to opt for benchmark rent only, then they would approve the project. This would mean that the Association would have to fund the bulk of the project by ourselves using borrowings or part borrowings part cash reserves. This would mean that the association would have to fund £5.3m and we would not be able to take this out of cash reserves so would therefore need to borrow all or part of this amount. The cost of loan repayments would add additional interest costs onto this of around £4.9m over 25 years. The rental income from these properties over 25 years would be £6.9m for 30 years. Taking off repairs costs and repayment of loan this project would make a cumulative loss of £5.7m over 30 years.</p> <p>The main issues are i) space standards are significantly higher against benchmark space standards and ii) provisional sums within the costs being too high; particularly on remediation.</p> <p>There are two reasons why the space standards are higher than benchmark standards – the first of these is the changes WDC Planning Department made to the original design. The second reason is that our architects used WDC comparison builds when making their calculations.</p> <p>The provisional costs were high due to uncertainties with regards to the land remediation.</p> <p>At the moment the project is not financially viable for Knowes. If Knowes is to proceed with this project then a substantive redesign is required which will involve going back to planning and negotiating over the layout of the site and the property sizes. A meeting is arranged for later in the month to discuss the options to redesign and resubmit to planning or to not proceed with the project.</p> <p><u>Purchase of Properties through the Rental Off The Shelf Programme</u></p>	
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	<p>We have approval to go ahead and submit an application for grant funding for 8 Rental off the shelf house purchases for 2025/26. We have already purchased four properties in 2025/26 at a total cost of £390k. We should be able to claim £165k of grants towards these purchases to date giving an average net cost per property of £56.3K. We will have grant funding towards the purchase of 4 more in the year. Property stock numbers now stand at 1062.</p> <p><u>Telephony System</u></p> <p>We received four tender returns for the new telephone system and are currently in the process of evaluating the returns. As the returns are very technical, no-one in Knowes has the expertise to fully evaluate the returns. Our current IT provider has submitted a tender therefore is unable to assist with this. Therefore we have asked an ICT Manager in another RSL to assist with this process for a fee and they have indicated that they are able to do so. They will help with scoring the tender returns and interviewing the short-listed companies. Erica asked the committee if they were happy to proceed with this. The committee approved, proposed by Peter Fennessey and seconded by Tim Ugwu.</p> <p><u>Summary of Tasks</u></p> <p>Erica provided the committee with a summary of the tasks that she has been working on with the management team which included the following:-</p> <ul style="list-style-type: none"> • Business Plan for 2025/26 – Update of departmental objectives and suite of plans • Internal audit – plan and audits for 2025/26 • Alexander Sloan interim and final audit – Accounts will be brought for approval in August • Scotland Excel procurement review – required for grant funding from Scottish Government – We have gained 10 points since 2019 • Phone system upgrade • Staff objectives for 2025/26 and performance reviews • Update of policies and procedures • Abbeylands Road evaluation of project • Governance Review – North Star Consulting will attend the next meeting on 10th June. • Review of health and safety risk assessments 	
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8.	<p>Corporate Services Report</p> <p><u>Activities</u></p> <p>The new Corporate Services/Compliance Assistant is starting at Knowes on 11th June 2025.</p> <ul style="list-style-type: none"> • Erica and Amy recently received a demo of Shares online training portal for committee members. We feel that this would be beneficial for the committee as it allows you to access a variety of courses and complete training in your own time. <p>Amy asked permission from the committee members to share their emails with share to start the set-up process.</p> <p>A question was raised regarding the price of training. Amy confirmed that we will be purchasing the corporate membership for committee only at a cost of £2500.</p> <p>The committee were happy to proceed with the training and provided permission for Amy to share their emails. Proposed by Lynsey Chrystal and seconded by Cllr Lawrence O'Neill.</p>	<p>Amy to contact Share to confirm corporate membership and send details to committee.</p>
9.	<p>New Share Members</p> <p>None.</p>	
10.	<p>Health, Safety and Wellbeing</p> <p><u>Activities</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. • Risk Assessments – We are reviewing all our risk assessments. We will seek advice from ACS when updating specific risk assessments such as lone working and working at heights. <p><u>Training</u></p> <ul style="list-style-type: none"> • iHasco Training – We have renewed our subscription with iHasco which is an online 	

	<p>training portal for staff. We will select 5 training courses involving health and safety and compliance that staff members will be required to complete.</p> <p>A question was raised regarding the cost of the training. Amy confirmed that the price of training is roughly £1600. A committee member raised whether it would be beneficial to use the same platform for the committee and staff training. Erica advised that we had already signed up for the staff training before having the demo of the Share portal, however this will be considered in future.</p>	
11.	<p>Quarterly KPI Report</p> <p>Erica presented the quarterly KPI report for the year end to the committee. This included quarterly figures for each department: Housing Management, Property Services, Finance and Corporate Services</p> <p><u>Housing Management</u></p> <p>A question was raised regarding the increase in % of tenancy offers refused. Erica advised that there were less lets available during this time and more refusals, so this led to an increase.</p> <p>A question was also raised on whether the comment relating to indicator 3 should say 20% instead of 10%. Erica will check this information with Martin.</p> <p><u>Corporate Services</u></p> <p>Erica highlighted that the response times for stage two complaints were within targets therefore this tile should be marked green instead of amber.</p> <p>There were no other questions or comments regarding the KPIs.</p>	
12.	<p>Annual Return on the Charter 2024-25</p> <p>Erica presented the ARC summary report to the Committee. She advised that this years satisfaction figures were taken from the tenant and owner satisfaction surveys carried out in 2024.</p>	

	<p>Erica advised that the figure included under indicator 8 'average time taken to complete emergency repairs' has been updated and the new figure is 1 hour 39 minutes. The figure under indicator C1 'total staff turnover' has also been updated and the new figure is 8%. The average time taken to complete adaptations (indicator 21) has increased to 64.32 days due to delays waiting on grant funding.</p> <p>The % of tenancy offers refused (indicator 14) has also increased due to less lets being available.</p> <p>The committee commented that the performance has been very positive over the year with the majority of indicators scoring better than the Scottish averages. There were no other comments or queries and the Committee approved the Annual Return on the Charter 2024-2025, proposed by Billy Stevenson and seconded by Tim Ugwu.</p>	
13.	<p>Property Services Reports</p> <p>Peter presented the repairs and maintenance reports.</p> <p><u>KPI Report</u></p> <p>The above figures are for the year 2024/2025:</p> <ul style="list-style-type: none"> • Average time taken to complete non-emergency repairs – 7 days. • Average time taken to attend emergency repairs – 29 minutes. • Average time taken to complete emergency repairs – 1hr 39 minutes. <p><u>Capital Projects</u></p> <ul style="list-style-type: none"> • Kitchen Renewals – Installations started on 10th March. The programme is expected to finish at the end of July. • Boiler Renewals – 107 addresses have been identified. Contractors are onsite and due to complete the contract at the end of June. • Window & Door Replacements – 41 installations are scheduled for July. The time on site will be approximately 6 weeks. • Water Tank Removal – This project is now complete. <p><u>Maintenance and Service Projects</u></p>	

	<ul style="list-style-type: none"> • Paint Project 2025-26 – This project will involve 25 tenements and 86 terrace properties. The draft start date is post school holidays. • Skips – Following the tender process there will be a change of contractor at the end of May. • Gutter Cleaning Project – This project is complete. • Landscape Maintenance Project – Spring maintenance cycle has begun. <p><u>EICRs</u></p> <ul style="list-style-type: none"> • 6 addresses are due an EICR this calendar year. • The EICR tender has been awarded and the programme of installations will be agreed with the new contractor. The project is expected to start during summer. <p><u>Health and Safety</u></p> <ul style="list-style-type: none"> • EICRs in Common Areas – EICRs are being carried out in the common areas as part of the delivery of the fire risk assessment outcomes. They are due to be completed in summer. Any remedial work identified as a result of the EICRs will be carried out at that time. <p><u>Medical Adaptations</u></p> <ul style="list-style-type: none"> • We are awaiting the notice of grant award for 2025-26. We currently have 6 requests on the 2025-26 programme. <p><u>Storm Damage</u></p> <ul style="list-style-type: none"> • Overall we are making good progress with repairing the storm damage to roofs and fences and removing trees. We have submitted a claim to the insurance provider to cover the costs of roof repairs and we should hear back over the coming weeks. 	
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14.	<p>Policies for Approval</p> <p>The following policies were discussed:</p> <ul style="list-style-type: none"> • Anti-Bribery Policy Employee – No changes have been made to the wording of this policy. There were no comments and the policy was approved, proposed by Lynsey Chrystal and seconded by Tim Ugwu. • Disciplinary Policy (Less than 2 years' service) – There have been minor grammatical changes to this policy. There were no comments and the policy was approved, proposed by Tim Ugwu and seconded by Cllr Lawrence O'Neill. • Disciplinary Policy – We have adopted EVH's updated model policy. There were no comments and the policy was approved, proposed by Lynsey Chrystal and seconded by Hilary Edgar. • Carer Positive Policy – There have been minor grammatical changes to this policy. Additional information has also been added into section 7 of the policy to link with the guidance in EVH's T&Cs. There were no comments and the policy was approved, proposed by Billy Stevenson and seconded by Peter Fennessey. • Settlement Agreements Policy – We have adopted EVH's updated model policy. There were no comments and the policy was approved, proposed by Lynsey Chrystal and seconded by Cllr Lawrence O'Neill. • Reward and Recognition Strategy – Minor grammatical changes have been made to the policy and the job title included under section 9 has been updated. There were no comments and the policy was approved, proposed by Billy Stevenson and seconded by Hilary Edgar. 	
15.	<p>EVH Report</p> <p>The EVH Report for April 2025 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</p>	

	for their information.	
17.	Notifiable Events None.	
18.	Any Other Business and Apologies for Future Meetings <u>Committee Vote – New Committee Members</u> Patrick Cox and Kevin McNally, share members of Knowes HA, were officially co-opted to Knowes HA's Management Committee as committee members from this date. Proposed by Peter Fennessey and seconded by Hilary Edgar.	
19.	Date of Next Meeting The next committee meeting will take place on Tuesday 10 th June 2025 at 6:30pm.	