



**Minutes of Management Committee Meeting  
held on Tuesday the 3<sup>rd</sup> of February 2026 from 6:30-8:30pm  
The meeting was held at Knowes Housing Association's Office**

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**Present:** Cllr Lawrence O'Neill  
Lynsey Chrystal  
Patricia Broadfoot  
Steve Rolfe  
Hilary Edgar  
Sharon Cassidy  
Kevin McNally

**In Attendance:** Erica Davidson Chief Executive Officer  
[REDACTED]  
Amy Sweeney Corporate Services/Compliance Officer  
Melanie Gilmour Corporate Services/Compliance Assistant  
(Minute Taker)

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

Agenda Item		To Be Actioned
7.	<p><b><u>Rent Increase and Budget Report – ██████████ in attendance via Microsoft Teams</u></b></p> <p><i>The board agreed that beginning with item 7 made the most sense to allow ██████████ to present ██████████ report and then leave the meeting accordingly.</i></p> <p>██████████ presented the rent increase and budget report as a follow up from the Finance, Audit and Risk sub-committee. The budgets had been provisionally approved at the sub-committee meeting and required ratification at the main board meeting.</p> <p>██████████ began by explaining the rent increase report and highlighting to the board that most of the Knowes' revenue (91%) comes from rent payments. A comparison of Knowes' rent increases with sector averages highlighted that over the last 6 years the association's increases have been significantly lower than the sector averages. A comparison with other local RSLs was also provided.</p> <p>██████████ reminded the board that an increase of 5.6% on rents and service charges had been consulted to tenants. ██████████ exemplified that this is based on the October 2025 CPI rate of 3.6% with a 'plus' 2%. ██████████ emphasised that this would create an increase of £292k in additional rental income for 2026/27 and thereafter. To maintain consistency going forward, rent increases will be based on October CPI plus a percentage.</p> <p>██████████ then presented the results of the rent consultation exercise, which included a rent consultation in the office, and a survey sent to all tenants. ██████████ informed the board that there were 76 responses in total, representing only 7.1% of our tenants, decreasing from 8.2% who responded last year. ██████████ highlighted that 62% of the respondents voted yes to a rent increase of 5.6%; 86% felt their rent was affordable and 72% felt it would still be affordable after the rent increase; and 80% feel their rent is good value for money.</p> <p>In addition to Knowes independent rent consultation, ██████████ discussed the Glasgow, and the West of Scotland Forum's (GWSF) rent consultation results which included 55 Registered Social Landlords within the region, showing the proposed sector average rent increase is 5.66%, which is slightly higher than Knowes' proposed rent increase of 5.6%.</p> <p>██████████ then discussed the budget report for 2026-27 and gave a brief overview of the figures. The board members who are part of the Finance, Audit and Risk sub-committee assured the other board members that they thoroughly discussed these figures in detail at the meeting on the 27<sup>th</sup> of January 2026.</p>	

	<p>██████ then sought approval for the rent increase of 5.6% for 2026/27, service charge increase of 5.6% for 2026/27 and for the budget for 2026/27.</p> <p>The board <b>approved</b> the rent increase, service charge increase, and budget for 2026/27.</p> <p><b>Proposed by: Patricia Broadfoot.</b> <b>Seconded by: Lynsey Chrystal.</b></p> <p>The Board then thanked ██████ for ██████ time and for presenting the reports. ██████ then left the meeting at 18:53pm.</p>	
1.	<p><b><u>Apologies</u></b></p> <p>The following people submitted their apologies:</p> <ul style="list-style-type: none"> <li>• Chukwuebuka Timothy Ugwu</li> <li>• Peter Fennessey</li> <li>• Billy Stevenson</li> </ul>	
2.	<p><b><u>Declaration of Interest</u></b></p> <p>There were no declarations of interest to note.</p>	
3.	<p><b><u>Correspondence</u></b></p> <p>Erica informed the board that Knowes had been contacted by the Lennox Nursery for a Christmas donation, however they contacted us after the board meeting in December so this could not be approved on time.</p> <p>Erica suggested that Knowes make a £250.00 donation to the Lennox Nursery to contribute towards their Easter event.</p> <p>The board <b>approved</b> the £250.00 donation to the Lennox Nursery.</p> <p><b>Proposed by: Cllr Lawrence O'Neill.</b> <b>Seconded by: Sharon Cassidy.</b></p>	<p>Corporate Services Team to contact the nursery to arrange a donation.</p>
4.	<p><b><u>Minutes of Management Committee Meeting – 3<sup>rd</sup> December 2025</u></b></p> <p>The board <b>agreed</b> that the minutes from the previous meeting were an accurate representation of the evening and approved the minutes.</p> <p><b>Proposed by: Lynsey Chrystal.</b> <b>Seconded by: Cllr Lawrence O'Neill.</b></p>	
5.	<p><b><u>Minutes of Sub Committee Meetings</u></b></p>	

	<p>Erica explained to the board that the minutes of the sub committee meetings will be made available for the board to access on admincontrol for information only.</p> <p>The board <b>noted</b> that the minutes from the operations sub committee and the finance audit and risk sub committee are available to view on admincontrol for information only.</p>	
6.	<p><b><u>CEO Report</u></b></p> <p>Erica presented the CEO Report for the board for information only.</p> <p><b><u>Head of Property Services Recruitment Exercise</u></b></p>  <p><b><u>Investors in People</u></b></p> <p>Erica informed the board that we are currently undergoing the Investors in People (IIP) three-year assessment to which the results of the initial questionnaire for staff have shown a marked improvement to last time. The next stage of the process involves a meeting with the IIP assessor and all staff on the 2<sup>nd</sup> of March.</p> <p><b><u>Update on the new phone system</u></b></p> <p>Erica informed the board that the new phone system was installed on the 7<sup>th</sup> of January and that all staff have access to the system. Erica explained that the system still needs to be fully developed which we are working on at the present.</p> <p><b><u>Update from the Office of the Scottish Charity Regulator (OSCR)</u></b></p> <p>Erica advised the board that following updates to the 2023 Charities Act, all senior staff members and board members of charities are required to sign an enhanced declaration with regard to their eligibility to be a senior officer, or a serving board member of a charity. Further details will be provided under item 11 (Corporate Services Report).</p> <p><b><u>Wider action and charitable donations expenditure to end of December</u></b></p> <p>Erica updated the board that there was £259.00 left in the donations budget, £250.00 of which will be donated to the Lennox Nursery as per the board's approval at Item 3.</p> <p><b><u>CEO Leave</u></b></p>	



CEO and Management Team are currently working on:

Erica advised the board that the senior management team are working on a variety of large projects from the Abbeylands Road Development; the Governance Review; the Business Plan; the IIP assessment; the Customer Service Excellence assessment; a Cyber Security audit; and the continuation of implementing the new phone system.

**Abbeylands Road Development – Proposal for continuing the project**

Erica presented the report created by [REDACTED] who is Knowes Development Consultant for information purposes only.

Erica advised the board that the preferred contractor, [REDACTED] will be completing a revised tender which will be received by the Association by mid-February.

Discussion arose surrounding when the Association would expect to find out about receiving grant funding for the project to which Erica advised this information would be received in April/May (depending on the time taken by the Scottish Government to review the project once submitted). Erica also advised the board that the Association would be pushing for at the minimum 60% grant funding for this project.

The board then **noted** the contents of the report.

8.

**Quarterly KPIs**

Erica presented the quarterly KPI report for the board for information purposes only.

The board **noted** the contents of the KPIs report.

9.

**Governance Review Timetable**

Erica presented the governance review timetable to the board for information purposes only.

The board commented that the report was lengthy, and that staff cannot mark points completed until the board have signed them off. It was agreed that another column would be included to allow the board to sign the points off, and that the timetable would be colour-coded as follows for

The Governance Timetable to be updated

	<p>ease: red – outstanding and urgent; amber – still to complete, not urgent; green – completed.</p> <p>Erica highlighted some points in the timetable that required further discussion with the board. Clarification will be obtained from Freya about the point regarding KPIs. The board agreed that an update meeting between each main board meeting is not required. The Chair, CEO and Corporate Services Team will keep the board updated on any important matters in between meetings. It was highlighted that training on the model rules would be beneficial for the board, the Corporate Services Team will look into this. Training on the board portal is also required. Amy will send out a guide for the portal to the board members and will deliver a short training session at the next meeting.</p> <p>The governance review timetable will be added to the board library on admincontrol and will be updated after each meeting.</p> <p>The board <b>noted</b> the governance review timetable.</p>	<p>with the board's suggestions.</p> <p>Corporate services to investigate board training on the model rules.</p> <p>CSCO to deliver a short training session on board portal at the next meeting.</p>
10.	<p><b><u>New Share Members</u></b></p> <p>Amy informed the board that there were 2 new share member applications received since the last board meeting. Amy highlighted that both are tenants of the Association.</p> <p>The board approved the 2 new share members.</p> <p><i>Proposed by: Lawrence O'Neill.</i> <i>Seconded by: Steve Rolfe.</i></p>	<p>Corporate Services Team to update share register and send out welcome letters.</p>
11.	<p><b><u>Corporate Services and Compliance Report</u></b></p> <p>Amy presented the corporate services and compliance report to the board for information.</p> <p>Key points included:</p> <p><b><u>Customer Service Excellence Assessment</u></b></p> <p>Knowes' next assessment is scheduled for March 2026.</p> <p><b><u>Update from the Office of the Scottish Charity Regulator</u></b></p> <p>Amy explained that new rules on the automatic disqualification of individuals from acting in Scottish charities are now in force under the Charities (Regulation and Administration) (Scotland) Act 2023. A copy of the declaration form was included in the papers for the board to read over. The declaration will be sent to all members to complete via Docusign and will be required to be signed annually.</p>	<p>Corporate Services Team to send the declaration to all board members via Docusign.</p>

	<p><u>Quarterly Complaints Report</u></p> <p>Amy's report provided a breakdown of complaints over the last quarter. Amy asked the board if they felt that this report was still useful as it repeats some of the complaints information provided in the KPIs. The board agreed that they find in useful to see the breakdown of the complaints, however adding in an additional section for 'lessons learned' would be beneficial.</p> <p>The board <b>noted</b> the contents of the report.</p>	<p>Amy to include a 'lessons learned' section in the next quarterly complaints report.</p>
<p>12.</p>	<p><u>Registers to be Approved</u></p> <p>Amy presented 4 registers to the board for approval.</p> <p><u>Fraud Register</u></p> <p>The board <b>approved</b> the fraud register.</p> <p><b><i>Proposed by: Lawrence O'Neill. Seconded by: Steve Rolfe.</i></b></p> <p><u>Notifiable Events Register</u></p> <p>The board <b>approved</b> the notifiable events register.</p> <p><b><i>Proposed by: Lawrence O'Neill. Seconded by: Steve Rolfe.</i></b></p> <p><u>Donations Register (Received and Paid)</u></p> <p>The board <b>approved</b> the donations received and donations paid registers.</p> <p><b><i>Proposed by: Lawrence O'Neill. Seconded by: Steve Rolfe.</i></b></p> <p><u>Entitlements Payments and Benefits Register</u></p> <p>The board <b>approved</b> the entitlements payments and benefits register.</p> <p><b><i>Proposed by: Lawrence O'Neill. Seconded by: Steve Rolfe.</i></b></p>	<p>Corporate Team to remove parking expense from the EPB Register.</p>
<p>13.</p>	<p><u>Policies for Approval</u></p> <p>Erica presented two new policies for approval by the board following recommendations from the governance review.</p> <p><u>Entitlements, Payments and Benefits Policy</u></p>	

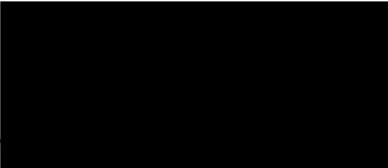
13.1	<p>Erica explained that the Association has adapted the SFHA model policy in its entirety. Erica highlighted changes on the table under section 6 of the policy. This included the amount of money that can be spent on gifts received increasing, and information on close relations to potential new board or staff members.</p> <p>The board <b>approved</b> the entitlements, payments and benefits policy.</p> <p><b><i>Proposed by: Lynsey Chrystal. Seconded by: Hilary Edgar.</i></b></p> <p><u>Board Recruitment Policy</u></p> <p>Amy discussed the proposed new board recruitment policy by explaining stages 1-4 and asking the board for their thoughts. The board agreed that the policy is what they are looking for however it would be a good idea to include an extra stage whereby the prospective board member will observe a meeting to ensure they are aware of what the meetings entail. This will become stage 3, and the current stage 3 will become stage 4.</p> <p>Discussion arose surrounding the application form for tenants and non-tenants, and it was agreed that two separate application forms would be made available.</p> <p>Further discussion arose surrounding the upcoming appraisals, to which the board were still keen to wait until the subsequent reports are made available to identify skill-gaps before beginning recruitment.</p> <p>The board <b>approved</b> the board recruitment policy.</p> <p><b><i>Proposed by: Lynsey Chrystal. Seconded by: Hilary Edgar.</i></b></p> <p><u>Consent Agenda</u></p> <p>Erica presented three policies with little or no changes to the board for approval.</p> <p>The board commented that no summary sheet had been provided for the policies, and it was agreed that going forward this would be included even if there are no changes to the policy. When policies are updated by Knowes' DPO, a cover sheet should still be provided to confirm changes.</p> <p><u>Freedom of Information Policy</u></p> <p>This policy was updated by Knowes' DPO. The board <b>approved</b> the freedom of information policy.</p> <p><b><i>Proposed by: Hilary Edgar.</i></b></p>	<p>CSCO to update policy as per agreed changes.</p> <p>CSCO to design two board application forms and take to board for approval.</p> <p>Cover sheet still to be provided for consent agenda items.</p>
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	<p><b>Seconded by: Sharon Cassidy.</b></p> <p><u>Environmental Information Scotland Policy</u></p> <p>This policy was updated by Knowes' DPO. The board <b>approved</b> the environmental information Scotland policy.</p> <p><b>Proposed by: Hilary Edgar.</b> <b>Seconded by: Sharon Cassidy.</b></p> <p><u>Customer Care Policy</u></p> <p>Amy advised that a consultation had taken place with staff and the Customer Engagement Group for this policy. The board <b>approved</b> the customer care policy.</p> <p><b>Proposed by: Hilary Edgar.</b> <b>Seconded by: Sharon Cassidy.</b></p>	
14.	<p><b><u>Date of next meeting</u></b></p> <p>Erica asked the board their thoughts on holding the next board meeting on Tuesday the 17<sup>th</sup> of March as opposed to the 3<sup>rd</sup> of March so that the results of the tender can be presented to the board.</p> <p>The board <b>agreed</b> that holding the meeting on the 17<sup>th</sup> of March is the best option. <b><u>Update: the board agreed after the meeting that the next meeting would take place on the 31st of March 2026.</u></b></p>	<p>Next meeting to be arranged for 17<sup>th</sup> March. <b><u>Update: 31st March.</u></b></p>
15.	<p><b><u>Notifiable Events</u></b></p> <p>Erica advised that there were no notifiable events to note.</p>	
16.	<p><b><u>Any other Business and Apologies for Future Meetings</u></b></p> <p>Erica informed the board that Dean Vinter has resigned from the Association's board.</p> <p>Erica addressed issues at the previous sub-committee meetings whereby both ran at the same time, meaning those board members who sit on both sub-committees' could not attend both. Erica advised that both meetings ran at the same time due to internal miscommunications, and that this would not happen again. The solution is that the operations meeting will run from 6:30-7pm, and the finance, audit and risk meeting will run from 7-8pm.</p>	

Approved:

Board Member \_\_\_\_\_

Signature:  \_\_\_\_\_

Signed - Chair  \_\_\_\_\_