

**Knowes Housing Association**  
**Management Committee Meeting**  
**Tuesday 21<sup>st</sup> May 2019 @ 6:30pm**  
**Knowes Housing Association Offices, Field Road, Faifley**

**MINUTE OF MEETING**

**In Attendance**

Pierre De Fence, Director  
 Peter French, Property Services Manager  
 Sandra Love, Senior Corporate Services Officer  
 Isabel Pringle, Corporate Services Assistant (Minute)

**Present**

Rhona Polak	Sheila Cope
Billy Stevenson	Katie Devaney
ClIr Lawrence O'Neill	Yvonne McDonald

<b>1.0</b>	<b><u>Apologies</u></b>						
1.1	Apologies were received from Janet Cassidy.						
<b>2.0</b>	<b><u>Declaration of Interest</u></b>						
2.1	None						
<b>3.0</b>	<b><u>New Share Members</u></b>						
	<p>There were 5 new Share members this month:</p> <table border="0"> <tr> <td>Mr Miller, Faifley Road</td> <td>Mr Smellie, Veitches Court</td> </tr> <tr> <td>Mr Wright, Lawmuir Crescent</td> <td>Mrs Chobe, Auchnacraig Road</td> </tr> <tr> <td>Mrs McGraw, Gardenside Street</td> <td></td> </tr> </table> <p>At this point Pierre advised that we have 7 potential new Committee members.</p> <p>We have invited them to attend the Housing Services Sub meeting next Tuesday and it's hoped they will go on to join the full Management Committee.</p>	Mr Miller, Faifley Road	Mr Smellie, Veitches Court	Mr Wright, Lawmuir Crescent	Mrs Chobe, Auchnacraig Road	Mrs McGraw, Gardenside Street	
Mr Miller, Faifley Road	Mr Smellie, Veitches Court						
Mr Wright, Lawmuir Crescent	Mrs Chobe, Auchnacraig Road						
Mrs McGraw, Gardenside Street							
<b>4.0</b>	<b><u>Minute of Meeting held on 2<sup>nd</sup> April 2019 and Matters Arising</u></b>						
4.1	Sheila referred Committee to item 14.1 Unacceptable Actions Policy. This item was incorrect, the policy had actually gone to the April meeting and was in fact agreed. This will be corrected accordingly.						

	<p>It was also noted that Lawrence was mentioned as being both in attendance and as submitting apologies. Lawrence did not attend the meeting and did in fact put in his apologies. Again this will be corrected.</p> <p>Thereafter the minute was agreed and accepted. Proposed by Billy Stevenson and seconded by Rhona Polak</p> <p>Matters Arising</p> <p>Edinbarnet Donation/Defibrillator. Rhona asked Lawrence if he had an update for us following his meeting with the Parent Council regarding WDC helping to fund a defibrillator. Unfortunately, Lawrence advised that the meeting had not yet taken place and they are trying to arrange another date that is convenient for all.</p>
<p><b>5.0</b></p>	<p><b><u>Correspondence</u></b></p> <p><u>Edinbarnet Primary School</u></p> <p>A request for a raffle donation to help fund the annual school show “The Auld Couple” was received.</p> <p><u>St Joseph’s Primary School</u></p> <p>Again a request for a raffle donation to help fund the annual school show “The Wizard of Oz” was received.</p> <p>As always, we are happy to help our local schools and both schools received two vouchers for £20 i.e. 2 x £20 vouchers for Edinbarnet and 2 x £20 vouchers for St Joseph’s. Sandra and Pierre have been invited to see “The Wizard of Oz” on Wednesday 5<sup>th</sup> June.</p>
<p><b>6.0</b></p>	<p><b><u>ARC and ESSH 2018 – 19</u></b></p>
<p>6.1</p> <p>6.2</p>	<p>ARC 2018 - 18</p> <p>Pierre presented the ARC to committee, highlighting the statistics within the report. See ARC report attached.</p> <p>ESSH 2018 – 19</p> <p>The ESSH report was also presented and it was noted that the percentage of our properties meeting the ESSH was 96.3%, which is a very good achievement.</p> <p>Both reports were accepted and approved. Proposed by Rhona Polak and seconded by Katie Devaney.</p>

<b>7.0</b>	<b><u>Annual Assurance Statement</u></b>
7.1	<p>The annual assurance statement confirming that the Association complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework was presented. The Governing Body confirmed that it had seen and considered appropriate evidence to support the statement.</p> <p>The statement was then signed by the Chairperson, Rhona Polak.</p>
<b>8.0</b>	<b><u>KPI's actual 2018 – 19 and targets 2019 – 20</u></b>
8.1	<p>Pierre took Committee through the KPI's figures, highlighting where targets were met and when they were not. Some examples follow.</p> <p>Committee attendance target was 80% (actual figure was 67.2%). This was mainly due to members being granted leave of absence.</p> <p>On Housing Management non-technical arrears, the actual figure achieved was only 1.18%, the target was 0.8%. Also, technical arrears actual figure was 1.86%, target was 1.7%. The main reason for us not achieving our targets is due to the roll out of Universal Credit.</p> <p>On repairs, we were slightly below target on tenants satisfied with overall service. Peter reported that this was mainly due to the amounts of voids we have had recently, causing other repairs taking slightly longer to complete. The Post Inspection target was 10%, however the actual figure was 6.4%, again with was due to the impact of the increase in voids.</p> <p>Staffing, sickness target was 2% but the actual figure was 3.3%, which was due to one member of staff being on long term sick.</p> <p>Finance, all targets were met or exceeded. Good figures all round.</p> <p>Committee agreed the proposed targets for 2019 -2020. Proposed by Billy Stevenson and seconded by Lawrence O'Neill.</p>
<b>9.0</b>	<b><u>Director's Report</u></b>
9.1	<p><b>Stock Control Year to Date as at 14<sup>th</sup> May 2019</b></p> <p><b>Mortgage to Rent / Buy Backs</b></p> <p>Empty home at Lawmuir Crescent has concluded  Mortgage to rent at Mallard Road has concluded  Buy back at 22 Waulkingmill Road has concluded  Buy back at Lawmuir Crescent has concluded  Mortgage to rent Burnbrae Street in progress  Buy back Faifley Road concluded</p> <p>Total properties 1036 rented (including Dunn Street respite centre) 691 owners</p>

## **Development Proposals**

### **Abbeylands Road bowling and tennis court sites.**

Pierre advised that we are still awaiting feedback regarding the sale of the site to Knowes following completion of the District Valuer valuation. Despite weekly emails and phone calls to WDC, communication is virtually non-existent and we are very close to making a formal complaint. Pierre has been in contact with Lawrence to enlist his help in taking this matter further.

### **Welfare and Money Advice Project**

Pierre advised that the Scottish Government has now confirmed funding is now in place for quarters 1 and 2, which means that we will now only spend half of our agreed budget. We also intend applying for further funding through a new fund available through the Scottish Government and if we are successful, this funding will be for 3 years.

### **Committee Training**

A trainer has been identified to carry out our Managing Change training session, which will take place in September.

### **Universal Credit Roll Out**

We continue to see an increase in the number of Universal Credit cases, probably 20 cases each month.

### **Dalmuir Park Housing Association**

Pierre advised that Dalmuir Park HA have taken the decision to remain an independent organisation. Pierre also advised that he had been approached by Dalmuir Park regarding assistance from Knowes with their procurement.

More details on this follow later in the minute.

### **Other Wider Role Work**

Pierre advised that he is in discussions with Community Links regarding preparing a funding bid for a community arts project focusing on the Faifley rock art. We will apply to both the Lottery Heritage Fun and the new Scottish Government Inspiring Communities Fund. Details to follow.

### **Committee Member Attendance Record 2018 – 2019**

Report attached for information.

10.0	<b><u>Corporate Services Report</u></b>
	<p>Sandra took Committee through her report and advised the following:-</p> <p><b>Community Engagement</b></p> <ul style="list-style-type: none"> <li>• Sandra met with WDCVS, Kenny Brophy, and Stuart from MSPs office to discuss promoting Auchancraig wood as a walking area. WDCVS has joined forces with <a href="#">Paths For All</a> with the aim of increasing the awareness of the benefits of being physically active as well as encouraging more people to become active and stay active through walking. WDCVA are keen to tie this in with the rock art features as points of interest and inspire the residents of Faifley to participate in local walks.</li> <li>• Pierre and Sandra have been invited to St Joseph's PS production of 'The Wizard of Oz' on Wednesday 5<sup>th</sup> June 2019.</li> <li>• The Bell Group will be in Skypoint on Tuesday 2<sup>nd</sup> July to give away free surplus paint to local people and professional painters will be on hand to give advice on painting and decorating. This is advertised in the latest edition of Knowes Magazine.</li> <li>• McDougalls have awarded the apprenticeship and this will feature on the cover of our next edition.</li> </ul> <p><b>Health and Safety</b></p> <p>The intruder alarm has been upgraded and is now wi-fi - this will increase our security as in if someone should cut the phone line our alarm system would still operate.</p> <p><b>Cleaners</b></p> <p>Following Anne, the cleaners' resignation, Danielle Watson has started in the position and staff are very happy with the job she is doing. Following 19 years' service, Anne was presented with a card and flowers as well as staff contributions and the EVH leaving cheque.</p> <p><b>Website</b></p> <p>Erica, Pierre and Sandra met with Alan Neary from Kiswebs to discuss upgrading our website. We are looking at ways in which we can incorporate F.O.I. requests and minimise the impact this will have when it becomes implemented.</p> <p><b>Scrutiny Panel</b></p> <p>The Panel met on Thursday 16<sup>th</sup> May and are reviewing the Bulk Uplift service as the next to topic for scrutiny. One tenant came specifically to enquire about joining the Management Committee and applied for Share Membership at the meeting.</p>

<b>11.0</b>	<b><u>Property Services Report</u></b>
11.1	<p><b>Maintenance Budget report:</b></p> <p>Planned Cyclical Maintenance. Project includes both painting and gutter cleaning. Painting will commence late May continuing through to September. A projected overspend is due to painting work which includes addresses from last year that were not included.</p> <p>Landscape Maintenance. On site. Grass cutting is starting a little earlier, following winter pruning and moss control.</p> <p>Reactive repairs for all Contractors. Peter advised that as per Erica’s instruction, repairs costs were not to be included in this report. This is to allow ongoing credits and debits to be clarified. A more accurate report will be given at the June meeting.</p> <p>Gas Service &amp; Maintenance. As above. A more accurate report to be given next month.</p> <p>Medical Adaptations. Grant has been applied for, awaiting confirmation of award.</p> <p><b>Maintenance Component Replacement Contract Project:</b></p> <p>Windows 2018/19 Ph 11A, 11B, 12. This project is the carry forward addresses from the previous contract and installations are due to completed at the end of May.</p> <p>Dwelling Doors Phase 10, Type 4, 6, 8 &amp; 9. Project will start and be completed next month.</p> <p>Kitchen Type 1,2, 6, 14 &amp; 15. Project is currently being tendered.</p> <p>Bathroom Phase 13. Project is currently being tendered and returns due mid June.</p> <p>Heating Phase 13. Project will start and be completed in June.</p> <p>Fire Safety Compliance. Smoke and Heat detectors. Project is currently being tendered and returns due mid June.</p> <p>One off Void Component Replacement. Used for component replacements in one off situations.</p>
<b>12.0</b>	<b><u>Sub Committees</u></b>
12.1	<u>Finance and Audit Sub and Housing Services Sub Committees – April 2019</u>

	<p>There was no Finance Sub Committee meeting last month.</p> <p>Housing Services Sub Committee meeting 16<sup>th</sup> April 2019. Billy was not at the last meeting and Sheila asked if he any concerns or issues, of which he had none.</p>
<b>13.0</b>	<b><u>Self Assessment Against Regulatory Standards</u></b>
	<p>This policy reflects updated Regulatory Framework from April 2019 and was sent out with the papers with the updates/changes highlighted in yellow. This was to make the said changes obvious to members.</p> <p>Following some discussion, the Committee agreed to the policy.</p> <p>Proposed by Rhona and seconded Billy Stevenson.</p>
<b>14.0</b>	<b><u>Recruitment of Housing Assistant</u></b>
14.1	<p>This report was presented for approval at the Management Committee as this involves a change to the staff structure.</p> <p>Pierre went on to explain the reasons behind this vacancy and the necessity to fill this post.</p> <p>There was much discussion after which Committee agreed to the appointment of a Housing Assistant.</p> <p>Proposed by Billy Stevenson and seconded by Sheila Cope.</p>
<b>15.0</b>	<b><u>Committee Appraisals</u></b>
	<p>Pierre has been liaising with EVH to arrange the appraisals for this year, with a proposal that the Management Committee undergo a Collective Appraisal, followed by individual meetings to ascertain development needs for each individual. During the individual meetings the consultant will ask for feedback on the performance of the Chairperson, in line with the procedure for a 360 appraisal.</p> <p>The consultant will circulate forms at the next Committee meeting on 18<sup>th</sup> June 2019.</p> <p>Proposed by Billy Stevenson and seconded by Yvonne McDonald</p>
<b>16.0</b>	<b><u>Provision of Services to Dalmuir Park H A</u></b>
	<p>Pierre advised that Dalmuir Park HA have approached Knowes to enquire about engaging the services of Peter French, our Property Services Manager. Dalmuir Park have asked for assistance to help with the procurement and delivery of capital and cyclical projects, with a fee arrangement to be agreed.</p>

	<p>This arrangement will be monitored to ensure that it does not interfere with the delivery of Knowes' service.</p> <p>Proposed by Billy Stevenson Seconded by Yvonne McDonald</p>
<b>17.0</b>	<b><u>Objectives, Property Services and Corporate Services 2019 / 20</u></b>
17.1	Committee were presented with the objectives for both Property Services and Corporate Services. This was for information only as the objectives form part of our Business Plan
<b>18.0</b>	<b>EVH Report</b>
18.0	Report contained details of up-coming course and events. If there was any interest, to let us know.
<b>19.0</b>	<b><u>Health and Safety</u></b>
	Included in the Corporate Services report.
<b>20.0</b>	<b><u>Apologies for Future Meetings</u></b>
	None
<b>21.0</b>	<b><u>Any Other Business</u></b>
21.0	None
<b>22.0</b>	<b><u>Date of Next Meeting</u></b>
	The date of the next Management meeting to Tuesday 18 <sup>th</sup> June 2019 at 6.30 pm.