

**Knowes Housing Association  
Management Committee Meeting  
Tuesday 5<sup>th</sup> February 2019 @ 6:30pm  
Knowes Housing Association Offices, Field Road, Faifley**

**MINUTE OF MEETING**

**In Attendance**

Pierre De Fence, Director  
Peter French, Senior Property Services Manager  
Erica Davidson, Head of Finance  
Sandra Love, Senior Corporate Services Officer  
Wilma Scott, Corporate Services Assistant (Minutes)

**Present**

Rhona Polak  
Sheila Cope  
Billy Stevenson  
Cllr Lawrence O'Neill

<b>1.0</b>	<b><u>Apologies</u></b>
1.1	Apologies were received on behalf of Councillor Jim Finn, Frank Newey, Yvonne McDonald, Janet Cassidy, Katie Devaney
<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>
	There were no new Share members this month.
<b>4.0</b>	<b><u>Minute of Meeting held on 4<sup>th</sup> December 21018 and Matters Arising</u></b>
4.1	Committee/Staff Strategy Planning Day – Sheila noted that the date recorded in 4.1 & 5.0 was incorrect, it should have read 2019.  Thereafter the minute was agreed and accepted as an accurate record. Proposed by Sheila Cope and Seconded by Billy Stevenson.  Matters Arising - None.
<b>5.0</b>	<b><u>Correspondence</u></b>

	<p><u>Faifley Art Group</u></p> <p>A thank you letter was received from Faifley Art Group for our donation of £100</p> <p><u>Email from Michael Cameron, Chief Executive SHR</u></p> <p>The email advised that due to a change in legislation, as of 8 March 2019 registered Social Landlords will no longer have to apply to the Scottish Housing Regulator (SHR) for consent for the disposal of land or assets and for constitutional and organisational changes.</p> <p><u>Email regarding Universal Credit –</u></p> <p>The email reported on the delay in the roll out of a pilot scheme involving 10,000 claimants of Universal Credit. The pilot is now scheduled to run from July 2019 until July 2020, followed by a managed migration from September 2020.</p> <p><u>Email donation request from Faifley Community Council</u></p> <p>A donation request has been made for £200 to assist with the purchase of Fridge/Freezer for the food bank. This was agreed and Proposed by Billy Stevenson and Seconded by Sheila Cope.</p>
<p><b>6.0</b></p>	<p><b><u>Rent Increase proposal (Approve)</u></b></p>
<p>6.1</p>	<p>Erica gave a presentation on the Rent setting process for 2019/20 and advised that a questionnaire was sent out to all tenants as part of the consultation exercise. The consultation included two options, one being a rent increase of 2.8% as opposed to a rent increase of 3.6% which would allow for an estate caretaker to be employed. The consultation received a return of 178 responses out of a possible 1033. A breakdown of the figures showed:</p> <p>69% did agree with a proposed rent increase of 2.8%  72% felt that with this increase their rent would still be affordable  59% thought their rent represented good value for money  There was little support for the option of employing an estate caretaker.  Erica explained that as CPI had reduced since the consultation, the Finance sub committee had agreed that a lower rent increase of 2.6% should be proposed.</p> <p>The Committee discussed this</p> <p>Thereafter a rent increase of 2.6% was agreed</p> <p>It was noted that there was an error in the cash flow document and a figure of £30,000 should be entered in Capital Expenditure.</p>

	<p>Proposed by Sheila Cope Seconded by Billy Stevenson</p>
<p><b>7.0</b></p>	<p><b><u>Director's Report</u></b></p>
<p><b>7.1</b></p>	<p><b>Stock Control Year to Date as at 23<sup>rd</sup> January 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 has concluded</p> <p>Total properties 1034 rented (including Dunn Street respite centre) 691 owners</p> <p><b>Development Proposals</b></p> <p><b>Abbeylands Road bowling and tennis court sites.</b></p> <p>WDC have agreed to progress the sale of the site to Knowes however progress has been slow and it is difficult to obtain responses to emails or phone calls. The proposed sale price is £50,000 and Pierre will now look to progress with the purchase. Pierre also advised that he will seek an individual valuation if necessary to validate the price being asked. Pierre will continue to update committee on future matters relating to the purchase.</p> <p><b>Welfare and Money Advice Project</b></p> <p>Following a meeting with CIRC, it has been agreed that the current service of 2 half days per week will continue next financial year.</p> <p><b>Committee Training</b></p> <p>Health &amp; Safety training has taken place and feedback from the training course has been positive.</p> <p>Future training on GDPR will take place in Knowes office on 21<sup>st</sup> February 2019 at 6pm.</p> <p><b>Universal Credit</b></p> <p>The roll out remains slow in terms of uptake and we are continuing to monitor the effect on our staff.</p>

	<p><b>Committee / Staff Strategy Planning Day</b></p> <p>Pierre advised that we are currently thinking about the theme for the away day and an agenda will be prepared.</p> <p>Pierre stated that he feels we should be looking at what will or customers and staff will expect of a housing organisation in 2040. We need to consider the usual business planning tools such as SWAT etc. As new build opportunities are limited, the likelihood of entering partnerships with other HA's is low. We also need to look at how we keep Knowes fresh and prepared for our future customers and staff.</p> <p><b>Committee Member Attendance Record 2018 – 2019</b></p> <p>Councillor Jim Finn will continue to have authorised absence for the committee meetings due to ill health.</p> <p>Councillor O'Neill advised that the provision of a substitute councillor was discussed at his council meeting and at this stage there is no substitute available. Councillor O'Neill will continue to attend Knowes committee meetings in his role as Committee Member.</p>
8.0	<p><b><u>Corporate Services Report</u></b></p>
8.1	<p><b>Contractors</b></p> <p>Clydebank High School jobs fayre took place on Monday 21<sup>st</sup> January with McDougall's, City Building, the Bell Group, Pierre, Peter, Kirsty, and Sandra in attendance. McDougall's are offering an apprenticeship in joinery to a local young person, City Building are also offering an apprenticeship, and the Bell Group work experience. The Bell Group also offer a considerable amount of community support by way of face painting or similar at Gala day, organising mini sports days in primary schools and supporting local events at Easter and Christmas.</p> <p><b>Health and Safety</b></p> <p>All staff have now had a DSE over the last year and Sandra will start the process again for 2019 beginning with those who had their DSE in early 2018.</p> <p><b>Scrutiny Panel</b></p> <p>The Scrutiny Panel recently had their first meeting of the year and the first task of the panel will be to scrutinise the revamped Allocations Policy for Housing Management. Sandra will make arrangements for the panel to meet with that of another housing association, probably Queens Cross as their panel has been in operation for many years.</p> <p><b>Newsletter</b></p> <p>The newsletter is now going out 3 times a year in the months of April, August and December.</p>

**Cochno Stone**

Community led rock mapping programmes are in place and being led by Kenny Brophy, Senior Archaeologist at the University of Glasgow. Details of the dates and times were contained in the December issue of Knowes' magazine and the Cochno Stone project was on the front cover of the MSP's annual report.

**Faifley Community Council**

Sandra attended a meeting on 31<sup>st</sup> January a discussion took place over a community led 'Faifley Foodbank'. FCC are aware that many local people struggled financially at Christmas and have taken the decision to set up a foodbank in Faifley.

This will be based at Skypoint or the White Church for distribution

**Dogs Trust Event**

A further event is booked for 20<sup>th</sup> February 2019 at Skypoint and this will be advertised locally. So far we have helped nearly 100 Faifley dog owners have their pets' micro chipped and health checked. These events prove to be very popular with our tenants and we receive a lots of thanks for organising at the time.

**CSE**

The CSE visit took place on 18<sup>th</sup> January and Knowes received a good report and an additional compliance plus.

**Complaints**

From 1<sup>st</sup> April 2018 to date we have received 18 Stage 1 complaints, 7 of which were upheld. In that time we also received 10 stage 2 complaints and of these 1 was upheld. All complaints were dealt with within the timescales set out in the SPSO Model Complaints guide.

**Repairs Satisfaction Survey**

There were 32 responses to the survey. The winner of the £35 voucher was selected at random and this was respondent number 17

**Medical Adaptations Survey**

One response was received and therefore this return will receive the £35 voucher.

**Faifley Community Council Report – 31<sup>st</sup> January Meeting**

**Road network** – in addition to the proposed speed limit on Glasgow road discussions are in place to situate a roundabout at the bus station.

8.2

WDC meet in 2 weeks to set the new council tax level

**Police report** – 11 reported crimes in Faifley in Jan

Police are receiving multiple complaints regarding youths congregating in Auchnacraig wood to drink alcohol and believe that the trees and campfire area is acting as a focal point for gatherings. Broken glass, fighting and rowdy behaviour

	<p>a real problem for local people and FCC agreed with the police that the trees be removed.</p> <p><b>White Church</b>  Gregor the minister had spoken to Sandra previously as the church wants to provide a starter pack for families in need that move into the area. See leaflet. Knowes are putting the leaflet into our new tenant packs and it is worded in such a way that people decide for themselves if this is something they would like to take up.</p> <p><b>Foodbank</b>  The Community Council are joining a group called Fareshare, which will assist with the needs of the local Food Bank. Sandra issued an information sheet on how Fareshare works..</p>
<p><b>9.0</b></p>	<p><b><u>Property Services Report</u></b></p>
<p><b>9.1</b></p>	<p><b>Maintenance Budget report:</b></p> <p>Planned Cyclical Maintenance – Expenditure to date £80,164. This project includes the painting project, gutter cleaning with owners costs deducted.</p> <p>Landscape maintenance – Expenditure to date £55,694. The expenditure figure includes the deduction of the owner’s charges. Invoice awaited from the Contractor.</p> <p>Reactive repairs for all Contractors – Expenditure to date £652,027, this is heading for an overspend.</p> <p>Gas Service &amp; Maintenance – Expenditure to date £79,434. Invoice awaited from Contractor.</p> <p>Medical Adaptations – Expenditure to date £19,716. Adaptations have been completed for this year, and there is a waiting list for 2019/20</p> <p><b>Maintenance Component Replacement Project:</b></p> <p>Windows 2017/18 PH 7 &amp; 9 Expenditure to date £38,680. This project is the c/fwd installations from the 2017/18 window project. The revised budget figure is the spend from this project which was allocated against this year’s spend. The estimated final expenditure is the final payment for this project.</p> <p>Windows 2018/19 Ph 11A, 11B, 12 Expenditure to date £268,972. This project is currently on site. As at 4 February we had installed 125 windows. The programme extends to end of Feb for outstanding addresses.</p>

9.2	<p>Dwelling Doors Types 1 &amp; 2 – Expenditure to date £0. Project on site, 27 fitted. Programme to end of Feb for remaining addresses.</p> <p>Communal Flooring – Expenditure to date £90,833. Project completed.</p> <p>Door Entry Phase 9 &amp; 10 Expenditure to date £0. A reduced project has been identified comprising 9 (Langfaulds St) of the original 27 closes. This project will be delivered in February/March.</p> <p>One off Void Component Replacement – Expenditure to date £57,320. Used for component replacements in one off situations.</p> <p>EWIS 2018/19 – Expenditure to date £0. This project is the external insulation (EWIS) of a 4 in-a-block. Work complete with the exception of painting for the under building.</p> <p>Peter presented the following amended Policies for Approval</p> <p>Recoverable Repairs – Approved by Rhona Pollak and Seconded by Sheila Cope</p> <p>Asbestos Management – Approved by Billy Stevenson and Seconded by Councillor O’Neill</p>
<b>10.0</b>	<b><u>Sub Committees</u></b>
10.1	<p>The Management Committee were issued copies of the following Minutes with the exception of the Audit Sub Committee. There were no issues.</p> <p>Finance Sub Committee</p> <p>Audit Sub Committee – No paper</p> <p>Housing Management Sub Committee</p>
<b>11.0</b>	<b>Strategy Planning Day</b>
	As discussed in Directors report
<b>12.0</b>	<b>Committee Training Feedback</b>
12.1	As noted in Directors Report
<b>13.0</b>	<b><u>Policies</u></b>
13.1	<p>Self Assessment Against Regulatory Standards of Governance.</p> <p>Proposed by Rhona Polak and Seconded by Sheila Cope</p>

<b>14</b>	<b>EVH Report</b>
14.1	Pierre advised there was no report, but that the wages negotiation is on-going with EVH and the Unions.
<b>15.0</b>	<b><u>Health and Safety</u></b> Included in the Corporate Services report.
<b>16.0</b>	<b><u>Apologies for Future Meetings</u></b> Councillor Jim Finn due to Ill Health
<b>17.0</b>	<b><u>Any Other Business</u></b> None.
<b>18.0</b>	<b><u>Date of Next Meeting</u></b> The next Management Committee meeting will be held on Tuesday 5 <sup>th</sup> March 2019 at 6.30 pm.