

**Knowes Housing Association
Management Committee Meeting
Tuesday 2nd April 2019 @ 6:30pm
Knowes Housing Association Offices, Field Road, Faifley**

MINUTE OF MEETING

In Attendance

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

Present

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

1.0	<u>Apologies</u>
1.1	Apologies were received from Janet Cassidy and Cllr Lawrence O'Neill.
2.0	<u>Declaration of Interest</u>
2.1	None
3.0	<u>New Share Members</u>
	There were no new Share members this month.
4.0	<u>Minute of Meeting held on 5th March 2019 and Matters Arising</u>
4.1	<p>The minute was agreed and accepted as an accurate record. Proposed by Yvonne McDonald and seconded by Sheila Cope</p> <p>Matters Arising</p> <p>Edinbarnet Donation/Defibrillator. Rhona asked if we had received an update from Cllr O'Neill following his meeting with the Parent Council with regards to WDC helping to fund a defibrillator. Pierre advised that he had not heard from Lawrence.</p> <p>It was decided to keep this item on hold for the time being until we have an update.</p>

5.0

Correspondence

Donation Request from Auchnacraig Nursery

A request for a donation of £110 was received from the nursery for help to buy Easter eggs for the children.

After some discussion Committee agreed to a donation of £110.00. Proposed by Yvonne McDonald and seconded by Sheila Cope.

Billy declared an interest at this point and did not take part in any discussions.

Brownie and Guide Unit

A donation request was received from Carol-Ann Innes, new leader of the Brownie and Guide Unit, which is held in the White Church. Carol-Ann explains in her letter that their funds are very low and as well as a new programme beginning in September, they are trying to take the girls to Catterburn on 17th May for a weekend away.

There was some discussion and Committee agreed this was a worthy group trying to do their best to help girls in the local area.

Committee agreed to a donation of £100.00. Proposed by Rhona Polak and seconded by Yvonne McDonald.

Independent Resource Centre

Pierre advised that a letter had been received from the IRC relating to a cost of £2,000 for outreach work. Pierre explained that in the past, this £2,000 was included within our grant funding submissions, but as this is no longer the case, this cost was not included in our costings of £14,000 to cover the current service of 2 half days per week for 2019 – 2020.

There was much discussion surrounding this confusion and in the end Committee agreed that Knowes would bear the costs of the additional £2,000. This would be met through our core funds from last year.

It was also noted that the Scottish Government are going to provide funding to some projects for 3 months. Knowes has applied for this funding and if successful, this could be used to cover this additional cost.

Proposed by Rhona Polak and seconded by Yvonne McDonald.

EVH

Invitation from EVH inviting Committee to a one day seminar on Sunday 12th May 2019, 10am – 2.30pm, being held at the Radisson Blu Hotel in Glasgow.

	<p>If anyone would like to attend, they were asked to let Sandra know and she would make the necessary booking(s).</p>
<p>6.0</p>	<p><u>Director's Report</u></p>
<p>6.1</p>	<p>Stock Control Year to Date as at 26th March 2019</p> <p>Mortgage to Rent / Buy Backs</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 concluded Buy back Faifley Road concluded</p> <p>Total properties 1036 rented (including Dunn Street respite centre) 691 owners</p> <p>Development Proposals</p> <p>Abbeylands Road bowling and tennis court sites.</p> <p>Pierre advised that The District Valuer had now come back to him with a site value of £127,000, this is a gross valuation and needs to have the cost of demolition and remediation of the land deducted. WDC is to arrange a meeting with Pierre.</p> <p>Welfare and Money Advice Project</p> <p>We are still awaiting advice on whether or not our bid for funding has been successful.</p> <p>Committee Training</p> <p>Training - Managing Change. Pierre and Sandra are still trying to arrange a convenient date for the training, which is likely to be in the summer. This would be carried out either by EVH or Share.</p> <p>It was noted that Committee appraisals are due to be carried out soon and Pierre advised that EVH have a package in place whereby "group" appraisals can be carried out, followed by individual appraisals. All agreed this would be a good idea as it would mean all members would be available on the one night, rather than the appraisals spanning several weeks.</p> <p>Universal Credit</p> <p>We are seeing an increase in the number of Universal Credit cases, Pierre mentioned that these are increasing by approximately 20 cases per month.</p>

Committee / Staff Strategy Planning Day

All agreed that the staff and Committee planning day was a great success and was enjoyed by all.

A copy of the presentation and a Minute of the day were given to each member to take away with them.

Freedom of Information (FOISA)

Pierre and Sandra both attended a session on the new “Freedom of Information” Act which comes into force in November this year. Pierre explained that this Act allows anyone the right to access information held by public sector organisations. Pierre noted that we are working on an action plan to achieve compliance in advance of November.

Committee Member Attendance Record 2018 – 2019

Report attached for information.

The issue of Ugo’s leave of absence was raised again and it was noted that he had not attended any meetings in the last twelve months. Pierre wrote to Ugo last month but has not received a response.

Under the circumstances it was agreed that Ugo be removed from Committee. Pierre would write to Ugo to inform him of this decision.

It was noted that our Committee membership is declining. Sandra intends to contact local groups such as Edinbarnet and St Joseph’s Parent Council’s to ask if she could attend their meetings in order for her to try and encourage their members to join our Committee.

7.0 Corporate Services Report

Sandra took Committee through her report and advised the following:-

Community Engagement

Bus Trip

The list for the bus trip on 4th July for the older residents of Faifley will be advertised as open in the April Magazine. We will be travelling to Perth with a stop off at Callander on the way back for High Tea. Ann Gaggin is going to accompany Sandra this time.

Mapping Exercise

	<p>Sandra went along last Saturday morning to the rock mapping exercise. There was a good turnout of both students from Glasgow School of Art, Glasgow Uni and local people and all were digging and scraping away the soil to uncover and map cup and ring stones of substantial size.</p> <p>AGM</p> <p>Skypoint has been booked for the AGM in September.</p> <p>Faifley Gala Day</p> <p>Faifley Gala day will take place on Saturday 20th July 2019</p> <p>Contractors</p> <p>Peter has contacted McDougalls who have confirmed that two local people are being considered for the apprenticeship and they will let us know when this process is complete.</p> <p>Health and Safety</p> <p>DSEs are continuing and on track. It is likely that the expenditure for this year will reduce as most staff now have gel wrist rests and mouse mats and new chairs are in place for who needed one.</p> <p>Newsletter</p> <p>Sandra is compiling the April edition of the Newsletter and asked if Committee wanted something included, to let her know.</p> <p>Complaints</p> <p>Complaints to date (26/03/19) - we have received 21 stage one complaints – 9 of which were upheld and 14 stage two complaints one of which was upheld.</p> <p>All complaints were responded to within the predetermined timescales.</p> <p>Schools</p> <p>Sandra and Erica attended the 60th anniversary of St Joseph’s Parish Church. The service was followed with tea in the school hall and a singing recital by the choir.</p>
8.0	<u>Property Services Report</u>
8.1	<p>Contractors Performance 01/04/2018 - 31/03/2019</p> <p>It was noted that the date on the report was incorrect (01/04/2019). This would be changed accordingly.</p>

Pierre took Committee through the figures, advising the average time taken to complete non-emergency repairs was 7 days and to complete emergency repairs was just under an hour. The number of appointments completed on time was 68 (100%), the number of right first time fix was 200 (90.31%) and the gas service report was 100%.

8.2 **Maintenance Budget report:**

Planned Cyclical Maintenance – expenditure to date £81694. All projects are complete and invoiced.

Landscape Maintenance – Spend to date is £67,609. We are awaiting final invoices when owner's deductions are accounted for.

Reactive repairs for all Contractors – expenditure to date is £791,724 which is due mostly to an increase in the level of voids. Yvonne suggested we have a separate budget for voids, however Pierre did not think this would work for us because it would not matter what the budget was, when a void does come in we need to do the necessary repairs etc in order for us to get the property in good condition and ready to let for rental income.

Pierre would however, speak with Peter and ask if it would be possible to show the total costs for voids and a separate cost for reactive repairs.

Gas Service & Maintenance – Expenditure to date £100,056. Programme is on track and is 100% compliant.

Medical Adaptations – Expenditure to date £19,716. Adaptations complete for this year.

Maintenance Component Replacement Contract Project:

Windows 2017/18 PH 7 & 9 Expenditure to date £38,680. This project is the carry forward 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.

Windows 2018/19 Ph 11A, 11B, 12 Expenditure to date £302,870. All installations up to end of March are complete. There are 6 addresses programmed for April due to no accesses

Dwelling Doors Types 1 & 2 – Expenditure to date £41,247. Project complete, awaiting final invoice.

Communal Flooring – Expenditure to date £90,833. Project complete.

Door Entry Phase 9 & 10 Expenditure to date £0. Project complete and invoiced.

	<p>One off Void Component Replacement – Expenditure to date £64.065. Used for component replacements in one off situations.</p> <p>EWIS 2018/19 – This project is the external insulation (EWIS) of a 4 in-a-block. Work complete. Spend when owners invoices are deducted will be £20,845.</p> <p>Phase 13 Heating Replacement Project</p> <p>Pierre advised that Whitehill Crescent (Phase 13) are due to have their boilers replaced this year. There are 32 properties in this project. Given that we have recently tendered for our Gas Service project and within the project we had costed for this boiler replacement work, it was recommended to Committee to agree to award the contract to City Building based on their cost within the Gas Service tender return.</p> <p>This was agreed and accepted. Proposed by Billy Stevenson and seconded by Yvonne McDonald.</p> <p>At this point Sheila mention that whilst her yearly gas service was being carried out, the engineer went on to replace/install two new smoke alarms, an extra alarm was installed in her living room together with a heat sensor in her kitchen. Sheila asked if this was normal practice. Pierre responded by saying no, this was not part of our contract with City Building and Pierre would look into this further.</p>
9.0	<u>Sub Committees</u>
9.1	<p><u>Finance and Audit Sub and Housing Services Sub Committees - March 2019</u></p> <p>All of the members of the Sub Committees were present tonight and the Minutes were agreed as satisfactory, with nothing to add.</p>
10.0	<u>Strategy Planning Day</u>
	<p>The Minute of the day was tabled for Committee to take home with them.</p> <p>All agreed the day was a great success and was enjoyed by everyone.</p>
11.0	<u>Objectives 2019 – 20</u>
11.1	<p>Pierre took Committee through Short and Long Term Objectives, which had been put forward by the Senior Management Team following the away day. These included the need for us to increase Committee/Share membership, the need for us to monitor issues of demand for our properties, continuing to work towards GDPR compliance and prepare for Freedom of Information legislation later this year.</p> <p>The committee discussed the short and long term objectives and Pierre asked Committee if they would like anything added/changed, which they did not.</p>

12.0	<u>New Regulatory Framework</u> This document was brought to last months' meeting however, the changes made to the framework were not obvious. Pierre went through the document, highlighting in yellow, the changes made and some discussion took place. The self assessment against the standards will be updated in order that we can confirm whether we are compliant when it comes time to produce the assurance statement.
13.0	<u>Committee Training Feedback</u>
13.1	As noted in Directors Report.
14.0	<u>Policies</u>
14.1	<u>HM24. Unacceptable Actions Policy</u> Committee were advised that this policy has been put in place due to recent instances of unreasonable behaviour from our tenants to our staff. Following some discussion, it was noted there were a few discrepancies in the policy relating to legislation dates and it was agreed the policy would be corrected and brought to the April meeting for further discussion.
15.0	<u>EVH Report</u>
15.0	Information received regarding Seminar on 12 th May
16.0	<u>Health and Safety</u> Included in the Corporate Services report.
17.0	<u>Apologies for Future Meetings</u> None
18.0	<u>Date of Next Meeting</u> To accommodate signing off the statement for the ARC report, Pierre suggested we change the date of the next Management meeting to Tuesday 21 May 2019 at 6.30 pm. The Sub Committee meeting would change to 28 th May 2019. Subsequent meetings would be Tuesday 18 th June 2019 for the Management Committee and 25 th June 2019 for the Sub Committees. We will return to normal i.e. 1 st Tuesday of the month as of 6 th August 2019.

	These dates are provisional and dependent on both Erica and Martin agreeing to the changes.
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