

**Knowes Housing Association**  
**Management Committee Meeting**  
**Tuesday 18 June 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
Clr Lawrence O'Neill	Janet Cassidy
Yvonne McDonald	

<b>1.0</b>	<b><u>Apologies</u></b>
1.1	No apologies were received
<b>2.0</b>	<b><u>Declaration of Interest</u></b>
2.1	None
<b>3.0</b>	<b><u>Welcome to Observers</u></b>
	<p>Claire McGraw                  Lynsey Crystal                  Gary Clark                  Kevin Boyle</p> <p>The Committee welcomed the observers to the meeting.</p>
<b>4.0</b>	<b><u>EVH Appraisal Presentation (attached)</u></b>
	<p>A short presentation was provided by Share regarding their Committee Membership appraisal methods and the importance of the Committee working effectively as a whole and as individuals. A questionnaire was circulated whereby Senior Staff and the Committee had to assess the Committee's effectiveness based on a four level scoring from low to high in specific aspects of the job. It was agreed that Share would return to begin the appraisal process on 16<sup>th</sup> July.</p> <p>Presentation and questionnaire attached.</p>

5.0	<p><b><u>Minute of Meeting held on Tuesday 21 May 2019 and Matters Arising</u></b></p> <p>The minute was agreed as accurate</p> <p>Proposed by Billy Stevenson Seconded by Sheila Cope</p>
5.1	<p><b><u>Minutes of Sub committee meetings</u></b></p> <p>The committee heard that some of the observers had attended the previous sub-committee meetings and a short discussion over the content of the meetings took place.</p>
6.0	<p><b><u>New Share Members</u></b></p> <p>There were 7 new Share members this month:</p> <ul style="list-style-type: none"> <li>1 resident Quarryknowe Street</li> <li>1 resident Limekilns Street</li> <li>1 resident Roman Court</li> <li>1 resident Dillichip Close</li> <li>1 resident Swallow Road</li> <li>1 resident Bryson Street</li> <li>1 resident Veitches Court</li> </ul> <p>Proposed by Rhona Polak, Seconded by Yvonne McDonald</p>
7.0	<p><b><u>Correspondence</u></b></p> <p>A letter has been received from Auchnacraig Nursery School requesting a donation that could be offered as prizes at their Summer Fayre scheduled for 22<sup>nd</sup> June 2019. A declaration of interest by Billy Stevenson was noted as Billy advised his granddaughter attended the nursery.</p> <p>The committee agreed that two £20 vouchers would be donated as prizes, in line with the recent donations to local schools.</p> <p>Proposed by Yvonne McDonald, Seconded by Katie Devaney</p>
8.0	<p><b>EVH</b></p> <p>The EVH report was noted and Sandra advised that the report included information on the 2019 annual conference which is being held at the Fairmont in St Andrew's from 22<sup>nd</sup> to 24<sup>th</sup> November 2019. Sandra asked the committee if there was anyone who wished to attend the conference whereby Yvonne and Katie expressed an interest and as such this was agreed.</p>

9.0	<p><b><u>Health and Safety</u></b></p> <p>Sandra advised the Committee that this would be covered within the Corporate Services report.</p>
10.0	<p><b><u>Director's Report</u></b></p> <p>10.1 <b>Stock Control as at 14 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  Buy Back Faifley Road in progress  Buy Back Abbeylands Road in progress</p> <p>Total Properties 1036 rented (including Dunn Street respite centre). 691 owners.</p> <p>10.2 <b>Abbeylands Road bowling green and tennis court sites:</b>  Pierre advised that subsequent to him lodging a formal complaint re the lack of contact from WDC over the development, he had been contacted to say that the matter was being looked into and a full response would be received by 21<sup>st</sup> June. Pierre also advised that due to the delay there was a high chance that the funding seam would be over-subscribed and as such Knowes could miss out.</p> <p>10.3 <b>Welfare and Money Advice Project</b>  Pierre has lodged an application for grant funding which would allow the projects to continue for the next 30 months.</p> <p>10.4 <b>Committee Training</b>  The Managing Change training has not yet been arranged as the appraisals may also flag up additional training requirements.</p> <p>10.6 <b>Universal Credit Roll Out</b>  Pierre advised that we now have 86 Universal Credit cases and that these account for £33,000 (30%) of our non-technical arrears. He also advised that a staff restructure would hopefully help to combat the problem.</p> <p>10.7 <b>Pensions Update</b>  Pierre referred to a recent communication from TPT and advised that because of the way in which the pension scheme has been valued a number of unfavourable assumptions had been made. As such, a further valuation was taking place based on a previous method of calculation and it was hoped that this would provide more positive findings. The next update will be in September.</p>

<p>10.8</p> <p>10.9</p> <p>10.10</p> <p>10.11</p>	<p><b>Policy on Settlement Agreements</b> The Settlement Policy was tabled for discussion later in the meeting under AOB</p> <p><b>Business Plan</b> Following the SHR recommendation that RSL's should, at intervals, carry out a strategic options appraisal as part of Business Planning. As such, it is intended to present an options appraisal to the Committee meeting in August 2019.</p> <p><b>Committee Member Attendance Record</b> The Committee commented that Pierre's agenda had the wrong date and it was agreed that this would be rectified.</p> <p><b>Tenant Satisfaction Survey</b> Pierre advised the survey had been out to tender and we had received submissions from three companies, two of which specialise in this type of survey. Pierre recommended that the submission from Resource Research be accepted as this scored the highest points during the scoring process, and also happened to quote the best price. The Committee agreed to proceed with these findings.</p> <p>Proposed by Billy Stevenson, Seconded by Yvonne McDonald</p>
<p>11.00</p>	<p><b><u>Corporate Services Report</u></b></p> <p><b>Sandra took the Committee through the Corporate Services Report</b></p> <p><b>Community Engagement</b></p> <ul style="list-style-type: none"> <li>• Sandra is attending a Faifley Community Council meeting to discuss the organisation of Faifley Gala Day on 20<sup>th</sup> July.</li> <li>• McDougalls have advised that the bus is booked and they are negotiating a price for us to have high tea at The Old Band Restaurant in Callander on 4<sup>th</sup> July.</li> <li>• OFGEM have become aware of our solar panel and insulating cladding initiatives and have requested that their Chief Exec and Governing Body, GEMA, have a tour of the estate. They also wish to meet with tenants and hear first-hand about the benefits. Sandra has been in touch with the MSP's office and he is going to submit a Scottish Parliamentary Motion congratulating Pierre and Knowes on this achievement. We are also hoping for wider publicity within the media.</li> </ul> <p><b>Management Committee Membership</b> A number of people have confirmed interest in becoming Members of the Committee. Pierre and Sandra met with them prior to the 18<sup>th</sup> June meeting to provide information on the purpose, content and running order of meetings.</p>

	<p><b>Health and Safety</b> Sandra is continuing to work through staff who are due a DSE and is in the process of booking herself on a First Aid refresher course as her certificate expires in August.</p> <p><b>Scrutiny Panel</b> The Panel is met on Thursday 13<sup>th</sup> June and are currently reviewing the services supplied by Caledonia and in particular the close cleaning contract along with the back court tidying and bulk uplifts.</p> <p><b>Summer Newsletter inc ARC Report</b> Sandra is compiling the next newsletter and the SMT are providing the info required for the ARC report. There are photos that Knowes' Camera club took last year that can be included in this year's edition as they have not yet been published.</p>
12.0	<p><b>Property Services Report</b></p> <p>Peter went through the report and commented that the Landscape Maintenance project was ongoing and the gas service and maintenance was 100% complete. Peter also advised that the £20,000 Medical Adaptation Scottish Government grant funding had been received, and that this would clear the waiting list for adaptations. The dwelling door project is on site and making good progress, while 10 tenders have been received for the bathroom phase thirteen in Whitehill Cres.</p> <p>Peter also advised that the heating phase thirteen in Whitehill Cres was on site and the PCS returns for Fire Safety compliance were to be returned for the end of July.</p>
13.0	<p><b>Annual Statistical Review</b></p> <p>The Committee discussed the review findings and it was noted that overall Knowes HA had performed well in comparison with other QEF group members.</p>
14.0	<p><b>Election of Committee Members</b></p> <p>The Committee unanimously agreed that the four observers interested in joining the Management Committee could be voted on to serve.</p> <p>However the following day it was noted that Mr Boyle had failed to return his Share Membership form and when contacted he advised that he no longer wished to join the committee as he thought it would be too time consuming. As such, Knowes HA has three new Committee Members.</p> <p>Proposed by Rhona Polak, Seconded by Yvonne McDonald</p>

<b>15.0</b>	<b><u>AOB</u></b>
15.1	<p><b>Tabled – Settlement Policy</b></p> <p>The policy was discussed and the Committee agreed that it should be taken home and given some thought prior to the next meeting where further discussion could take place.</p>
15.2	<p><b>Report on The Tender for External Audit Services</b></p> <p>Erica has asked that this document be brought to committee for consideration as the service had to go out to tender and it was important to have an auditor in place prior to the AGM. The committee considered the report and agreed on the matter.</p> <p>Proposed by Sheila Cope, Seconded by Katie Devaney</p>
15.3	<p><b>Apologies</b></p> <p>It was agreed that the importance of submitting advance apologies be reiterated.</p>
15.4	<p>Erica has asked that the Committee be reminded that the Auditor would be re-elected at each AGM.</p>
<b>16.0</b>	<p><b>Date of Next Meeting</b></p> <p>The date and time of the next meeting is 6<sup>th</sup> August 2019 at 6.30pm.</p>