

## **Blairtummock Housing Association**

### **Minutes of the Management Committee meeting held on Wednesday 14<sup>th</sup> May 2025 @ 6.30pm, Hybrid meeting at 45 Boyndie Street, G34 9JL & Via Microsoft Teams**

#### **Present**

Catriona Jamieson (Chair)  
Jim Kane  
Betty McGill  
Margaret Pirrie

#### **In Attendance**

Gillian Bell, Housing Services Manager  
Eddy Ferguson, Community Regen. Man  
John King, Director  
Della McKelvie, PA/Office Manager (Mins)  
Linda Russell, Finance Manager

#### **Absent**

Mandy Morgan

#### **Special Leave**

Gary Wood

#### **Action**

#### **1.0 Apologies:**

- 1.1 Apologies received on behalf Irene Black, Margaret Ann Kelly, Donna Miller, Claire Reynolds (Co-opted) and Jason Thet.

#### **2.0 Declaration of Interest:**

- 2.1 No declarations of interest.
- 2.2 Housing Services Manager wished it to be noted that Donna Miller should have been advised at previous meeting that her property was included within the next investment works – no addresses of works were provided within report, Management Committee noted this declaration of interest retrospectively.

#### **3.0 Minutes of Previous Meetings:**

- 3.1 **Management Committee – 23<sup>rd</sup> April 2025**

The above minutes were approved by Catriona Jamieson and seconded by Jim Kane.

#### **4.0 Matters Arising:**

##### **4.1 Update on GCC Temporary Furnished Flats**

All properties progressing well, Management Committee requested this standing item be removed from agenda, if issues arise in future can be added again. **DMcK**

##### **4.2 Meeting Log – 23<sup>rd</sup> April 2025**

Management Committee noted the contents within the meeting log.

##### **4.3 Risk Register – High Risk**

4.3.1 No changes to risk register at present.

##### **4.4 Flexible & Home Working Policy**

Director advised that automatic rights aspect of policy had changed and been omitted from review last month. Management Committee approved the policy.

##### **4.5 Donations & Community Chest Policy**

Management Committee discussed the policy and additional information provided in relation to donations over last few financial years. After lengthy discussion it was agreed to increase the donations budget to £3,000 and the donation to the Church for gala day can be deducted from this budget. Committee also approved adding the £400 small grants fund to this budget bring total to £3,400.

#### **5.0 Community Regeneration Manager Presentation**

- 5.1 It was recognised within Individual Learning Statements from Committee appraisals that there was a knowledge and skills gap for some Committee in terms of the regeneration activities of the Association and their role as a committee member. As a training topic, the Community Regeneration Manager gave a presentation to Management Committee on his role within the organisation and how regeneration activities help to deliver the vision and objectives within the Business Plan. There was an opportunity for Committee to ask questions to enhance their knowledge in relation to community regeneration and investment.

## **6.0 BRO Update**

- 6.1 Community Regeneration Manager advised that the following should read 6.5 hrs in Qtr 3 not Qtr 2:

*The Community Hall was used more over the period, hosting: GNE Foodbank, FARE and Local Family Support Group – averaging just over 8.9 hrs each week (6.5 hrs in Q2).*

- 6.2 CRM also informed Management Committee that ESOL classes will commence again as additional funding has been sourced by them.
- 6.3 Management Committee went on to discuss the pros and cons of employing staff to work at the Community Hall in an evening so that it can be utilised more. Management Committee requested that the CRM look into this in more detail as they wish to explore this further.

## **7.0 Quarterly Community Regeneration Update**

- 7.1 Management Committee noted contents within the report.

## **8.0 Nationwide Mandate**

- 8.1 Finance Manager advised that Nationwide require an updated mandate for signatories for their records. Management Committee granted approval for the signing of mandate with John King, Gillian Bell and Eddy Ferguson's information, it was noted that the date of birth for Eddy was incorrect and this will be amended prior to signing.

## **9.0 Notifiable Events Register**

- 9.1 Director and Chairperson were happy to advise that the Scottish Housing Regulator have officially closed the notifiable event in relation to Director's Retirement. Management Committee also noted that this was the only notifiable event within previous reporting year.

## **10.0 Staffing & Administration Sub-committee**

### **10.1 Equalities Report – Housing Services Manager Post**

Management Committee noted information on equalities information provided during the advertisement of the Housing Services Manager.

Management Committee noted low number of applicants and also congratulated Gillian Bell on her promotion.

## **11.0 Housing Management & Maintenance Sub-Committee**

Housing Services Manager discussed the Sub-committee reports with Management Committee and the layout style of reporting. After discussion Management Committee approved trialling a different format at next meeting, their preferred reporting style would be reporting by exception.

The following was noted within current reports:

## 11.1 **Legal Action Rents**

11.1.1 Decrees for eviction in quarter and year to date including outcome: 0

11.1.2 Cases booked to court in quarter and year to date: 1

11.1.3 Notice of Proceedings (NOPs) issued in quarter: 4

11.1.4 Rent Arrears Context: Current Rent Arrears: 2.82% Management Committee were pleased to noted that arrears below 3% target considering increasing number of tenants moving to Universal Credit.

## 11.2 **Legal Action Anti-Social/Estate Management**

11.2.1 Decrees awarded in quarter and year to date: 0

11.2.2 Cases booked to court in quarter and year to date: 0

11.2.3 Notice of Proceedings (NOPs) issued in quarter - 1 and year to date – 1.

11.2.4 ABC or other legal actions, e.g. ASBO/UBN, initiated and/or ongoing in quarter and year to date: 0

11.2.5 Abandonments served and outcomes: 1 served this quarter, total of 4 at year end.

11.2.6 Decisions on new cases: 0

## 11.3 **Performance**

11.3.1 Relet Performance in quarter against target and year to date:

Rent Loss - £2,394.36 which is 0.08% of yearly rent debit and within set targets.

11.3.2 Relet Times – 17.6 days which is out with the 15 day target set.

11.3.3 Current Arrears - £87,342.34 which is 2.82% of debit. Former tenant arrears is £14,073.06 which is 0.45% of debit.

11.3.4 There were 19 neighbour/estate management complaints received, all were complete within timescales.

#### 11.4 **Allocation & Terminations**

11.4.1 Management Committee were advised that Association received 86 applications forms in this quarter with an average processing time of 3 days.

11.4.2 Committee noted there were 10 relets in quarter 4 and from the following categories:

Section 5 – Homeless Referral – 5  
Transfer List – 4  
Waiting List – 1

11.4.3 There were 11 terminations in quarter 4 and for the following reasons:

- Harassment – 1
- Deceased – 5
- Transfer - 5

11.4.4 There were 11 offers made in quarter 4 with 1 refusal. The reason for the refusal was:

- Bedroom was too small

11.4.5 Fifteen visits were carried out in quarter 4 and below is a breakdown off satisfaction of tenants when moving in:

A: Very Satisfied – 93% (14 tenants)  
D: Fairly Satisfied – 7% (1 tenant)

11.4.6 Twelve applications were suspended in quarter 4 and the reasons are:

Current/former tenant arrears with landlord: 12

## **11.5 Estate Management Update & Anti-social Behaviour**

- 11.5.1 Management Committee were advised that due to staff shortages in January and February pro-active inspections were not carried out. Actions taken during March 2025 were noted.

Estate inspections continued.

No issues with stair cleaning reported in quarter.

BRO subsidiary continue to clean up back courts and also sweep out bin stores.

## **11.6 Tenancy Sustainment Update**

- 11.6.1 Number of tenancy sustainment cases to date at end of quarter 4 was a total of 57 cases out of which 47 have been resolved.

Where a case remains unsolved staff continue to work with tenants making sure that that the relevant support is put in place, often through referrals to external agencies.

- 11.6.2 Other tenancy assistance has continued to be offered.

## **11.7 Universal Credit**

- 11.7.1 HSM advised that the Association still have 282 tenants in receipt of Universal Credit.

- 11.7.2 Table B gives information on payments received via Universal Credit, Committee noted the following :

- Direct payments to BHA at end of period 13 is 189 an increase of 17 case.
- Payment to tenant – 93, a decrease of 17 in period 9.

- Arrears Direct payment to BHA – 21 cases a decrease of 6 since period 9.

11.7.3 Arrears figure has increased slightly from Quarter 3 £70,865.57 to £72,208.50 at end of Quarter 4.

11.7.4 Difficulties continue when new claimants receive their first 2 payments directly before Association can request payments come direct to them.

## 11.8 **Write off Report**

11.8.1 Committee approved the write off amount totalling £16,010.72.

## 11.9 **Contractors Reactive Performance**

11.9.1 No concerns raised over reactive performance.

## 11.10 **Contractors Average Response Times**

11.10.1 Committee acknowledged Contractor's average response times and that they are not giving any cause for concerns.

## 11.11 **Tenant Safety**

Management Committee discussed how the Regulator are requiring assurance with regard to tenant safety issues and how there will be new ARC indicators for this. Committee agreed that this report is there to help give confirmation and assurance to them in reporting for the ARC & Annual Assurance Statement returns.

- Asbestos – no new cases.
- Electrical Safety – All checks carried out within anniversary.
- Gas Safety - 223 checks all completed within anniversary.
- Damp & Mould: 8 cases reported within Quarter 4, works orders issued and advice given where required.



Legionella – Conversions of all cold water storage tanks to mains supply is expected to be complete by week ending 16<sup>th</sup> May 2025.

## **12.0 Dashboard Report Jan – Mar 2025**

- 12.1 Management Committee noted that no issues of concern within report.

## **13.0 Tender Report – Office Solar**

- 13.1 Previously Committee discussed a proposal to fit solar panels to the office roof and a battery storage system within office. Further work on the proposal was delayed due to changes in staff roles, however quotes for the works have now been obtained via Quick Quote procurement method via Public Contracts Scotland. Three contractors submitted quotes via PCS, all quotes excluding VAT.

Management Committee discussed the quotations, concerns were raised by Management Committee on lack of knowledge of each contractors previous works in this area and they requested that staff request references on each contractor prior to a decision being undertaken.

## **14.0 Representative Bodies Feedback**

No updates from Committee Representatives. Management Committee requested that GWSF be added to this section of agenda.

### **14.1 EVH**

No update.

### **14.2 EHRA**

Director advised that he had attended EHRA meeting today, was poorly attended and concerns on how much longer will stay established, may carry on but in a different format.

Gardeen have advised they wish to resign as Secretary at next AGM.

**14.3 SHR**

The Regulator have advised both Association and Chairperson that they have closed the notifiable event regarding the vacant Director's post.

**14.4 SFHA**

SFHA mailings continue to be issued.

**14.5 SHARE**

Mailings continue to be shared.

**15.0 Correspondence Report**

15.1 No correspondence report.

**16.0 Date & Time of next meeting – 21<sup>st</sup> May 2025 @ 6pm**

16.1 The meeting on 21<sup>st</sup> May 2025 is for approval of the ARC, Director highlighted how important that this meeting went ahead and document approved. The ARC will be the only agenda item. Management Committee discussed whether to have the meeting on Teams, it was agreed that it was important that meeting held in person.

**17.0 Any other Competent Business**

17.1 **As there was no further business to discuss the meeting closed at 8.40pm.**

Della McKelvie  
May 2025

Chairperson: \_\_\_\_\_