

Blairtummock Housing Association

Minutes of the Management Committee meeting held on Wednesday 12th February 2025 @ 6.30pm, Hybrid meeting at 45 Boyndie Street, G34 9JL & Via Microsoft Teams

Present

Catriona Jamieson (Chair)
Jim Kane
Margaret Ann Kelly
Mandy Morgan (Co-opted)
Betty McGill
Margaret Pirrie
Claire Reynolds (Co-opted)
Jason Thet
Gary Wood

In Attendance

Gillian Bell, Interim Housing Services
Manager
John King, Interim Director
Della McKelvie, PA/Office Manager (Mins)
Olwyn Gaffney, SHARE (Part)

Absent

N/A

Special Leave

N/A

Action

1.0 Apologies:

1.1 Apologies received on behalf Irene Black and Donna Miller.

2.0 Declaration of Interest:

2.1 Agenda Item 8 – BRO Update. Margaret Ann Kelly & Gary Wood declared an interest. It was agreed that no one was required to leave the meeting while this discussion was undertaken.

2.2 Agenda Item 12.1 – Wages Ballot. All staff declared an interest in wages ballot. It was agreed that all staff would leave the boardroom during this discussion.

3.0 Minutes of Previous Meetings:

3.1 Management Committee – 22nd January 2025

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

3.2 Blairtummock & Rogerfield Opportunities – 23rd January 2025

The above minutes are for information only.

4.0 Matters Arising:

4.1 Update on GCC Temporary Furnished Flats

Interim Housing Services Manager (HSM) advised that there are no issues with TFF properties at present.

Association have now advised GCC that they wish the property in South Rogerfield to be returned, no response received to this request at time of meeting.

4.2 Meeting Log – 22nd January 2025

Management Committee advised that they were satisfied with the new layout to form, previous outstanding items are now included.

Management Committee acknowledged contents within the log, no further clarification requested.

4.3 Risk Register – High Risk

4.3.1 Risk – Nursery Facility Lying Empty

Management Committee advised that they were not in agreement with the current scoring of this risk. The nursery rent is not comparable to rental income generated and the scoring of this item is higher than rental income. Interim Director will amend and return at next meeting.

4.3.2 Risk – Impact of external/political/financial factors create threats to BHA's Business Plan

Management Committee discussed how the withdrawal of winter fuel payment had its own scoring within this risk and agreed that this should be changed to either a stand alone risk or absorbed into the current risk and the scoring element removed as would come under the generic heading.

4.3.3 Risk - Reductions in BHA income and tenant ability to pay rent due to Universal Credit

Management Committee requested no change unless Senior Management Team felt appropriate to change scoring to keep in line with risk at agenda item 4.3.1.

5.0 Committee Appraisal

5.1 Olwyn Gaffney was in attendance to give a presentation on findings from the Committee Appraisal that was undertaken over recent months.

5.2 Management Committee have all been issued with their own individual learning plans and the overall appraisal report and Association Learning Development Plan was included within meeting reports.

5.3 Olwyn will issue the presentation to staff so that it can be forwarded to all Management Committee Members.

5.4 Management Committee discussed how to progress with training, whether internal or external training providers/e-learning and it was highlighted that if arranged as many as possible should be attending to ensure get most from training.

After discussion and following recommendations within the presentation it was agreed to prioritise:

- Succession Planning
- Annual Assurance Statement
- Learning & Development Plan Year Ahead

- 5.5 Management Committee agreed to review progress in 3-6 months.

Olwyn left meeting at this point

6.0 Housing Management & Maintenance Sub-Committee

Interim Housing Services Manager discussed the Sub-committee reports with Management Committee and following was noted:

6.1 Legal Action Rents

- 6.1.1 Decrees for eviction in quarter and year to date including outcome: 0
- 6.1.2 Cases booked to court in quarter and year to date: 0
- 6.1.3 Notice of Proceedings (NOPs) issued in quarter: 1
- 6.1.4 Rent Arrears Context: Current Rent Arrears: 2.75%.

6.2 Legal Action Anti-Social/Estate Management

- 6.2.1 Decrees awarded in quarter and year to date: 0
- 6.2.2 Cases booked to court in quarter and year to date: 0
- 6.2.3 Notice of Proceedings (NOPs) issued in quarter and year to date: 0
- 6.2.4 ABC or other legal actions, e.g. ASBO/UBN, initiated and/or ongoing in quarter and year to date: 0
- 6.2.5 Abandonments served and outcomes: One served this quarter with a total of 3 for current year.

IHSM advised that Regulator after their recent consultation on ARC will no longer be reporting on this outcome within the ARC Returns. Management Committee agreed that this outcome is not required

to be reported to them going forward, staff will continue to monitor operationally.

6.2.6 Decisions on new cases: There were no new cases.

6.3 **Performance**

IHSM advised of an error within report prior to discussion. Within the table at 6.3.1 & 6.3.2 and Quarter 3 / Within target (not to exceed 1%) should have a Y current report has N.

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

Rent Loss - £1,981.32 which is 0.06% of yearly rent debit and within set targets.

6.3.2 Relet Times – 15 days which is just within the 15 day target set.

6.3.3 Current Arrears - £84,676.35 which is 2.73% of debit. Former tenant arrears is £20,220.57 which is 0.65% of debit.

6.3.4 There were 12 neighbour/estate management complaints received, one was dealt with, outwith timescales.

6.4 **Allocation & Terminations**

6.4.1 Management Committee were advised that Association received 125 applications forms in this quarter with an average processing time of 2 days.

6.4.2 Committee noted there were 11 relets in quarter 3 and from the following categories:

Section 5 – Homeless Referral – 4
Transfer List – 4
Waiting List – 3

6.4.3 There were 10 terminations in quarter 3 and for the following reasons:

- 5 deceased
- 3 outwith area
- 1 bought own home
- 1 transfer

6.4.4 There were 13 offers made in quarter 3 with 3 refusals. The reasons for the refusals were:

- Section 5 – Already re-housed
- 2 x Did not want level access shower

6.4.5 6 visits were carried out in quarter 3 and below is a breakdown off satisfaction of tenants when moving in:

A: Very Satisfied – 100%

6.4.6 13 applications were suspended in quarter 3 and the reasons are:

12 – current/present arrears with landlord.

6.5 **Estate Management Update & Anti-social Behaviour**

6.5.1 IHSM advised Management Committee that the Temporary Housing Assistant has recently been absent due to ill health so this may impact the number of inspections carried out in Quarter 4.

Management Committee noted that in Quarter 3:

- 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.

6.6 **Tenancy Sustainment Update**

6.6.1 Number of tenancy sustainment cases to date at end of quarter 3 was a total of 47 cases out of which 38 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.

- 6.6.2 Other tenancy assistance has continued to be offered; Foodbank – 36 referrals in this quarter; Community Chest Fund – 27 grants paid totalling £4,423; Referrals to G-heat; Iceland Vouchers; Wise Group and Money Advice Service.

Management Committee were pleased to be advised that funding has been secured for rainbow fund, 25 awards have been granted of £30 each award – total £750 in quarter 3.

- 6.6.3 Over 66-year house visits continue to be undertaken. Management Committee acknowledged the recent success story where tenant received a £1700 backdated payment.

- 6.6.4 IHSM advised that some fuel vouchers have become available and staff will work with tenants who are identified to claim the vouchers.

6.7 **Universal Credit**

- 6.7.1 IHSM advised that the Association now have 282 tenants in receipt of Universal Credit.

- 6.7.2 At end of quarter 3 there has been an increase of 27 new cases in Table A. this continues to rise due to the migration to Universal Credit for a number of tenants.

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

- Direct payments to BHA at end of period 9 is 172 an increase of 16 from 156 at period 6.
- Payment to tenant – 110 period 9, an increase of 11 from period 6.

- Arrears Direct payment to BHA – 27 cases an increase of 3 new cases since period 6.

6.7.4 Arrears figure has reduced from Quarter 2 £72,555.98 to £70,865.57 at end of Quarter 3

6.7.5 Still facing difficulties when new claimants receive their first 2 payments directly before Association can request payments come direct to them.

6.8 **Write off Report**

6.8.1 Committee approved the write off amount totalling £22,625.32.

6.8.2 Management Committee discussed the post for Housing Assistant to complete house visits and try and assist in identifying vulnerable tenants. This may aid in reducing write off amounts, a database could be formed and highlighting when regular visits are required or not. Director advised that a provision for a 12 month post is contained within budget and will be progressed.

6.9 **Contractors Reactive Performance**

6.9.1 Interim Housing Services Manager advised of an error within the report – Total number of jobs complete should read 415 not 416 this is due to the number of Emergency jobs completed on time being

Committee were updated on Contractors reactive performance which is monitored. All repairs completed within target times.

6.10 **Contractors Average Response Times**

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

6.11 **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: 5 cases reported within Quarter 3, works orders issued and advice given where required.

IHSM advised that the Association have purchased the Maintenance Officer a meter which helps monitor humidity and condensation levels.

Association have also shared a video produced by Maryhill Housing Association with their permission on our website which is a guide educating on condensation/damp. This will be shared on Facebook page also.

- Legionella – Surveys of ex GHA transfer properties are ongoing. Testing will be carried out where required.

6.12 **Appeals**

6.12.1 **Case 1**

Management Committee discussed the re-charge and agreed that charges will stand. Tenant should not be turning valves off at boiler, this caused the call out as no fault found.

6.12.2 **Case 2**

Management Committee discussed how tenants living within district heating blocks require a

specialised contractor for heating repairs, it was agreed that due to specialised contractors being more expensive it was unfair to these tenants. After discussion Management Committee agreed to charge for repair as tenant has admitted fault but not additional costs incurred due to a specialised contractor being appointed.

6.13 Approval of New Contractor

6.13.1 Management Committee approved the addition of Prymo Flooring to the Contractors List as all checks – references and insurances were satisfactory.

7.0 Quarterly Community Regeneration

7.1 Interim Director presented report on behalf of Community Regeneration Manager, contents noted with no questions.

8.0 BRO Quarterly Update

8.1 The above report was noted.

9.0 Mid Year Review of Business Plan

9.1 Management Committee have agreed to procure a Consultant to begin the process of compiling a new Business Plan. No updates except items mentioned previously under High Risks within Risk Register.

10.0 DASHBOARD REPORT: OCT – DEC 2024

10.1 Management Committee noted the report and confirmed that the 1 notifiable event was the Director's Retirement as post still to be filled. Interviews will be complete 24th February 2025.

11.0 Staffing & Administration Sub-committee

11.1 No reports.

12.0 Representative Bodies Feedback

12.1 **EVH**

12.1.1 Monthly update attached to papers.

12.1.2 Annual Conference – Management Committee requested information on day delegate prices to be obtained. Office Manager will contact EVH and forward to all.

12.1.3 Wages Ballot – **All staff representatives left the meeting at this point.**

Once staff representatives returned Chairperson requested information regarding National Insurance Employers Contribution Increase be received prior to Management Committee responding to ballot directly to EVH.

12.2 **EHRA**

No update.

12.3 **SFHA**

SFHA News continues to be issued to all, if anyone interested in any of the training courses please advise Office Manager.

12.4 **SHR**

Interim Housing Services Manager had previously explained changes to reporting for ARC return early in meeting during Housing Management & Maintenance Sub-committee reports.

12.5 **SHARE**

Training Courses – Anyone wishing to attend any of the training courses can advise Office Manager.

Annual Conference – Anyone who is interested please advise Office Manager.

13.0 **Correspondence Report**

13.1 No report.

14.0 Date & Time of next meeting – 12th March 2025 @ 6pm

14.1 Management Committee agreed the above date and time was suitable.

15.0 Any other Competent Business

15.1 Policy Reviews

Chairperson requested that policies that are relevant to duties of Management Committee explain more in regards to what is expected of Committee Members and in a clear and concise manner. Interim Director took comments onboard and will action.

15.2 Storm Damage

IHSM advised that the works required to repair recent storm are costly and procurement procedures have to be followed, quotes have now been received and works orders will be issued.

Management Committee asked why not covered by insurance and were advised that fence works are only covered if works complete within last 5 years, if any come under this category Association will look into an insurance claim. Management Committee requested if any fence came down in this storm that has recently been fitted due to previous storm damage that it is not fitted like for like but alternative options are looked at, this may be different style of fencing or wall etc.

15.3 Director Position

Chairperson updated the Management Committee on the progress of appointing a new Director. The final interview will take place on 24th February 2025. She will then contact them all directly via email after this process to advise outcome, whilst also providing

them with information that was requested for the Wages Ballot discussed previously under agenda item 12.1.

As there was no further business to discuss the meeting closed at 8.10pm.

Della McKelvie
February 2025

Chairperson: _____