

Blairtummock Housing Association

**Minutes of the Management Committee meeting held on
Wednesday 13th November 2024 @ 6.30pm, Hybrid meeting at
45 Boyndie Street, G34 9JL & Via Microsoft Teams**

Present

Irene Black
Catriona Jamieson (Chair)
Jim Kane
Donna Miller
Betty McGill
Margaret Pirrie
Claire Reynolds
Jason Thet
Gary Wood

In Attendance

John King, Housing Services Manager (Part)
Della McKelvie, PA/Office Manager (Mins)
Jacqui O'Rourke, Director

Absent

Mandy Morgan

Special Leave

N/A

Prior to the start of meeting, it was noted that Tender Contract report was not noted on the agenda, but was included within the papers, this will change the minute numbering from point 11 onwards.

Action

1.0 Apologies:

1.1 Apologies from received on behalf Margaret Ann Kelly.

2.0 Declaration of Interest:

2.1 Donna Miller & Gary Wood declared interest an interest in Agenda Item 8: BRO Update.

3.0 Minutes of Previous Meetings:

3.1 Blairtummock & Rogerfield Opportunities AGM – 3rd October 2024

The above minutes are for information only.

3.2 Blairtummock & Rogerfield Opportunities – 3rd October 2024

The above minutes are for information only.

3.3 Management Committee – 9th October 2024

Minutes were proposed by Donna Miller and seconded by Margaret Pirrie.

3.4 Management Committee – 30th October 2024

Minutes were proposed by Catriona Jamieson and seconded by Gary Wood.

4.0 Matters Arising:

4.1 Update on GCC Temporary Furnished Flats

No issues at present.

Housing Services Manager advised that the Association only have one property remaining in South Rogerfield which is a TFF property. The Association will be requesting this property be returned so that it can be sold, due to the South Rogerfield exit strategy previously approved. There is a chance that Glasgow City Council may request another property in its place, if this happens they will be invited along to meet with Management Committee to discuss.

4.2 Meeting Log – 9th October 2024

Committee noted the contents within the log.

4.3 Meeting Log – 30th October 2024

Committee noted the contents within the log.

5.0 Dashboard Report – July – September 2024

5.1 Director advised that the Notifiable Event item was the Association advising of her retirement. This was also reported in error on the last quarter report, April – June 2024 should have stated 0 in Notifiable Events and not 1.

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Committee noted remaining information provided for period July - September 2024

6.0 Housing Management & Maintenance Sub-Committee

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: 0

6.1.4 Rent Arrears Context: Current Rent Arrears: 3%.

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, eg. ASBO/UBN, initiated and/or ongoing in quarter and year to date: 0

6.2.5 Abandonments served and outcomes: 2. One abandonment served will result in tenancy ending due to tenant having new tenancy elsewhere but refusing to give notice.

Management Committee requested an update on the case where drugs were found in property. Housing Services Manager advised that awaiting confirmation from Police but led to believe this was a small amount for personal consumption.

Decisions on new cases: no new cases.

6.3 **Performance**

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

Rent Loss - £1,419.45 which is 0.04% of yearly rent debit and within set targets.

6.3.2 Relet Times – 18 days which is out with the 10 day target set.

6.3.3 Current Arrears - £93,005.64 which is 3% of debit. Former tenant arrears is £23,399.04 which is 0.76% of debit.

6.3.4 There were 14 neighbour/estate management complaints received which were all dealt with within timescale.

6.4 **Allocation & Terminations**

6.4.1 There were 123 applications forms received with an average processing time of 2 days.

6.4.2 There were 10 relets in quarter 2 and from the following categories:

Section 5 – Homeless Referral – 5

Transfer List – 4

Waiting List – 1

Management Committee noted that Association are slightly under target for Section 5 referrals, this will continue to be monitored.

6.4.3 There were 11 terminations in quarter 2 and for the following reasons:

- 2 deceased
- 1 outwith area
- 1 moved to care home
- 2 bought own home
- 1 family reason
- 4 transfers

6.4.4 There were 14 offers made in quarter 2 with 4 refusals. The reasons for the refusals were:

- Family member didn't want to move
- No longer wants tenement
- Someone was smoking at close door
- Too many stairs

6.4.5 11 visits were carried out in quarter 1 and below is a breakdown off satisfaction of tenants when moving in:

A: Very Satisfied – 82%

B: Fairly Satisfied – 18%

C: Neither satisfied or Dissatisfied – 0%

D: Fairly Dissatisfied – 0%

6.4.6 13 applications were suspended in quarter 1 and the reasons are:

12 – current/present arrears with landlord.

1 – no access at house visit

Housing Services Manager advised that Provanhall Housing Association have withdrawn from the joint housing application due to change over in their systems. This should not affect Association going forward.

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

- 6.5.1
- Estate inspections are continuing.
 - No issues with stair cleaning reported.

- BRO 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 2 was a total of 35 cases out of which 27 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.

Other tenancy assistance has continued to be offered; Foodbank; Community Chest Fund; Referrals to G-heat; Iceland Vouchers; Wise Group and Money Advice Service.

A series of visits of all tenants over 66 year is currently being undertaken. This will allow for us to give information for assistance that we provide.

6.7 Universal Credit

- 6.7.1
- At end of quarter 2 there has been an increase of 33 new cases in Table A (not 26 as stated within report) which is expected to increase due to migration to Universal Credit for a number of tenants.
 - Table B 4 new cases (not 0 as reported) error when copying information over.
 - Arrears figure has increased from Quarter 1 £58,783.83 to £72,555.98 at end of Quarter 2, which is attributed to tenants on Universal Credit.
 - 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 £19,705.18.

6.8.2 Management Committee discussed employing an additional staff member to carry out tenant visits to try and highlight problems that may arise in tenancies that could prevent some of the issues that cause such large amounts to be written off. It was agreed to add the position into the draft budget and a further discussion could be undertaken at that meeting. **JK**

6.9 Contractors Reactive Performance

6.9.1 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 Committee were updated on Contractors average response times, which are not giving any cause for concerns.

6.11 Tenant Safety

- Asbestos – no new cases.
- Electrical Safety – All checks carried out within anniversary.
- Gas Safety - 223 checks all completed within anniversary.
- Damp & Mould: 3 cases, works orders issued and advice given where required.
- Legionella – Survey ongoing and awaiting results of test for the properties BHA acquired from GHA Transfer as some blocks still have water tanks in attics, which serves the bathrooms.

6.12 Succession Appeals

6.12.1 Case 1

Management Committee discussed the succession appeal and approved the succession due to the following reasons:

- Proof of benefit claims at property since 2022
- Letters of support of living at property from neighbours
- Support from Councillor Greer of living at property
- Termination of own tenancy in 2022 verified by BHA staff

6.12.2 Case 2

Management Committee agreed to refused the succession appeal reasons as follows:

- Not permanently residing at property

6.13 Domestic Abuse Policy

6.13.1 Management Committee approved the review of the policy with a one year review date.

John King left the meeting at this point.

7.0 Quarterly Community Regeneration

7.1 Management Committee noted the report and highlighted the following:

- Association were successful in their joint Lottery Funding application with local partners
- Former Rogerfield Primary School Site – Consultation event to be held on Saturday 16th November.

8.0 BRO Quarterly Update

8.1 The above report was noted, discussion around promoting the hall and volunteers was held.

9.0 Mid Year Review of Business Plan

9.1 Management Committee noted the Business Plan and approved the changes made to the appendices. The following changes at risk register to be made: **JO'R**

- Nursery facility change probable to 5 as still ongoing with delays in contract being undertaken in the facility. Delays due to Care Inspectorate having to do due diligence.
- Affordability of BHA Rents – Probability to be changed to 3 as current measures are sufficient to reduce this probability.

10.0 Staffing & Administration Sub-committee

10.1 Equalities Report – Finance Assistant Vacancy

Management Committee noted the equalities report from information provided by applicants for the recently advertised Finance Assistant position.

11.0 Contract Tenders

11.1 Management Committee approved the extending the contract with CopyServ until March 2027 and approved the revised Schedule of Contract Tenders.

12.0 Representative Bodies Feedback

12.1 EVH

Monthly update attached to papers.

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 Della.

12.4 **SHR**

Assurance statement returned.

12.5 **SHARE**

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

13.0 Correspondence Report

13.1 **Glasgow West of Scotland Forum (GWSF)**

GWSF have issued a letter with information on joining fees and what services they provide. Management Committee agreed to invite David Bookbinder along to March meeting so an informed decision can be made.

14.0 Date & Time of next meeting – 11th December 2024 @ 6pm

14.1 Management Committee noted the above date and time. Apologies submitted by Gary Wood.

14.0 Any other Competent Business

14.1 **Electric Charging Point**

Director advised that the charging point in the car park at the moment is breaking even for costs incurred/earned, she advised that legislation changes in 2025 may hinder this and that this should be monitored.

As there was no further business to discuss the meeting closed at this point.

Della McKelvie
November 2024

Chairperson: _____