

## Blairtummock Housing Association

### Minutes of the Management Committee meeting held on Thursday 8<sup>th</sup> February 2024 @ 6pm, Hybrid meeting at 45 Boyndie Street, G34 9JL & via Microsoft Teams

#### Present

Catriona Jamieson (Chair)  
Jim Kane  
Margaret Ann Kelly  
Donna Miller  
Betty McGill  
Mandy Morgan (Part)  
Jason Thet

#### In Attendance

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

#### Absent

N/A

#### Special Leave

Irene Black

#### Action

#### 1.0 Apologies:

1.1 Apologies were received on behalf of Margaret Pirrie. Mandy Morgan also apologised as due to a prior commitment she could only stay for part of the meeting.

#### 2.0 Declaration of Interest:

2.1 Donna Miller declared an interest in Agenda Item 9 – BRO Update.

#### 3.0 Minutes of Previous Meetings:

#### 3.1 Management Committee – 11<sup>th</sup> January 2024

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**

4.1.1 No new incidents have occurred.

4.1.2 Housing Services Manager highlighted that the Association still has 3 TFF properties in South Rogerfield area which the communal area are in states of disrepair. The Association have received a Notice from Glasgow City Council as an owner in the area regarding the condition. The Association have an exit strategy in place for South Rogerfield due to the properties being spaced throughout and not being majority owner in close so experiencing difficulties trying to get communal repairs carried out. This will be brought back for further discussion.

## **4.2 Meeting Log – 11<sup>th</sup> January 2024**

Committee noted the content within the log.

## **4.3 Management Committee Attendance**

4.3.1 Discussion took place regarding Committee attendance, in recent months attendance has declined and after discussion last month it was agreed to raise at this meeting to see if other dates/times for the meeting were more suitable. Since the meeting last month Scottish Housing Regulator has been in touch with concerns regarding Committee attendance and Director has responded to say that it was discussed at last meeting and to be raised again at this meeting. The Regulator has requested copies of both sets of minutes.

4.3.2 Director also advised that letters have been sent to Committee Members regarding their attendance and how best to move forward making it easier for them. Donna Lang has replied to advise that due to personal circumstances she would have to step down from Management Committee and submitted a letter of resignation. Director has contacted other tenants regarding joining the Management Committee and is discussing a possible Co-optee position.

- 4.3.3 It was agreed that meetings would remain at 6pm but would now be held on Wednesday evening (2<sup>nd</sup> Wednesday of the month) instead of Thursday.

**Mandy left the meeting at this point.**

## **5.0 Housing Management & Maintenance Subcommittee**

### **5.1 Legal Action Rents**

5.1.1 The following information was noted from previous quarter:

- Decrees for eviction in quarter and year to date including outcomes: 0
- Cases booked to court in quarter and year to date: 0
- Notice of Proceedings (NOPs) issued in quarter: 0
- Total arrears at end of quarter: £98,490.83

### **5.2 Legal Action Anti-social/Estate Management**

5.2.1 There were zero Decrees; Cases Booked to Court; Notice of Proceedings and ABC or other legal actions taken during the quarter.

5.2.2 Three Abandonments served during quarter; Two of tenancies ended and 1 tenant passed away.

### **5.3 Performance**

5.3.1 Relet performance in quarter against target and year to date:

- Rent Loss - £1,858.26 which is 0.06% of yearly rent debit and within set targets.
- Average relet times 20.5 days out with 10 days and under target set.

Discussions around relet period for void properties and not being able to make the 10 day target.

Reasons for delays:

- Poor conditions of voids
- Meter issues
- Properties last refurbished over 30 years ago

Housing Services Manager and Senior Housing Manager are meeting to discuss a strategy to improve re-let timescales.

5.3.2 Current Arrears - £83,303.77; Former Tenant Arrears - £15,187.06 which is 0.52% of debit and within targets set.

5.3.3 Seven neighbour/estate management complaints received in quarter, 100% responded to within timescales.

#### 5.4 **Allocations & Terminations**

5.4.1 During quarter, 93 housing applications were received and 10 applications were suspended from list – 9 due to current/former tenant arrears and 1 due to anti-social behaviour.

5.4.2 Nine relets within quarter as follows:  
1 – Section 5 – Homeless Referral  
4 – Transfer List  
4 – Waiting List

5.4.3 End of quarter 30% of lets this year to Section 5 Referrals, target is 35%.

5.4.4 Eleven tenancies were terminated during this period.

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

5.5.1 Due to staff sickness, the Association employed a temporary Housing Assistant who was in place throughout Quarter 3.

The temporary Housing Assistant carried out inspections at least once a week and made appropriate contact with tenants where necessary.

Staff levels have returned to normal and a detailed report of Q4 will be provided at the next meeting.

5.5.2 Stair Cleaning: No issues with stair cleansing service reported.

## 5.6 Tenancy Sustainment Update

5.6.1 Twenty-three cases throughout quarter and 14 of these have been resolved.

Staff continue to work with tenants where a case remains unresolved, staff ensure that the relevant support is put in place, often through referrals to external agencies.

Other tenancy assistance has continued to be offered since 1<sup>st</sup> April 2023 via Foodbank; Rainbow Fund; Community Chest Fund; Referrals to G-heat; Iceland Vouchers; Wise Group and Money Advice Service.

## 5.7 Universal Credit

5.7.1 At the end of Period 9 the following information was noted:

- UC Claimants – 211
- Average Arrear UC Cases - £224.16
- Total Arrears Cases – 110
- Arrears increased by £1,421.19 over the quarter
- Direct payments received by BHA – 124
- Direct payments to tenants – 87
- No. Arrears Direct payments received – 24 (this is up by 5 from previous quarter)

## 5.8 Rent Arrears Policy

5.8.1 The above policy was approved with a three year review date. Housing Services Manager advised that recommendations have been implemented within policy/workings of team from recent internal audit.

## 5.9 **Neighbour Disputes & Anti-social Behaviour Policy**

5.9.1 Policy approved with a three-year review date.

## 5.10 **Estate Management Policy**

5.10.1 Policy approved with a three-year review date.

## 5.11 **Contractors Reactive Performance**

5.11.1 All repair categories are performing on target with exception of Daytime Emergency repairs, these are being monitored.

## 5.12 **Contractors Average Response Times**

5.12.1 Average response times are not giving cause for concern.

## 5.13 **Tenant Safety**

5.13.1 The following information was noted:

Asbestos - No new cases

Electrical Safety - All completed within anniversary

Gas Safety - All 210 completed within anniversary

## 5.14 **Approval of New Contractors**

5.14.1 The following contractors were approved:

- Alpha Pest Solutions
- Simpson Timber Systems (Builders)
- Saltire (Multi Trade)
- East End Home Improvements (Joinery)

## 5.15 **Solar Project for Office**

5.15.1 After discussion on the solar project proposal the following was agreed for further information required before decision can be made:

- Costs for any additional works
- Information on warranty for solar panels

- Check information and associated maintenance costs to ensure that money marked as savings is in fact savings and not be covered either maintaining solar panels or paying warranty etc.

5.15.2 Housing Services Manager will provide information for next Management Committee meeting.

## 5.16 **Allocations Policy**

5.16.1 Policy approved with a three-year review date. Housing Services Manager advised that the Association staff are to meet with Provanhall HA staff members and look at policy in more detail as both organisations have a joint housing application. Any changes from these meetings will be brought back to Management Committee for approval.

## 6.0 **Governance for Allocation**

6.1 Regulatory guidance advises that Governing body members and staff declare and manage openly/appropriately any conflicts of interest to ensure they do not benefit improperly from their position. This report advised Management Committee that a staff member of Blairtummock & Rogerfield Opportunities was offered and accepted a tenancy in line with the Association's Allocations Policy.

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

### 7.1 **Equalities Information – Maintenance Assistant Vacancy**

Management Committee noted the anonymous equalities information received during the recent job vacancy process.

## 8.0 **Quarterly Community Regeneration**

### 8.1 **Fare Intergenerational Project – Phase 2:**

FARE's services have returned to BCH (for seniors) and are well attended. They run two 2-hour sessions

on Monday and Thursday mornings. Management Committee requested this now be removed from the update.

## **8.2 Rogerfield Environmental Strategy:**

The paperwork, business planning and plans for community consultation are underway. This is intended to secure the site for future improvement with a 20 year lease.

## **8.3 Volunteering and Community Empowerment Hub:**

BHA's bid to Investing in Communities Fund (Scottish Government) was unsuccessful. Further potential funders are being sought.

## **8.4 Fuel Advisor and Capital Improvements (insulation):**

New bid submitted for capital improvements works and possible fuel advisor position.

## **9.0 BRO Update**

9.1 The above report is to supply Committee with information about the services and facilities provided by its BRO subsidiary during Quarter 3 of 2023/24 and provide forecast for Quarter 4 of 2023/24.

The subsidiary is working well but private function hires are still low since covid and have lost volunteers during pandemic and struggling to boost volunteer numbers. The BRO Board are continuously reviewing ways to improve this.

## **10.0 Quarterly Dashboard Report: Sept – Dec 2023**

10.1 The Dashboard Report is compiled to give Management Committee a snapshot of Association performance within each quarter. Information given updated Committee on income and expenditure; Health & Safety issues; Formal Complaints & Notifiable Events.



## **11.0 Business Plan Review**

11.1 Management Committee had looked at the strategic objectives last month and agreed that they wished to organise a review of the business plan for later in year and bring in a facilitator to host the event. It was agreed that Director will look at programme of meetings so that the business plan and appendices are reviewed at same time.

## **12.0 Representative Bodies Feedback**

### **12.1 EVH**

Monthly update attached to papers.

**Della and Jacqui left for Management Committee to discuss the EVH – Salary Negotiations correspondence and returned once discussions ended.**

Catriona will email response to EVH.

### **12.2 EHRA**

Group have discussed with Cllr Kelly the consultation on the local shopping centre regeneration and members have attended the consultation event, £4million pounds to be spent but a lot of works are required so all options are being considered, the possibility of only keep part of the shopping centre etc.

The spare ground in Blairtummock across from Aberdalgie Road and including the former Blairtummock Primary School site is under offer at present. Miller Homes have made a bid but not progressed as yet.

### **12.3 SFHA**

Weekly updates continued to be emailed to all Management Committee.

### **12.4 SHR**

Director advised at previous meeting that Regulator had been in contact in regard to minutes on website; as previously discussed committee attendance and also raised Committee awareness of notifiable events. Management Committee discussed their awareness of the notifiable events and how these are raised quarterly within the Dashboard Reports and annually. It was agreed that Regulator guidance on Notifiable Events would be re-issued to all Management Committee for information.

## 12.5 **SHARE**

Information on the annual conference was included. No one expressed an interest in attending but a few advised that it was unfortunate that there wasn't a Saturday day delegate option. Office Manager will email this to SHARE.

## 13.0 **Correspondence Report**

13.1 No correspondence

## 14.0 **Any Other Competent Business**

### 14.1 **Rent Consultation – Draw £50 Voucher**

Director requested that the Management Committee select a number between 2 – 75 for the £50 draw prize winner to be decided. Management Committee selected number 17.

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

Della McKelvie  
February 2024

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