

# Blairtummock Housing Association

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

### Present

Catriona Jamieson (Chair)  
Margaret Ann Kelly  
Donna Miller  
Mandy Morgan (Part)  
Jason Thet

### In Attendance

Della McKelvie, PA/Office Man (Mins)  
John King, Housing Services Manager  
Liam Boland, Observer  
Claire Reynolds, Observer

### Absent

N/A

### Special Leave

Irene Black

### Action

#### 1.0 Apologies:

1.1 Apologies were received on behalf of Jim Kane, Betty McGill and Margaret Pirrie.

#### 2.0 Declaration of Interest:

2.1 Donna Miller declared an interest in BRO Update.

#### 3.0 Minutes of Previous Meetings:

##### 3.1 Management Committee – 10<sup>th</sup> April 2024

To be brought back to next meeting.

##### 3.2 Blairtummock & Rogerfield Opportunities – 18<sup>th</sup> April 2024

The above minutes were noted.

#### 4.0 Matters Arising:

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

Two flats being returned by Glasgow City Council and all other properties are working well.

#### 4.2 **Meeting Log – 10<sup>th</sup> April 2024**

Document not attached to papers, will be brought back next month.

#### 4.3 **Flexible Working Policy**

Management Committee were advised that the planned process would be initial requests to Director and any appeals then presented to Management Committee. Management Committee approved this process.

### 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: 2
- 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: £101,661.47

#### 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 Five Abandonments served during quarter; Four - tenancies ended and 1 via abandonment procedure.

#### 5.3 **Performance**

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

- Rent Loss - £2,729.70 which is 0.09% of yearly rent debit and within set targets.
- Average relet times 23 days out with 10 days target set.

5.3.2 Current Arrears - £86,082.31; Former Tenant Arrears - £15,579.16 which is 0.53% of debit and within targets set.

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

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

5.4.1 During quarter, 118 housing applications were received and 11 applications were suspended from list – 8 due to current/former tenant arrears; 2 due to anti-social behaviour and 1 due to no access at house visit.

5.4.2 Twelve relets within quarter as follows:  
4 – Section 5 – Homeless Referral  
2 – Transfer List  
6 – Waiting List

5.4.3 End of quarter 31.71% 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 Estate inspections are continuing, Committee noted that due to staff annual leave and sickness, the number of inspections in March was lower, however, the entire area was still inspected overall.

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

## 5.6 Tenancy Sustainment Update

5.6.1 Twenty-six cases throughout quarter and 22 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 13 the following information was noted:

- UC Claimants – 209
- Average Arrear UC Cases - £213.64
- Total Arrears Cases – 109
- Arrears increased by £9,847.19 over the past 12 months
- Direct payments received by BHA – 121
- Direct payments to tenants – 88
- No. Arrears Direct payments received – 20
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## 5.8 Policy Reviews:

### 5.8.1 Rent Setting Policy

Committee requested financial figures are updated to current financial year with this change the above policy was approved with a three year review date.

### 5.8.2 Mould & Dampness Policy

Policy approved with a three-year review date.

## **5.9 Contractors Reactive Performance**

All repair categories are monitored.

## **5.10 Contractors Average Response Times**

Average response times are not giving cause for concern.

## **5.11 Tenant Safety**

### **5.11.1 The following information was noted:**

Asbestos - No new cases

Electrical Safety - All completed within anniversary

Gas Safety - All 195 completed within anniversary

## **5.12 Approval of New Contractors**

### **5.12.1 The following contractors were approved:**

- Cairn Construction
- HCS (Mechanical)
- Powerflow Contracts

## **5.13 South Rogerfield Disposals**

### **5.13.1 Three properties in South Rogerfield area will be going up for sale in near future, this leaves 2 properties remaining. One property is a TFF property and can be returned the other is a tenanted property.**

After discussion the Management Committee approved Housing Services staff to offer an enhanced property offer, previously offers could only be a like for like property style offer.

## **5.14 Letting Plans**

### **5.14.1 After lengthy discussion it was agreed to bring agenda item back to next meeting before decision would be taken.**

## **6.0 BRO Update**

6.1 This report was to supply Committee with information about the services and facilities provided by its BRO subsidiary during Quarter 4 of 2023/24 and provide forecast for Quarter 1 of 2024/25. Management Committee noted the contents within report.

## **7.0 Quarterly Community Regeneration**

7.1 Management Committee were satisfied with information contained within the report. Housing Services Manager advised that the funding applications for Fuel Advisor and Capital Improvements had been rejected since the reports were distributed.

## **8.0 Notifiable Events Register**

8.1 No notifiable events registered in the previous year.

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

9.1 No reports for above sub-committee.

## **10.0 Risk Registers**

10.1 Management Committee approved the tracked changes within the risk registers regarding:

- Changes to GCC Cleansing Services
- Further roll out of Universal Credit
- Conflict in Europe and Middle East
- Scottish Referendum 2

## **11.0 Representative Bodies Feedback**

### **11.1 EVH**

Monthly update attached to papers. Management Committee noted the wage increase had been passed by 93% voting yes.

### **11.2 EHRA**

No update.

### **11.3 SFHA**

Weekly updates continued to be emailed to all Management Committee.

### **11.4 SHR**

Management Committee noted the letter from Regulator in regards to Regulatory Framework and Statutory Guidance

### **11.5 SHARE**

Emails continue to be sent from SHARE. A reminder if any training from either EVH; SFHA or SHARE is of interest the Management Committee members should contact Della.

## **12.0 Correspondence Report**

12.1 No correspondence

## **13.0 Regulatory Submissions**

13.1 The Management Committee approved for the Finance Manager to submit the Five Year Financial Plan to Scottish Housing Regulator,

## **14.0 Quarterly Dashboard Report**

14.1 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. Management Committee had not concerns with information provided for period January – March 2024.

## **15.0 Date & Time of Next Meeting – Tuesday 21<sup>st</sup> May 2024**

No concerns raised with next meeting date and noted that this meeting would be a Tuesday same as previous meetings for ARC Approval.

## 16.0 Any Other Competent Business

### 16.1 New Kitchen Programme

Management Committee agreed to use the new kitchen supplier with the colours the staff had chosen previously.

Management Committee don't see the need for an open day specifically for the kitchen contract as the kitchen designer will be visiting each tenant and discussing the kitchen layout with the individuals and providing drawings. It was also suggested samples at the office for any of the residents within the programme that wish to drop in to see them.

### 16.2 Painterwork Programme

Paint work nearing end. Nine properties left to complete within Aberdalgie Road houses and the original rehab. It was agreed to plan the future painting programme after the survey of all the remaining stock has been carried out by the Bell Group

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

Della McKelvie  
May 2024

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

