

# Blairtummock Housing Association

## Minutes of the Management Committee meeting held on Thursday 9<sup>th</sup> November 2023 @ 6pm, Hybrid meeting at 45 Boyndie Street, G34 9JL & via Microsoft Teams

### Present

Margaret Ann Kelly  
Donna Miller (Chair)  
Mandy Morgan  
Betty McGill  
Margaret Pirrie

### In Attendance

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

### Action

#### 1.0 Apologies:

1.1 Apologies were received on behalf of Catriona Jamieson, Jim Kane and Jason Thet.

#### 2.0 Declaration of Interest:

2.1 No declarations of interest.

#### 3.0 Minutes of Previous Meetings:

##### 3.1 Blairtummock & Rogerfield Opportunities – 5<sup>th</sup> October 2023

The above minutes were noted.

##### 3.2 Management Committee – 12<sup>th</sup> October 2023

The above minutes were approved by Donna Miller and seconded by Betty McGill.

##### 3.3 Management Committee – 26<sup>th</sup> October 2023

The above minutes to be brought back to next meeting.

#### 4.0 Matters Arising:

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

Issues with visitors to one of the TFF properties, tenant within the property has been offered a permanent tenancy with another landlord but the Association have requested this property be returned due to the serious nature of the incident.

#### **4.2 Meeting Log – 12<sup>th</sup> October 2023**

Committee noted the content within the log.

#### **5.0 Benchmarking Report**

5.1 Brenda Tonner was in attendance to give a presentation on the Association's performance the past year. Overall the Association is performing well but the Emergency Repair timescales is giving cause for concern we average 4.88hrs where national average is 4.17hrs and RSL only average is 3.60hrs. This is being monitored by Maintenance Team.

**Brenda left meeting at this point.**

#### **6.0 Housing Management & Maintenance Subcommittee**

##### **6.1 Legal Action Rents**

No legal actions at present although aware that rent arrears are increasing slowly, this is mainly due to Universal Credit cases.

##### **6.2 Legal Action – Anti Social/Estate Management**

No live cases at time of report.

##### **6.3 Performance**

Issues with re-setting meters in void properties are having a knock on effect to re-let times and these are increasing.

Housing Services Manager also advised that the refurb properties are requiring more work to bring them back up to standard as more than 33 years since last refurbished this also causing delays and increasing timescales.

#### 6.4 **Allocations & Termination**

Report was noted.

#### 6.5 **Estate Management & Anti Social Behaviour Update**

Report was noted.

#### 6.6 **Tenancy Sustainment Update**

Report was noted.

#### 6.7 **Write Off Report**

There was a change to the report previously distributed so new report was issued.

Case 9 – Write off of £995 due to a trust deed being implemented, the Association can't dispute the trust deed.

Management Committee approved the write offs within the report.

#### 6.8 **Universal Credit**

An increase of 8 live claims over 6 months. This takes into account claims closed during the year which will have offset total new claims.

Total arrears attributed to tenants on UC has increased by £11,072.88 over the past 6 months, an element of this will be technical arrears due to timing of end of period.

We are still finding difficulties where new claimants can receive their first 2 UC payments to themselves before we can apply for direct payments for rent. This

can, in some cases, result in tenants not making payments to BHA for 2 months. We are closely monitoring this and engaging with new claimants to explain the UC process in relation to rent, discuss payment options and minimise arrears accruing.

Arrears direct cases have increased by 2. We continue to apply for Arrears Direct but we are finding that a number of requests are refused by UC, possibly where tenants already have high deductions in place for other items such as advance payments

Report noted

## 6.9 **Contractors Reactive Performance**

Committee the outcomes monitoring of repairs report.

## 6.10 **Contractors Average Response Times**

Repair timescales are within target but monitoring continually to ensure no dip in performance.

## 6.11 **Tenant Safety**

All tenant safety checks are on track.

## 6.12

### **Appeals**

#### 6.12.1 **Appeal 1**

Not upheld, tenant to pay recharge repair.

#### 6.12.2 **Appeal 2**

Not upheld, tenant to pay recharge repair.

#### 6.12.3 **Appeal 3**

Not upheld, tenant to pay recharge repair.

## 6.13 **Procurement – Cyclical Painter Work Programme & Major Components Replacements**

Management Committee agreed that when upgrading bathrooms in the next contract that they do wish to have showers fitted.

Window replacement programme – Management Committee approved the use of UPVC windows being fitted.

During window replacement programme there will be properties that require soffits and fascias to be replaced, this work is programmed in for future, it was approved to bring forward as necessary at present and the scaffold will be fitted for the window placement programme.

Close paint work – Management Committee agreed that the close painting programme should be one colour only going forward and were happy with staff to choose said colour.

**John left meeting at this point.**

## **7.0 Mid Year Review of Business Plan**

### **7.1 Risk Register; Strategic Outcomes & Resource Plans**

Management Committee noted the contents within the business plan and agreed no changes at present. Risk register has been updated recently to include the concerns over SDM Software Package.

## **8.0 Quarterly Community Regeneration**

8.1 Management Committee noted the contents within the report and approved the Association looking into the apprenticeship programme again, this has been on hold since Covid. Mandy advised that Glasgow Guarantee may have funding available for apprenticeships.

## **9.0 BRO Update**

9.1 Management Committee noted that BRO is progressing well. Concerns regarding lack of bar events for community hall although club bookings are going well.

Margaret advised that she would not be renewing the licence when this one ends, discussion on considering to hire a bar or to make events bring your own bottle.

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

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

10.1 Director gave an update on following:

- Temporary Housing Assistant, [REDACTED] employed Monday – Thursday to cover absence.
- Interviews held for new Maintenance Assistant and [REDACTED] will begin with the Association on Monday 4<sup>th</sup> December, this gives a handover period until 22<sup>nd</sup> December.

## **11.0 Quarterly Dashboard Report**

11.1 The above report was noted.

## **12.0 Representative Bodies Feedback**

### **12.1 EVH**

Director advised that no response to the salary negotiations as EVH extended deadline for returns.

### **12.2 EHRA**

Quiz night raised £152 which EHRA match funded and then donated the cheque to Glasgow North East Foodbank. Calvay won the quiz and will host next year.

### **12.3 SFHA**

Training info and weekly news issued to Committee.

12.4 **SHR**

No update.

12.5 **SHARE**

E-learning information has updated and video will be sent to all.

**13.0 Correspondence Report**

13.1 No correspondence.

**14.0 Any Other Competent Business**

14.1 **Christmas Card Judging**

Management Committee selected winning entry for Association's Christmas Cards to be issued to all tenants with newsletter.

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

Della McKelvie  
November 2023

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