

# Blairtummock Housing Association

## Minutes of the Management Committee meeting held on Thursday 10<sup>th</sup> August 2023 @ 6pm, Hybrid meeting at 45 Boyndie Street, G34 9JL & via Microsoft Teams

### Present

Donna Miller  
Margaret Pirrie (chair)  
Jason Thet  
Mandy Morgan (partial)  
  
Irene Black (partial)

### In Attendance

Jacqui O'Rourke - Director  
John Goodwin - Minutes  
Jillian So – Alexander Sloans - partial  
John King – Housing Services Manager -  
partial  
Linda Russell – Finance Manager  
(partial)  
Jim Kane – Observer

### 1.0 Apologies:

1.1 Apologies received on behalf of Catriona Jamieson and Betty McGill and Donna Lang.

### 2.0 Declaration of Interest:

2.1 No declaration of interest.

### 3.0 Minutes of Previous Meetings:

#### 3.1 Blairtummock & Rogerfield Opps – 15<sup>th</sup> June 2023

Attached for information only.

#### 3.2 Management Committee – 22<sup>nd</sup> June 2023

The above minutes were approved by Donna Miller and seconded by Margaret Pirrie.

### 4.0 Matters Arising:

#### 4.1 Update on GCC Temporary Furnished Flats

Director advised that the tenant from the Temp Furnished flat that had been causing the issues has now been moved on.

Committee were also advised that there has been an incident from another temp furnished flat where a staff member had been threatened and police were involved.

Director has spoken to GCC and has advised that if there are any further incidents then there is a possibility that all temp flats (12) would be taken from them. GCC has given 1 point of contact that staff can deal with if any further issues occur and they also advised that any issues can be reported direct to the Neighbour Relations Team who will take further action.

#### 4.2 **Decision/Action Log**

Contents noted.

#### 5.0 **Report & Financial Statements for the year ended 31<sup>st</sup> March 2023 – Letter of Representation & Management Letter.**

5.1 Jillian So from Alexander Sloans went through the audited accounts with Committee and advised of issues found.

As there were no questions from Committee Jillian left meeting at this point.

5.2 FM went through the recommendations for the following:

- District Heating
- Bad Debt Provision
- HAG Due on sales observations.

As there were no questions FM left meeting at this point

## **6.0 Housing Management & Maintenance Sub-Committee**

### **6.1 Legal Actions Rent**

- 6.1.1 Decrees for eviction in quarter and year to date: 0
- 6.1.2 Cases booked to court in quarter and year to date: 1
- 6.1.3 Notice of Proceedings issued in quarter: 2
- 6.1.4 Rent Arrears Context: HSM advised that the arrears figure has

### **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:
- 6.2.3 Notice of Proceedings 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: 1 – tenant responded.
- 6.2.6 Decisions on new cases: no new cases.

### **6.3 Performance**

- 6.3.1 Re-let performance in quarter against target and year to date: HSM advised that the average time to re-let was 21.58 days.
- 6.3.2 Rent loss due to void periods in quarter and year to date: HSM advised that there has been a rent loss of £2,733.68 in quarter 1.
- 6.3.3 Current & former arrears (% debit): HSM updated Committee on current and former arrears.

6.3.4 Number, category, response to complaints: HSM advised that out of 12 complaints 11 were dealt with within target and 1 outwith.

## **6.4 Allocation & Terminations**

6.4.1 Application forms received in quarter and processing time: 131 received with a 2 day processing time.

6.4.2 Re-lets and category housed from in quarter and year to date: 13 in quarter

- 5 Section 5
- 3 Transfer list
- 5 Waiting list

6.4.3 Terminations and reasons in quarter and year to date: 12

- 1 Moved to a care home
- 4 Deceased
- 2 Moved outwith
- 1 Bought own house
- 4 Transfers

6.4.4 Number of refusals and reasons: 3 refusals

- 1 property too small – changed to a 3apt only
- 1 not ready to move – requested 4 month deferral
- 1 not ready to move – applicant not able to afford moving as only has student income

6.4.5 % of tenants satisfied with standard of house when moving in: 11 visits carried out.

- 91% very satisfied (10)
- 9% fairly satisfied (1)

6.4.6 Applications refused or suspended in quarter and year to date:

Information was not available but Committee will be updated at next meeting.

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

6.5.1 Estate Management update on service contract (close cleaning and ground): HSM advised that:

- Inspections are being carried out twice weekly.
- Staff liaise with BRO daily regarding any issues in the area.
- Stair Cleaning – no issues reported.
- Backcourts & bin stores – no issues reported by tenants. BRO continue to sweep bin stores and de-litter backcourts on a weekly basis.

## **6.6 Tenancy Sustainment**

6.6.1 HSM updated Committee on work undertaken by staff in relation to tenancy sustainment:

- 13 referrals were made for a tenancy sustainment visit – referrals were made for a variety of reasons e.g. mental health support.
- 9 cases were resolved.

## **6.7 Write off Report**

6.7.1 HSM sought Committee approval to write off bad debt totalling £556.25. Committee approved.

## **6.8 Decant Policy Review**

6.8.1 For information – no changes.

## **6.9 Shared Ownership Buy Back Policy Review**

6.9.1 For information – no changes.

## **6.10 Stock Disposal Strategy Review**

6.10.1 For information – no changes.

## **6.11 Contractors Reactive Performance**

6.11.1 HSM updated Committee on Contractors reactive performance.

## **6.12 Contractors Average Response Times**

6.12.1 HSM updated Committee on Contractors average response times.

## **6.13 Tenant Safety**

- 6.13.1
- Asbestos – no new asbestos found.
  - Electrical Inspections – all 60 carried out within anniversary.
  - Gas Safety checks – 217 checks carried out within anniversary.
  - Legionella – Some properties included in the stock transfer had partial storage water supplies to the bathroom which increased possibility of legionella. Work is ongoing to deal with issue.
  - Dampness/Condensation – discussion took place and it was agreed that the HSM would bring policy forward for Committee to consider and start to monitor number of cases for any patterns across the stock.

HSM

## **6.14 Appeal**

6.14.1 HSM advised that an appeal from previous meeting – the contractor has not provided any further information and sought approval to cancel recharge – Committee agreed.

6.14.2 Appeal 1 – After a discussion, Committee decided that the tenant has to receive a refund of money paid for recharge repair.

6.14.3 Irene Black raised that there are issues with the window mechanisms/fitments on Duntarvie Avenue and Duntarvie Close. HSM will discuss this with James Hart (Maintenance Officer) and have an inspection carried out.

HSM

HSM left meeting at this point.

## **7.0 Annual General Meeting**

7.1 For information and approval.

- Margaret Pirrie advised that on Section 7.1 it states Gordon McGlone Pirrie seconded Alexander Sloans to be appointed auditors – it should be Gordon McGlone.
- It was agreed that sandwiches/crisps along with wine and beer from bar which has to be open will be provided.
- Attendees to be entered into raffle.
- Mandy asked if there could be anything included for kids – Director to speak to Gerry from Pavilion to see if they can do something.
- Winner from Garden Competition will receive their prize.

## **8.0 Benefits, Interests, Gifts & Hospitality**

8.1 Contents noted.

- Declared interest from Director can now be removed as the company is now in liquidation.
- Declaration forms will be issued after AGM.

## **9.0 Secretary to Report on Rules 62-67**

9.1 Director advised that Under Rule 68 the secretary has to report annually that the Association is complying with Rules 62-67.

## **10.0 Formal Complaints Report – 1.4.23 – 30.6.23**

10.1 Contents of report noted.

## **11.0 Review of Risk Register – Strategic Outcomes & Resources Plans**

11.1 After a discussion Committee agreed the following:

- Remove covid from register.
- Include section on Dampness & Mould to register.

- Include SDM to register – they may withdraw from housing sector as users are leaving them for Homemaster.

## **12.0 Dashboard April – June 2023**

12.1 The above report was noted.

## **13.0 Staff & Administration Sub-Committee**

13.1 Nothing to report.

## **14.0 Regulatory Framework Standards 6**

14.1 Above presentation was noted for information.

## **15.0 Representatives Bodies Feedback**

### **15.1 EVH**

Contents of monthly update noted.

### **15.2 EHRA**

Next meeting is in September.

### **15.3 SFHA**

Conferences coming up.

### **15.4 SHR – Annual Assurance Statement Letter & Links**

Director and HSM will meet to discuss this.

### **15.5 SHARE**

Appraisals have been received back from SHARE meeting will be arranged after AGM to discuss.

## **16.0 Correspondence Report**

16.1 No correspondence to report.



**17.0 Any other Competent Business**

17.1 Stuart Patterson is having a Gala Day on Saturday at the Church - Director will be attending. Members have table at Gala so will be speaking to attendees to see if anyone is interested in joining Committee or becoming volunteer for hall.

17.2 Margaret asked if Finance & Audit papers can be printed off for people who attend the F&A meeting as it is difficult to look at accounts on ipad.

**As there was no other business to discuss –  
meeting ended @ 7.20**

John Goodwin  
10<sup>th</sup> August 2023

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