

Blairtummock Housing Association

Minutes of the Management Committee meeting held on Wednesday 14th August 2024 @ 6pm, Hybrid meeting at 45 Boyndie Street, G34 9JL & Via Microsoft Teams

Present

Catriona Jamieson (Chair)
Betty McGill
Donna Miller
Margaret Pirrie
Margaret Ann Kelly
Gary Wood
Jason Thet
Mandy Morgan

In Attendance

Jacqui O'Rourke, Director
John King, Housing Services Manager
John Goodwin, Admin Assistant (mins)
Linda Russell, Finance Manager, part
Steven Cunningham, Alexander Sloans, part
Christine Quigg - Observer

Absent

N/A

Special Leave

Irene Black

Action

1.0 Apologies:

1.1 Apologies from Jim Kane.

2.0 Declaration of Interest:

2.1 Donna Miller declared interest as family member works for BRO.

2.2 Margaret Ann Kelly declared interest as ex-partner works for BRO.

3.0 Minutes of Previous Meetings:

3.1 Finance & Audit Sub-Committee – 12th June 2024

The above minutes were proposed by Donna Miller and Seconded by Catriona Jamieson.

3.2 Blairtummock & Rogerfield Opportunities –

13th June 2024

The above minutes were noted.

3.3 Management Committee – 26th June 2024

Minutes proposed by Catriona Jamieson and seconded by Donna Miller.

4.0 Matters Arising:

4.1 Update on GCC Temporary Furnished Flats

HSM advised Committee that Glasgow City Council have been speaking with Senior Housing Officer, Gillian Bell with regards to obtaining more properties. Any proposals will be brought to Committee to make any decisions.

4.2 Meeting Log – 12th June 2024

Committee noted the contents within the log.

4.3 Meeting Log – 26th June 2024

Committee noted the contents within the log.

5.0 Report & Financial Statements for the Year Ended 31st March 2024 – Letter of Representation & Management Letter

5.1 Steven Cunningham from Alexander Sloan's went through some of the contents of the draft accounts.

He suggested:

Tidying up component spreadsheets.
Watch district heating income. Bad debt balance is over 30%.
A balance of HAG is due to be repaid to the Scottish Government once the balance is confirmed.

He will send out a copy of accounts via DocuSign to be signed and returned.

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

Cases booked to court in quarter and year to date: 0

Notice of Proceedings (NOPs) issued in quarter: 1

Rent Arrears Context: noted contents. Review KPI going forward.

6.2 Legal Action Anti-Social/Estate Management

6.2.1 Decrees awarded in quarter and year to date: 0

Cases booked to court in quarter and year to date: 0

Notice of Proceedings (NOPs) issued in quarter and year to date: 0

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

Abandonments served and outcomes: 1 abandonment served resulting in tenancy being ended.

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 - £2,040.52 which is 0.28% of yearly rent debit and within set targets.

Relet Times – 14 days which is out with the 10 day target set.

6.3.2 Current Arrears - £91,056.44 which is 2.94% of debit. Former tenant arrears is £15,579.16 which is 0.77% of debit.

6.3.3 There were 5 neighbour/estate management complaints received which were all dealt with within timescale.

6.4 **Allocation & Terminations**

6.4.1 There were 1120 applications forms received with an average processing time of 1 day.

6.4.2 There were 12 relets in quarter 1 and from the following categories:

Section 5 – Homeless Referral – 3
Transfer List – 3
Waiting List - 6

6.4.3 There were 9 terminations in quarter 1 and for the following reasons:

- 2 due to harassment
- 1 eviction
- 1 deceased
- 1 abandonment
- 4 transfers

6.4.4 There were 13 offers made in quarter 1 with 3 refusals. The reasons for the refusals were:

- No response from Section 5 applicant.
- Applicant no longer wants Easterhouse so was removed from waiting list.
- Property not right for applicant.

6.4.5 16 visits were carried out in quarter 1 and below is a breakdown off satisfaction of tenants when moving in:

A: Very Satisfied – 81%
B: Fairly Satisfied – 19%

C: Neither satisfied or Dissatisfied – 0%

D: Fairly Dissatisfied – 0%

6.4.6 14 applications were suspended in quarter 1 and the reasons are:

11 – current/present arrears with landlord.

2 – anti-social behaviour

1 – no access at house visit

6.5 Estate Management Update

- 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

6.6.1 During quarter 1 there was a total of 18 cases out of which 18 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.

6.7 Universal Credit

- 6.7.1
- At end of Period 3 there has been an increase of 13 new cases which is expected to increase due to migration to Universal Credit for a number of tenants.
 - Arrears figure has increased by £14,132.97 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.
- No change in Arrears Direct cases.
- We are planning to share information regarding support available to tenants on the Universal Credit switch over process which will also be put on Association social media pages (Facebook/Twitter).

6.8 **Write off Report**

6.8.1 Committee approved the write off amount totalling £550.10.

6.9 **Contractors Reactive Performance**

6.9.1 Committee were updated on Contractors reactive performance which is monitored.

6.10 **Contractors Average Response Times**

6.10.1 Committee were updated on Contractors average response times which is not giving any cause for concerns.

6.11 **Tenant Safety**

6.11.1 Asbestos – no new cases.
 Electrical Safety – All checks carried out within anniversary.
 Gas Safety - 174 checks all completed within anniversary.
 Legionella – Survey will be organised for the properties BHA acquired from GHA Transfer as some blocks still have water tanks in attics, which serves the bathrooms.
 These properties should have been switched over while under GCC ownership. Depending on findings from survey this could lead to an annual legionella test on all tanks.

It was agreed to proceed with annual testing.

6.12 **Approval of New Contractors**

6.12.1 Approval was given for the following contractors to be added to the approved contractors list:

Ian McDonald (Flooring)
Evana Group (Builders & Roofers)

6.13 **Tender Report – Bathroom Replacement**

6.13.1 Committee were asked to accept the submission from Everwarm which had both the highest quality and lowest price. Committee

Committee approval was sought to go with rimless WC pans which is a change from the original specification. This will add another £7,905.15 overall which works out at £143.73 per bathroom. There are also environmental benefits to using this type of pan. HSM advised that if Committee decided to go with the rimless pan then this would lead to cutting back on things to offset the overspend, possibly flooring.

Committee felt that tenants would prefer to have flooring rather than a rimless toilet so decided to proceed with the original specifications.

7.0 **AGM Papers**

7.1 Committee were asked to check and approve the AGM papers. Committee approved AGM papers and agreed that meeting will go ahead on 12th September @ 7pm. Sandwiches and drinks will be provided.

Committee noted the following members were standing down:

Catriona Jamieson – Chairperson
Donna Miller – Treasurer
Betty McGill – Committee Member
Mandy Morgan – Co-opted Member

Margaret Ann Kelly – Casual Member
Gary Wood – Casual Member

8.0 BRO Update

8.1 Committee noted the contents of the report.

9.0 Rogerfield Primary School – Community Asset – Feasibility Study

9.1 Committee noted contents of report and agreed with the recommendation to appoint Ironside Farrar as Consultants to carry out the Feasibility Study.

10.0 Quarterly Community Regeneration

10.1 Management Committee were satisfied with the information contained within the report.

11.0 Benefits, Interests, Gifts & Hospitality

11.1 Committee noted contents of report.

11.2 Margaret Pirrie advised that when a couple of the Committee members were in hospital, they did not receive any flowers from the Association. Director advised that unless Association is informed then we wouldn't know to send any.

12.0 Secretary to Report on Rules 62 - 67

12.1 Committee approved and noted contents of report.

13.0 Formal Complaints

13.1 There were 11 formal complaints received within quarter 1 (1st April – 30th June 2024). 1 progressed to Stage 2 and 1 went straight to Stage 2 as investigation was required.

Chairperson asked if more analysis could be added. Possibly how many complaints are received over the year and category, which could highlight if there is any patterns – Director advised that the yearly

figure could be included at the final quarters meeting.

Compliments received were also included in the report.

14.0 Review of Rosk Register; Strategic Outcomes & Resource Plans

14.1 Nothing to report

15.0 Dashboard – April – June 2024

15.1 Information given updated Committee on Income & Expenditure; Formal Complaints; Health & Safety; Planned & Cyclical Maintenance; Rent Arrears and Notifiable events. Management Committee has no concerns with information provided for period April – June 2024.

16.0 Staffing & Administration Sub-Committee

16.1 Nothing to report

17.0 Submission to Regulator

17.1 Nothing to report

18.0 Regulatory Standards 5

18.1 Slides on Regulatory Standard 5, were included in papers as a refresher for Management Committee Members.

19.0 Representative Bodies Feedback

19.1 **EVH**

Monthly update attached to papers.

19.2 **EHRA**

Housing Minister is scheduled to attend office on 29th August 2024 @ 3.30, subject to his schedule.

Committee are welcome to attend or to submit any questions they wish asked.

19.3 **SHR**

Management Committee noted the letter from Regulator relating to making information available to tenants and service users about landlord performance and the Regulator's work.

19.4 **SFHA**

Training Courses – Anyone wishing to attend any of the training courses can advise Della who will book them a place.

19.5 **SHARE**

Training Courses – Anyone wishing to attend any of the training courses can advise Della who will book them a place.

20.0 **Correspondence Report**

20.1 No correspondence.

21.0 **Date & Time of next meeting – Annual General Meeting – 12th September 2024**

21.1 Date was agreed under Agenda Item 7 – 12th September @ 7pm.

22.0 **Any other Competent Business**

22.1 Committee were asked to approve and use seal for a Share Membership application submitted by [REDACTED]. Committee approved and certificate was stamped with seal and witnessed by 2 Committee members.

Director advised Committee that Alison Neely (Finance Assistant) is retiring, and her last working day will be the end of September.

Gary asked what was being done with regards to the vandalism to office. Director advised that Perspex is being put on the windows at the rear of the building to prevent anymore smashed windows.

She advised that it would be pointless installing security cameras as there is no one at the office after 5pm to man them.

Mandy suggested installing a ring door bell.

Committee also advised that a fire drill hasn't been carried out in a while. Director will speak to the Maintenance Officer to get one scheduled.

Director

As there was no further, business meeting ended @ 7.30pm.

John Goodwin: Minutes – 14.08.24

Chairperson: _____