

Blairtummock Housing Association

Minutes of the Management Committee meeting held on Tuesday 21st May 2024 @ 6pm, Hybrid Meeting at 45 Boyndie Street, G34 9JL & via Microsoft Teams

Present

Catriona Jamieson (Chair)
Jim Kane
Mandy Morgan
Jason Thet

In Attendance

Della McKelvie, PA/Office Man (Mins)
John King, Housing Services Manager
Lindsey Dinnen, EVH (Part Meeting)

Absent

N/A

Special Leave

Irene Black

1.0 APOLOGIES

1.1 Apologies were received on behalf of Margaret Ann Kelly, Betty McGill, Donna Miller and Margaret Pirrie.

2.0 DECLARATIONS OF INTEREST

2.1 There were no declarations of interest.

3.0 ARC RETURN

3.1 Housing Services Manager (HSM) advised information within the ARC Return was for the period 1st April 2023-31st March 2024 and gave an overview of the ARC along with a summary sheet on changes within the return from last year and advised how the information within is used.

3.2 HSM then proceed to go through the return page by page and the following was noted:

- Staff sickness was up to 4.47% this year. Figure last year was 3.15%.
- 41 Lets this reporting year up from 36 last year, increase in offers made and refusals down by 5%.
- Satisfaction survey information is all from the tenant satisfaction survey undertaken February 2023 so same as last year.

- Emergency Repairs undertaken 668 this year, up from 583 last year.
- Emergency Repairs took an average of 5.62 hours an increase from 4.88 hours last year. Although still within targets, timescales are being monitored.
- Non-emergency repairs took an average of 5.04 days an increase from 4.18 days to complete last year.
96.09% of repairs met repairs first time criteria, down from 96.33% last year
- Gas Safety – Association met all its statutory duties this year in regards to gas safety
- Satisfaction with repairs service down from 97% last year to 94% this year.
- 43 Anti-social complaints were received and all resolved within timescales same as last year.
- Two properties abandoned during this reporting year
- 27 First stage formal complaints and 6 second stage formal complaints received throughout the year down from 37 last year. Committee noted improved response times in both stages.
- 28 medical adaptation requests received, all completed – Average days to complete increased to 48 days from 21.45 days last year.
- Average relet times for void properties has increased to 21 days up from 16.03 days last year, again delays due to materials still affecting performance.
- 99.61% of rent was collected throughout the year, slight increase from 99.44% last year.
- Homeless Referrals received 22 and 12 offers accepted
- Rent increase 5.5%
- Gross arrears was 3.8% an increase from 3.38% last year, other factors do impact rent arrears but main issue was Universal Credit, first 2 payments go direct to tenant before Association can get payments direct.
- Rents lost to voids was 0.34% an increase from 0.22% last year.
- 564 properties within the Association receives housing costs/rent assistance - equalled £1,707,248 in the year
- Former tenant arrears written off this year 34.74% slight increase from 33.72% last year.
- Factored properties 50 with a Management Fee of £36.60 per property quarterly.

Management Committee granted authority for the ARC Return to be submitted to the Scottish Housing Regulator.

4.0 EVH IN ATTENDANCE

- 4.1 Lindsey Dinnen, EVH joined the meeting at this point and Della McKelvie and John King both left the meeting. Lindsey will provide Management Committee with a note of the discussion so this can be shared with other Committee Members before a decision is taken in regards to office opening hours and hybrid working.

Lindsey left the meeting and Della and John re-joined.

5.0 LETTING PLAN

- 5.1 Management Committee discussed the recommendations within the report received at last meeting. Staff are recommending increasing percentage of offers for Section 5 Referrals from 35% to 40%.
- 5.2 After lengthy discussion Management Committee approved the increase to 40%, Section 5 Team in previous year did not meet the 35% target set so their request to increase to 60% of lets does not seem viable.

6.0 ANY OTHER COMPETENT BUSINESS

- 6.1 **As there was no further business to discuss the meeting closed.**

Della McKelvie

Chairperson:



