

Blairtummock Housing Association

Minutes of the Management Committee meeting held on Wednesday 21st May 2025 @ 6pm, Hybrid Meeting at 45 Boyndie Street, G34 9JL & via Microsoft Teams

Present

Catriona Jamieson (Chair)
Jim Kane
Margaret Ann Kelly
Mandy Morgan
Betty McGill
Margaret Pirrie

In Attendance

Gillian Bell, Housing Services Manager
John King, Director
Della McKelvie, PA/Office Manager
(Mins)

Absent

Jason Thet

Special Leave

Gary Wood

1.0 APOLOGIES

- 1.1 Apologies were received on behalf of Irene Black, Donna Miller and Claire Reynolds.

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 2024-31st March 2025 and gave an overview of the ARC along with a summary sheet on performance changes within the return from last year and advising of any changes 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 down from 4.47% this year to 1.84% this year.
 - 48 Lets this reporting year up from 41.

- Satisfaction survey information is from the tenant satisfaction survey undertaken February 2023, no changes this year will change next year.
- Emergency Repairs undertaken 615 this year, down from 668 last year.
- Emergency Repairs took an average of 3.56 hours a decrease from 5.62 hours last year.
- Non-emergency repairs took an average of 3.83 days a decrease from 5.04 days to complete last year.
- 96.78% of repairs met repairs first time criteria, an increase from 96.09% last year.
- Gas Safety – Association met all its statutory duties this year regarding gas safety.
- Satisfaction with repairs service up - 96% this year from 94% last year.
- 50 Anti-social complaints were received and all resolved within timescales.
- One property abandoned during this reporting year.
- 28 first stage and 3 second stage formal complaints received throughout the year.
- 18 medical adaptations completed throughout year, 3 still outstanding. Average days to complete decreased to 29.4 days from 48.21 days last year.
- Average relet times for void properties has decreased to 15.04 days from 21.9 days last year.
- 99.20% of rent was collected throughout the year, slight decrease from 99.61% last year. This will be targeted along with former tenant arrears written off in the forthcoming financial year.
- Homeless Referrals received 31.
- Rent increase 5%
- Gross arrears were 3.8% same as last year.
- Rents lost to voids was 0.24% a decrease from 0.34% last year.
- 606 properties within the Association receives housing costs/rent assistance - equalled £1,789,370.66 in the year
- Former tenant arrears written off this year 47.18% increase from 34.74% last year. Management Committee discussed how they hope that employing an additional housing assistant to carry out house visits may assist in reducing this figure by highlighting tenants with additional requirements to sustain tenancy. This and rent collected will be targeted for improvement in the forthcoming financial year.
- Factored properties 50 with a Management Fee of £42.92 per property quarterly.

Management Committee granted authority for the ARC Return to be submitted to the Scottish Housing Regulator and were satisfied that staff would target rent collected and former tenant arrears written off in 25/26 as performance has declined in 24/25.

4.0 ANY OTHER COMPETENT BUSINESS

- 4.1 **As there was no further business to discuss the meeting closed at 6.45pm.**

Della McKelvie

Chairperson: