

## **Blairtummock Housing Association**

### **Minutes of the Management Committee meeting held on Tuesday 23<sup>rd</sup> May 2023 @ 6pm, Hybrid Meeting at 45 Boyndie Street, G34 9JL & via Microsoft Teams**

#### **Present:**

Catriona Jamieson  
Donna Miller  
Mandy Morgan  
Margaret Pirrie, Chairperson

#### **In Attendance:**

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

### **1.0 APOLOGIES**

- 1.1 Apologies were received on behalf of Irene Black, Donna Lang & Betty McGill.

### **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 2022-31st March 2023 and gave an overview of the ARC and 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 to 3.15% this year. Figure last year was 4.29%.
- 36 Lets this reporting year down from 53 last year, 51 offers made, 14 were refused.
- Satisfaction survey information is all from the tenant satisfaction survey undertaken February 2023. Representative from Research Resource will be in attendance at next meeting to discuss results.
- Emergency Repairs undertaken 583 this year, up from 529 last year.
- Emergency Repairs took an average of 4.88 hours an increase from 4.1 hours last year.

- Non-emergency repairs took an average of 4.18 days an increase from 3.53 days to complete last year, Committee are aware of the delays for materials etc.
- 96.33% of repairs met repairs first time criteria, down from 99.31% last year
- Gas Safety – Association met all its statutory duties this year in regards to gas safety
- 43 Anti-social complaints were received and all resolved within timescales down from 47 last year.
- One property was abandoned during this reporting year
- 37 Formal complaints received throughout the year up from 23 last year, encouraging staff to record more and a better recording system.
- 41 medical adaptation requests received, 40 have been complete with 1 carried over to this reporting year – Average 21.45 days to complete similar to 20.96 days last year.
- Average relet times for void properties was down to 16.03 days this year in comparison to 18.6 days last year, again delays due to materials still affecting performance.
- 99.44% of rent was collected throughout the year, up from 97.29% last year.
- Homeless Referrals received 20 and 12 offers accepted
- Rent increase 5%
- Gross arrears was 3.45% an increase from 3.38% last year, with cost of living crisis and increase in Universal Credit Committee pleased with this figure.
- Rents lost to voids was 0.22% compared to 0.38% last year.
- 507 properties within the Association receives housing costs directly - equalled £1,616,512 in the year
- Former tenant arrears written off this year 33.72% down from 42.87%
- Factored properties 50 with a Management Fee of £34.88 per property, Management Committee noted that this figure should be quarterly no monthly

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

## **4.0 HOUSING MANAGEMENT & MAINTENANCE SUB-COMMITTEE**

### **4.1 Legal Action Rents**

Decree for eviction granted in quarter and year to date including outcomes: 0  
Cases booked to court in quarter 4 and year to date: 2.  
Notice of Proceeding (NOP's) 2 issued in quarter and year to date: 5.  
Rent Arrears Context: Housing Services Manager (HSM) advised that the rent arrears figure 3.35%.

#### 4.2 **Legal Action Anti Social/Estate Management**

Decrees awarded in quarter: 0 and year to date: 0  
Cases booked to court in quarter: 0 and year to date: 0  
Notice of Proceedings issued in quarter: 0 and year to date: 0  
ABC or other legal actions e.g. ASBO/UBN, initiated and/or ongoing in quarter: 0 and year to date: 0  
Abandonments served and outcomes: 0  
Decisions on new cases: No new cases

#### 4.3 **Performance**

Current arrears 2.61% @ £73,317.63 and former arrears 0.77% @ £21,775.61.  
Number, category and response to complaints (anti-social behaviour and estate management): 10 received and all dealt with within target.

#### 4.4 **Allocations & Terminations**

Application forms received in quarter and processing time: 173 received with a 2 day processing time.

Re-lets and category housed from in quarter: 6 and year to date:

- 12 - Section 5
- 9 - Transfer list
- 4 - Waiting list
- 14 - Relets

Terminations and reasons in quarter: 6 and year to date: 36

- 1 - Eviction
- 11 - Deceased
- 6 - Moved outwith

- 1 – Care Home
- 1 – Bought Own Home
- 1 – Abandonment
- 7 – Transfer
- 2 – Financial
- 2 – Unknown
- 1 – Didn't settle
- 1 – Returned from GCC
- 2 – Harassment

Number of offers 11 and number of refusals 2

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

All estate management works progressing well, 100% targets met.

#### 4.6 **Tenancy Sustainment Update**

Management Committee noted content of report and that there was 18 cases in quarter.

#### 4.7 **Universal Credit**

Management Committee noted following:

- Live claims have increased by 10 over the financial year 22/23.
- Total arrears attributed to tenants on UC has reduced by £3,534.20 over the past year.
- Arrears Direct cases has increased by 3 over course of year.

#### 4.8 **Write Off Report**

Management Committee approved the write off for 3 deceased tenants which total £705.52.

#### 4.9 **Contractors Reactive Performance**

Committee noted that doing well with meeting targets. HSM advised that Sheils Construction have went into liquidation, he has arranged to meet with new contractors to ensure enough back up for repairs service.

#### 4.10 **Contractors Average Response Times**

Management Committee noted that the Association completed a total of 1558 Emergency repairs and 388 routine and urgent repairs. Average response for emergency repairs was 4 hours 57 mins (target is 24 hours) and non-emergency repairs was 4 days (target is 5 days).

#### **4.11 Tenant Safety**

HSM advised at time of writing report there were no outstanding electrical inspections but 1 has now been found and is being dealt with.

#### **4.12 Appeals**

It was agreed to return to Contractor to query the invoice as the incorrect name is on invoice so it may be an admin error on their part.

#### **4.13 Procurement**

Management Committee approved Association joining Scotland Excel for a year and then evaluate whether or not it has been worthwhile.

#### **4.14 Factoring Policy Review**

Management Committee approved the above policy with a 3 year review date.

### **5.0 ANY OTHER COMPETENT BUSINESS**

#### **5.1 Management Committee Meeting 1<sup>st</sup> June 2023**

Mandy Morgan submitted apologies for this meeting as she has to attend a works event.

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

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Della McKelvie

**Chairperson:**