

Blairtummock Housing Association

Minutes of the Management Committee meeting held on Tuesday 24th May 2022 @ 6pm, Hybrid Meeting at 45 Boyndie Street, G34 9JL & via Microsoft Teams

Present:

Irene Black
Donna Miller
Gordon McGlone
Betty McGill
Margaret Pirrie
Tracy Slaven
Gary Wood, Chairperson

In Attendance:

Della McKelvie, Office Manager (Mins)
Jacqui O'Rourke, Director

Prior to the start of the meeting, the Chairperson welcomed Betty McGill back onto the Management Committee. Betty had taken a leave of absence whilst the meetings were happening remotely.

1.0 APOLOGIES

1.1 Apologies were received on behalf of Andrea McLachlan.

2.0 DECLARATIONS OF INTEREST

2.1 There were no declarations of interest.

3.0 ARC RETURN

3.1 Director advised information within the ARC Return was for the period 1st April 2021-31st March 2022 and gave an overview of the ARC and how the information within is used.

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

- Staff sickness was higher this year due to 2 long term absences. Figure this year was 4.29% in comparison to 1.57% last year.
- Lets up to 53 this reporting year from 25 last year, 69 offers made, 19 were refused

- Satisfaction survey information is all from the tenant satisfaction survey undertaken December/January 2020, all the satisfaction figures have changed.
- Emergency Repairs undertaken 529 this year, up from 476 last year, Director will check to see if reason why
- Emergency Repairs took an average of 4.1 hours an increase from 2.69 hours last year.
- Non-emergency repairs took an average of 3.53 days and increase from 3.04 days to complete last year, Committee are aware of the delays for materials etc due to Covid, BREXIT and now the war in Ukraine.
- 99.31% of repairs met repairs first time criteria, similar to 99.30% last year
- Gas Safety – Association met all its statutory duties this year in regards to gas safety
- 47 Anti-social complaints were received and all resolved within timescales up from 32 last year.
- Two properties were abandoned during this reporting year
- 23 Formal complaints received throughout the year, 4 of which went to 2nd stage.
- 29 medical adaptation requests received, 27 have been complete and 2 carried over to this reporting year, £19,021 funded by Glasgow City Council, £16,004 funded by Association – Average 20.96 days to complete adaptations, down from 36.96 days last year.
- Average relet times for void properties was up to 18,6 days this year in comparison to 10.26 days last year, again delays due to materials, contractors off due to Covid.
- 97.29% of rent was collected throughout the year, up from 95.21% last year.
- Homeless Referrals received 27 and 18 offers accepted
- Rent increase 2.5%
- Gross arrears was 3.38% an increase from 2.55% last year.
- Rents lost to voids was 0.38% compared to 0.18% last year.
- 512 properties the Association receives housing costs directly for 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 £28.16 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 ANY OTHER COMPETENT BUSINESS

4.1 Stock Condition Survey

Work will now commence on above with the collated data from survey carried out e.g. works required and component costs etc. and thereafter this will filter into 30 year plans/business plan etc.

4.2 Finance Services

Until new Finance Manager is in post, Tollcross Housing Association are providing services to assist with VAT Return due and any other requirements the Association have.

4.3 Flexible Working Request

Director advised Committee that she had completed a flexible working request form to change to a 3 day working week. After discussion Management Committee agreed to invite EVH to next meeting for independent advice. Director will receive a response within a week of this meeting.

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

Della McKelvie

Chairperson: