Blairtummock Housing Association

Minutes of the Management Committee meeting held on Wednesday 24th June 2020 @ 5pm via Microsoft Teams as remote working due to COVID-19 Crisis

Present:
Irene Black, Treasurer
Catriona Jamieson
Donna Miller
Margaret Pirrie, Secretary
Tracy Slaven
Gary Wood, Chairperson

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

1.0 APOLOGIES

1.1 Apologies were received on behalf of Lynn Blackwood and Yvonne Crockert.

2.0 MINUTES OF PREVIOUS MEETINGS:

2.1 **Office Bearers - 6th May 2020**

The above minutes were approved by Margaret Pirrie and seconded by Gary Wood.

2.2 **Office Bearers - 27th May 2020**

The above minutes were approved by Gary Wood and seconded by Irene Black.

2.3 **Management Committee - 3rd June 2020**

Above minutes were approved by Gary Wood and seconded by Catriona Jamieson.

3.0 MATTERS ARISING

3.1 **Governance Training**

Director advised that Indigo Group have advised that if the training is to take place within the community hall it would be 2 days training that would be required. Management

Committee agreed to have the training within the community hall on Monday 6th & Monday 13th July 2020.

4.0 DECLARATIONS OF INTEREST

4.1 Irene Black, Donna Miller, Margaret Pirrie & Tracy Slaven declared an interest in Agenda Item 8 - Investment Report due to backcourt works being undertaken in Phase 1 & Phase 2 Blairtummock.

5.0 COVID 19/SERVICE DELIVERY

5.1 This will be discussed under agenda item 10: Business Continuity.

6.0 ARC RETURN

6.1 Director advised all information within the ARC Return was for the period 1st April 2019 - 31st March 2020 then gave an overview of the ARC and how the information within is used.

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

- Staff sickness 1.6%, down from last year which was 3.87%
- Lets down from 35 last year to 27 this reporting year
- Satisfaction survey information is all from the tenant satisfaction survey undertaken December/January 2020, all the satisfaction figures have changed.
- Emergency Repairs took an average of 2.35 hours to complete, up slightly from 2.02 last year.
- Non-emergency repairs took an average of 3.5 days to complete, last year was 3.52
- 97.09% of repairs met repairs first time criteria, similar to 96.91% last year
- 41 Anti-social complaints were received, all resolved within timescales within policy, down slightly from 56 last year.
- Three properties were abandoned during this year, up 1 from last year
- 4.52% of properties were available for let during the year, similar to 4.70% last year
- 38 medical adaptation requests were received, 36 have been complete and 2 are still outstanding, these were all funded by Glasgow City Council, costing £32,556
- Average relet times for void properties was 10.26 days

- 99.8% of rent was collected throughout the year, up by 0.8% on last year
- Rent increase 0%; this was because the Association carried out the rent harmonisation and a comment has been added to explain this
- Gross arrears was 2.70%, last year been 2.65%
- Rents lost to voids was 0.11% compare to 0.14% last year.

6.2 Management Committee granted authority for Secretary to approve the ARC Return.

7.0 RAINBOW FUND

7.1 The Association were successful in securing another £2,000 through STV Appeal. Management Committee discussed whether to match fund this again. As the funding received was not fully spent, it was agreed not to match fund at present but delegate authority to the Office Bearers to do so later if required during the summer recess.

8.0 INVESTMENT REPORT

8.1 Management Committee noted the above report.

9.0 POLICY REVIEWS

9.1 **Domestic Abuse Policy**

Management Committee approved the above policy with a 3-year review date. This policy will now be added to website to consult with tenants in regards to its content.

Future reviews for this policy will be undertaken by the Housing Management & Maintenance Sub-committee.

9.2 **Vulnerable Employees - Domestic Abuse Policy**

Staff have been consulted on the above policy. Management Committee approved the policy with a 3-year review date.

Future reviews will be undertaken by the Staffing & Administration Sub-committee.

10.0 BUSINESS CONTINUITY

10.1 SFHA issued a model template on the above to inform on business continuity during COVID 19 Crisis. The Director has completed the document and issued within the Management Committee papers.

Management Committee noted the content within the document and advised they were satisfied with the content provided.

11.0 REPRESENTATIVE BODIES FEEDBACK

11.1 **EVH**

Links to EVH's coronavirus updates and their COVID 19 previously distributed.

11.2 **EHRA**

Committee met on 10th June it was agreed that they would begin rolling out the training plan with the training being undertaken remotely.

11.3 **SHR**

Monthly report on business during COVID 19 was returned. Director will attend a session tomorrow via SHVN in which Michael Cameron will be the speaker.

11.4 **SFHA**

Business continuity document contained within papers.

12.0 CORRESPONDENCE

12.1 There was no correspondence.

13.0 ANY OTHER COMPETENT BUSINESS

13.1 **Good Neighbour/Community Champion Award**

Management Committee approved the recommendation to have the above award.

It was agreed to issue a flyer on this.

13.2 **Business Plan**

Director is still waiting on confirmation from Jim Harvey if the Business Plan will be ready to be presented to Management Committee next Wednesday. Management Committee will be contacted once Jim advises.

13.3 **Staff Questionnaire**

Director has issued all staff with a return to work questionnaire and risk assessment on returning to work, this will allow staff to express any concerns that they may have.

13.4 **Governance Review Training**

Office Manager was requested to contact Kastriots in Baillieston to see if they could cater for above training.

13.5 **AGM**

Association are still awaiting guidance on how to proceed with the above.

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

Della McKelvie
June 2020

Chairperson: