

Blairtummock Housing Association

Minutes of the Management Committee meeting held on Thursday 5th March 2020 @ 6pm in the Association's offices at 45 Boyndie Street, Easterhouse G34

Present:

Irene Black, Treasurer
Yvonne Crockert
Catriona Jamieson, Part Meeting
Betty McGill
Margaret Pirrie, Secretary
John Wilkie
Gary Wood, Chairperson

In Attendance:

Alan Kennedy, Knowledge Partnership
Sarah Morris, Wellhouse H.A - Observer
Della McKelvie, Office Manager (Mins)
Jacqui O'Rourke, Director

Sarah Morris & Alan Kennedy were both welcomed to the meeting and introductions were made. Action

1.0 APOLOGIES

1.1 Apologies were received on behalf of Carol Donnahie (Observer), Donna Miller and Tracy Slaven.

2.0 MINUTES OF PREVIOUS MEETINGS:

2.1 Office Bearers – 8th January 2020

The above minutes were approved by Irene Black and seconded by Margaret Pirrie.

2.2 Office Bearers – 29th January 2020

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

2.3 Management Committee – 6th February 2020

The above minutes were approved by Gary Wood and seconded by Yvonne Crockert.

2.4 Blairtummock & Rogerfield Opportunities – 19th February 2020

The above minutes were noted.

2.5 Health & Safety Sub-committee – 24th February 2020

The above minutes were approved by Margaret Pirrie and seconded by Betty McGill.

2.6 Finance & Audit Sub-committee – 24th February 2020

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

3.0 MATTERS ARISING

3.1 Proportion of Loans on Variable Rate

Management Committee approved the Association loans remaining on 44% on a fixed interest rate and 56% on variable rates.

4.0 DECLARATIONS OF INTEREST

4.1 Gary Wood declared an interest in Agenda Item 6 – BRO Business Plan.

5.0 TENANT SATISFACTION SURVEY

Alan Kennedy went through the presentation highlighting the following:

- 91.7% overall tenant satisfaction
- 88.9% satisfied with the quality of their home
- 91% overall satisfaction with last time reported a repair
- 86.3% satisfied with close cleaning
- 92.1% satisfied rent good value for money
- 91.5% satisfied with opportunities given to you to participate in Blairtummock Housing Association's decision making
- 96.6% satisfied at keeping you informed about services and decisions
- 92% satisfied with most recent experience of contacting Blairtummock HA
- 93.4% satisfied with Blairtummock HA's contribution to the management of the neighbourhood
- 89.1% felt Blairtummock HA has generally met their expectations

- 5.1 Alan advised that to explore why there is differences from the last tenant satisfaction survey carried out that Knowledge Partnership will explore their data looking for patterns and focus on what has changed from last survey.
- 5.2 Focus groups will be set up with tenants who expressed an interest in this during the survey.
- 5.3 Many services outwith the Association's control e.g. roads, street lighting, cleansing and dog fouling were raised as issues, the Association will need to highlight to tenants that this is not our responsibility and signpost the tenants on where to take their complaints to.
- 5.4 Action Plans to be presented to Management Committee on progressing issues that have arisen through the survey.

6.0 BRO BUSINESS PLAN

- 6.1 Management Committee accepted the information within the business plan and approved the business plan.

7.0 REVIEW OF ACTION PLANS

7.1 Assurance Statements

Management Committee noted the contents within the action plan.

Minutes of Management Committee meetings are on the website but a discussion around sub-committee minutes to be had, check what other organisations are doing and report back at next meeting. **DMcK**

7.2 Equal Opportunities Action Plan

The delay in the equalities guidance still not issued.

7.3 Sustainability Action Plan

Noted, the Association are in the processing of investigating solar panels for office facilities.

7.4 Tenant Participation Action Plan

Work will begin with Knowledge Partnerships contacting those who have expressed an interest in tenant participation through the recent tenant satisfaction survey.

8.0 RISK REGISTER

8.1 During discussions it was agreed to investigate whether other Housing Associations have produced scoring guidelines.

It was agreed to add:

- Changes to Cleansing Service – Stopping bulk uplifts and bin collection changed from 7 days to 8 days
- Coronavirus

8.2 With this added the register was approved and it was agreed to present to Management Committee on a 6 monthly basis.

9.0 DRAFT POLICY – SETTLEMENT AGREEMENTS

9.1 Scottish Housing Regulator have advised through their regulatory intervention reports that settlement agreements were a concern and advised that procedures should be in place for when this situation arises. EVH have produced a model document which Blairtummock have followed.

The Settlement Agreement Policy was approved with a 3 year review date.

10.0 REPRESENTATIVE BODIES FEEDBACK

10.1 EVH

Monthly meeting was discussing benefit packages.

Governing Body Seminar – Anyone interested please advise Office Manager.

Coronavirus Update – Agreed that this should be added to risk register. Director is attending a seminar on this and it was agreed that one of the questions to be asked would be if off due to either self isolation does this go against a staff members sickness record.

10.2 **EHRA**

Note of meeting with Michael Cameron, SHR included within the papers.

EHRA film almost complete and called Past, Present & Future, few Committee Members from across EHRA partners are on the video.

10.3 **SFHA**

No update.

10.4 **SHR**

Other Housing Associations have advised that they were contacted by SHR in regards to the number of Management Committee Members who have served over 9 years. Blairtummock have not had any such correspondence.

11.0 **CORRESPONDENCE REPORT**

11.1 EVH – Annual Review – Distributed amongst Committee Members

12.0 **ANY OTHER COMPETENT BUSINESS**

12.1 **Out of Hours Contractor**

C2C the Association's current out of hours contractor have advised that they wish to no longer continue with this service as of 1st April 2020. The Association have been in discussions with various contractors and will be changing over to City Technical Services who have a call centre to provide this service which is available 24 hours a day 365 days a year.

12.2 **Stock Condition Surveyor**

The Surveyor has now accessed 260 properties and continues to progress with the information and gaining access to properties.

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

Della McKelvie
March 2020

Chairperson: _____