

Blairtummock Housing Association

Minutes of the Management Committee meeting held on Wednesday 22nd April 2020 @ 6pm via Microsoft Teams as remote working due to COVID-19 Crisis

Present:

Lynn Blackwood
Yvonne Crockert
Catriona Jamieson
Donna Miller, Part of Meeting
Margaret Pirrie, Secretary
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 Irene Black, Betty McGill and John Wilkie.

2.0 MINUTES OF PREVIOUS MEETINGS:

2.1 Office Bearers – 26th February 2020

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

2.2 Management Committee – 5th March 2020

Catriona Jamieson was in attendance at the full meeting, not part meeting as stated on minutes. With this amendment, the above minutes were approved by Gary Wood and seconded by Margaret Pirrie.

3.0 MATTERS ARISING

3.1 Sub-committee Minutes on Websites

Management Committee previously requested that Office Manager check to see if other Housing Association's put their sub-committee meeting minutes on their websites. All EHRA partner's websites have been checked and none of them put the sub-committee minutes on the website. It was agreed just to put the Management Committee meeting minutes on the website.

3.2 Tenant Satisfaction Survey

It was noted that due to COVID-19 the focus group meetings that were to be arranged with tenant groups to discuss the satisfaction survey results have had to be postponed.

3.3 EVH Coronavirus Event

Jacqui advised that this event was cancelled as Government announced lockdown.

4.0 DECLARATIONS OF INTEREST

4.1 It was noted that Donna Miller would have an interest in the Backcourt Works reported within the Community Regeneration Quarterly Update.

5.0 COVID 19/SERVICE DELIVERY

5.1 Director discussed the contents of the report updating Management Committee on what services the Association are providing during the Government Lockdown. Management Committee advised that they were satisfied with what service is being provided and wished an email to be sent on a fortnightly basis to keep all Management Committee updated.

5.2 Scottish Housing Regulator are requesting that landlords provide regular reports on what the organisations are doing, the first report is due by Thursday 7th May 2020 which the Director will return.

5.3 Discussion around the implications on whether or not a tenant will allow access for gas safety checks to be carried out was held. Contractor that is carrying out these checks have all the necessary PPE equipment required and Management Committee noted that there may be cost implications due to the additional costs to carry out the service. The tenants that have had their gas safety check carried out at present have been satisfied with this but if there is a case that refuses access Director will seek guidance from Scottish Housing Regulator on how to proceed but all correspondence/efforts to carry out checks will be logged in the appropriate manner.

- 5.4 Management Committee are aware that the Association were successful in securing funding from STV appeal of £2,000, which BHA match funded so we have a fund of £4,000 to assist tenants who are struggling for food/paying bills at this difficult time. At present £525 of this fund has been distributed, some tenants have declined the fund as say there are others more in need than themselves, depending on individual circumstances it may be that some tenants will require more than one donation from the fund due to delays in new benefit claims etc. The same tenants are being signposted to FARE and Home Energy Scotland for any assistance that they can provide and also our own Money Advice service which is a telephone service at this time.
- 5.5 Blairtummock & Rogerfield Opportunities have furloughed all staff through the Government scheme with the exception of the supervisor who is continuing with planning works at this time. BRO are making sure that no staff are losing out and will pay the 20% to make up their wages and make sure that all pension contributions are as they should be.
- 5.6 The Association have also produced a Spring newsletter which was sent to the printers today and will then be distributed to all tenants, digital version is now on the website and twitter. It will explain the service being provided and also has many useful links for many services and advice on claiming benefits.
- 5.7 Management Committee discussed how other organisations are providing close cleaning and grass cutting services. It was agreed that the Association has an obligation to all staff and it could not ensure social distance measures when tasks are being undertaken, when restrictions are removed the discussions around deep cleans within closes and employing temporary staff to assist with backlog will be had.

6.0 COMMUNITY REGENERATION QUARTERLY REPORT

- 6.1 Management Committee noted the contents within the report.

- 6.2 Chairperson enquired if all tenants within the Backcourt project were advised that the contractors were now off site due COVID-19, Director & Secretary confirmed that all tenants were lettered.

Donna Miller joined the meeting.

7.0 POLICY REVIEWS

7.1 Performance Management Strategy Policy

The above policy was approved with a 3 year review date.

7.2 Persistent Vexatious Complainants Policy

The above policy was approved with a 3 year review date.

7.3 Flexible & Homeworking Policy

The above policy was approved with a 3 year review date.

8.0 FORMAL COMPLAINTS

- 8.1 The above report was noted.

9.0 UNIVERSAL CREDIT

- 9.1 Previously Management Committee requested an update on Universal Credit cases, Senior Housing Officer pulled this report together comparing last 2 financial years. Management Committee acknowledged that figures for this financial year will change dramatically due to COVID-19 issues.

10.0 ARCHITECTS - BLAIRTUMMOCK BACKCOURTS PHASE 2

- 10.1 Management Committee approved the appointment of Coltart Earley as Architects for above development.

It was noted that tenant consultation may be more limited at this time but staff will look at alternative options to the norm.

11.0 BUSINESS PLANNING EVENT

- 11.1 Management Committee agreed that the planning day had been a positive event and the facilitator Angela Spence put across her points very well.
- 11.2 Contents within the report were noted and Director advised that changes have been made to appendices within the business plan to reflect the report. Jim Harvey is updating the business plan, updated appendices, rent harmonisation information and cashflows have all been sent to him.
- 11.3 Management Committee approved the Association instructing Angela Spence to begin the audit of sub-committees as stated within the Assurance Statements.

12.0 SHARE ANNUAL CONFERENCE

- 12.1 Management Committee agreed previously that they would give a quick update on workshops attended after each conference.
- 12.2 Chairperson advised that a few delegates had attended the Finance Workshop session hosted by Gary Dalzel, Elderpark HA, this session was found to be very informative, finance made simple and understandable whilst highlighting risks to the organisation.
- 12.3 Office Manager to request slides from conference workshops and then distribute them amongst Management Committee members.

13.0 REPRESENTATIVE BODIES FEEDBACK

13.1 EVH

COVID-19 Update within the papers.

EVH will re-arrange their AGM in due course.

13.2 EHRA

Senior Officers have met remotely another meeting scheduled for 2 weeks. Everyone sharing current working

practices to try and assist each other in an effective and efficient manner.

13.3 **SHR**

COVID-19 update within papers.

Association completed two Notifiable Events to the Regulator, first when the office was closed to the public and again when staff began remote working.

It was agreed by Management Committee that sub-committees should now be organised remotely, Regulator will consider this good practice/governance.

13.4 **SFHA**

SFHA along with GWSF are campaigning for assistance with rents, unsure how the campaign will progress but Association will monitor and keep Management Committee advised.

14.0 **CORRESPONDENCE**

14.1 There was no correspondence.

15.0 **ANY OTHER COMPETENT BUSINESS**

15.1 **GCC - Temporary Accommodation**

GCC have approached the Association to see if we have any void properties which they could use as temporary furnished flats until the end of the COVID-19 crisis. At present the Association have 3 properties possibly 5 that will be void and are receiving no rental income for.

The following issues were noted as concerns:

- No specific timescales for lease of property
- City Building will be doing any repairs to get property up to standard and carry out any safety checks, uncertainty of who pays for these works
- If property damaged who pays
- Should an enhanced rent charge be agreed
- Need to arrange key handover
- Anti social behaviour

- No bulk uplifts at present, would GCC remove any rubbish/debris from properties

Positives for agreeing:

- Association assisting during crisis
- Receiving rental income
- Reduces Association responsibility for these properties as they will be GCC responsibility

It was agreed Housing Services Manager would firm up any concerns with GCC prior to agreeing to any leases.

15.2 **Sub-committee Meetings**

It was agreed that these should now be arranged remotely.

15.3 **Counselling Service**

Director reminded Management Committee that the counselling service is available for all committee and staff and is available during the crisis through video chats/telephone calls.

15.4 **Date & Time of Next Meeting**

Date of next Management Committee meeting Thursday 14th May 2020 at 6pm.

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

Della McKelvie
April 2020

Chairperson: _____