

Blairtummock Housing Association

Minutes of the Management Committee meeting held on Wednesday 4th February 2026 @ 6.30pm, hybrid meeting at 45 Boyndie Street, G34 9JL & via Microsoft Teams

Present

Irene Black
Catriona Jamieson (Chair)
Betty McGill
Margaret Pirrie
Claire Reynolds (Co-
opted)

In Attendance

Gillian Bell, Housing Services Manager
John King, Director
Amanda McGinley, Housing Officer - Income
Della McKelvie, PA/Office Manager (Mins)
Elizabeth Best (Observer)
Wilma McKnight (Observer)

Absent

N/A

Special Leave

Jason Thet

Chairperson introduced the observers to meeting.

Action

1.0 Apologies:

1.1 Apologies received on behalf of Jim Kane, Margaret Ann Kelly, Donna Miller, Mandy Morgan and Gary Wood.

2.0 Declaration of Interest:

2.1 Agenda Item 8: Staffing & Administration Sub-committee - Della McKelvie declared an interest. It was agreed that only senior staff members, Director and HSM would remain in the room for this discussion, all other staff would leave during these discussions.

3.0 Minutes of Previous Meetings:

3.1 Management Committee – 21st January 2026

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

Authorisation was granted for Chairperson to sign the minutes.

4.0 Matters Arising:

4.1 High Risk Register

Management Committee have previously requested that all high risks should be presented at each Committee meeting. Management Committee noted that one high risk remained on the register in relation to Impact of external political/financial factors create threats to BHA's Business Plan and advised they wished no changes to the Current Controls Risk Score, score to remain a high risk at 16.

4.2 Meeting Log – 21st January 2026

Management Committee discussed items within the meeting log and advised they were satisfied contents were an accurate reflection of the meeting on 21st January.

4.3 Committee Attendance Log

Management Committee previously agreed attendance at meetings will now be highlighted as a standard agenda item to support transparency and accountability in the recording of attendance.

Management Committee accepted the attendance log as an accurate record.

4.4 Scottish Housing Regulator Update

Management Committee were given an update on the Directors discussions with Scottish Housing Regulator since the last meeting on 21st January.

4.4.1 **Notifiable Events**

SHR have now confirmed that they have closed both Notifiable Events that were raised; 1. For the Special Meeting to allow the Association to appoint an External Auditor. 2. Appointment of new Internal Auditors.

Management Committee were satisfied with the outcome for both Notifiable Events.

4.4.2 **Minute Taking Queries**

Director advised that the internal audit of the Governance Decision-Making & Regulatory Assurance Review has now been complete and was presented to the Finance & Audit Subcommittee held prior to tonight's Management Committee meeting. This report graded a high assurance, and an action plan of the recommendations will be pulled together to further improve the assurance given to Management Committee. Copy of the audit report will be added to Committee Portal. Chairperson advised that both herself and Director had been interviewed by the Auditor during this process.

DMcK

Director advised he had a positive meeting with SHR to discuss their concerns in relation to assurance and minute taking. Director advised them of the Governance Decision-Making & Regulatory Assurance audit being carried out and confirmed he would send a copy to SHR of the report once presented to Finance & Audit Subcommittee. Director also informed the SHR of the shadowing with other organisations and how information on regulatory guidance for minute taking and the auditor's report will be shared with all staff who have minute-taking duties in their remits and required training will be undertaken. Management Committee commented on the minutes presented from previous meeting being much more informative and give more a feel of the

JK

meeting to an outsider who hasn't attended meeting.

4.5 **Housing Officer-Income – Job Overview**

Amanda McGinley, Housing Officer (Income), attended the meeting to provide an overview of her role. This was introduced following Committee Appraisals & some members expressing a desire to have:

'A better understanding of the day to day running of the Association and learn more about the housing topics being discussed, to enable them to take a more active role and ask relevant questions.'

Learning & Development plan identified that staff could attend Committee meetings to provide an overview of their role and provide awareness sessions for Committee.

The Housing Officer (Income) explained that her primary responsibility is the collection of monies due to BHA. This includes:

- Rental income
- Factoring income
- Rechargeable repairs
- Former tenant arrears

She emphasised that all income management work is carried out in line with the Association's policies and procedures, ensuring a professional but empathetic approach.

The HO noted that annual Key Performance Indicators (KPIs) are set within the Business Plan and approved by the Management Committee. These KPIs guide her work and performance expectations. Existing policies and procedures ensure that all income management is undertaken in a tenant-focused manner.

The HO highlighted that one of the more challenging aspects of the role is helping tenants understand how rental income supports not only day-to-day service delivery—such as repairs and building maintenance—but also the broader projects and improvements the Association can undertake.

In response to questions from the Management Committee about tenant support, the HO provided an overview of the assistance available for tenants experiencing financial hardship:

- Close joint working with the Tenancy Sustainment Team, who carry out home visits and identify support needs.
- Referrals to Welfare Rights Officers where tenants need help understanding or maximising benefit entitlement.
- Short-term payment agreements for tenants with arrears.
- Appointments with Money Advisors or Fuel Advisors.
- Signposting to external agencies offering additional support.

The HO reiterated that, as a small organisation, all teams work collaboratively to identify and support tenants who may be struggling.

The Management Committee thanked the Housing Officer for her presentation and expressed appreciation for the personal, firm-but-fair approach taken with tenants. They acknowledged the value of the conversations and supportive measures that help sustain successful tenancies.

5.0 Regulatory Submission

- 5.1 Finance Manager (FM) presented a previously circulated report outlining the requirement to submit an In-Year Return for the Loan Portfolio (LP) to the Scottish Housing Regulator (SHR).

5.2 FM advised that following the repayment of a small loan to Virgin Money in May 2025, the Association is required to provide SHR with an updated position on its loan portfolio.

5.3 The Return will include:

- The revised loan balances; and
- The corresponding changes to the number of housing units allocated as security following the loan repayment.

5.4 Management Committee noted the contents of the report and approved that the Chair be authorised to approve and submit the Loan Portfolio In-Year Return to SHR via the online system. **CJ**

6.0 BRO Update

6.1 The Director presented a report issued by Community Regeneration Manager to provide the Management Committee with information on the services and facilities delivered by the Association's BRO subsidiary during Quarter 3 of 2025/26, along with a forecast for Quarter 4 of 2025/26.

6.2 Committee discussed the subsidiary and how it oversees the Estate Caretaking service and the operation of Blairtummock Community Hall, both of which are managed independently under the governance of BRO's Board.

6.3 The Director confirmed that no issues of concern were identified within the report and that the CRM had requested that Management Committee noted the contents of the report.

7.0 Quarterly Community Regeneration Reports

7.1 Director gave an update on quarterly community regeneration reports previously issued by Community Regeneration Manager.

7.2 **Rogerfield Environmental Strategy**

Council officers are now actively engaging on the long-term lease, and discussions have become more productive. We expect to make steady progress over the next quarter, aiming to reach Heads of Terms that will set out the key commercial and legal points. Once Heads of Terms are agreed, the council's legal team will be able to draft the formal lease document for review, revision, and finalisation. This will secure the 20-year lease required to support the project's delivery and funding.

7.3 **Volunteering and Community Empowerment Hub**

A bid was made to Investing in Communities this was unsuccessful.

Further opportunities to secure funding are being explored by BHA and its partners.

7.4 **Fuel Advisor and Capital Improvements**

Our bid to Energy Savings Trust was unsuccessful.

Further opportunities to secure funding are being explored by BHA and its partners.

7.5 **Blairtummock and Rogerfield Partnership – Community Support Programme**

Many of the project's outcomes have been achieved.

Areas BHA are directly responsible for:

- Wider Access to Comm Chest and Rainbows – now fully committed (100% complete)
- Energy Saving Devices and Small-Scale Energy Saving Home Improvements – all

funding now fully committed (100% complete)

Partner Projects have also met the outcomes we set out to achieve, with all activities undertaken or funds moved to provide more of what was working well.

Overall, the project has gone very well and has run smoothly. Where there was lower take-up in specific areas, The National Lottery agreed that funds could be reallocated to other approved project activities.

7.6 Director advised that no decisions were required, and all information was for noting. Management Committee accepted the information within the report.

8.0 Staffing & Administration Sub-committee

8.1 [Staff members Amanda McGinley and Della McKelvie left the meeting at this point.]

8.2 The Housing Services Manager assumed responsibility for minute-taking for this agenda item only.

8.3 The Director provided a verbal update advising that the Finance Manager had submitted her resignation. However, following further discussion, the Finance Manager expressed a desire to remain in post on a part-time basis.

8.4 The Director outlined that initial work had begun to explore how a part-time arrangement could be supported. One potential option would involve transferring certain corporate service responsibilities to the Office Manager, recognising that some of these duties sit at senior manager level. This would require a re-grading exercise and could be implemented on a six-month trial basis.

Committee questioned the impact the proposed change would have on Office Managers current workload & proposed reallocation of some duties to other members of staff, do they have capacity? It was explained that due to new working practices and efficiencies, partly brought about by the introduction of digital engagement, the admin team have scope to take on some additional tasks.

8.5 A second option would involve succession planning, including the potential recruitment of a candidate currently working towards relevant qualifications, with a view to progressing into the Finance Manager role in the future. The Director reminded Committee of the previous challenges experienced when recruiting for a Finance Manager.

8.6 The Director sought the Committee's views on whether a full proposal should be developed, including consultation with EVH and consideration of the feasibility of buying in external financial services.

The Management Committee advised that they had prior experience of buying in such services and would prefer not to pursue this route. Members also expressed the view that the Association should seek to retain the existing Finance Manager's skills, experience and knowledge, and were open to exploring options that might facilitate her move to part-time working.

8.7 In response to a query from Committee, the Director advised that the Finance Manager's initial preference was to work four days per week, reducing to three days per week at a later stage. A preferred start date would be in a few months to allow time for the Director to present further information on potential cost savings.

8.8 Committee also queried whether the Finance Assistant could be upskilled or assigned additional

responsibilities. The Director confirmed that the Finance Assistant does not currently hold the qualifications required to take on higher-level finance duties.

8.9 It was agreed that the Director would present a detailed report outlining options and associated costings at the next meeting, at which point a decision would be made.

8.10 [Amanda McGinley and Della McKelvie re-joined the meeting at this point.]

9.0 Housing Management & Maintenance Subcommittee

9.1 Key Performance Indicators

9.1.1 HSM advised that this report is to advise Management Committee of performance in Quarter 3 (October – December 2025) in key service areas, monitor performance against targets and report on any material changes or areas of concern.

9.1.2 The report links to KPI's contained in the Association's Business Plan and the performance information submitted annually to The Scottish Housing Regulator as part of the Annual Return on Charter.

9.1.3 The report highlights strong performance across key operational areas in Quarter 3, with several targets exceeded and proactive steps taken to address areas requiring improvement.

- **Maintenance Response Times**
Response times for repairs continue to perform exceptionally well, consistently exceeding targets.
- **Electrical Installation Condition Reports (EICRs)**
All EICR's are complete for financial year 2025/26.

- **Gas Safety Inspections**
100% compliance
- **Damp and Mould Cases**
HSM advised that report had stated that this would be tabled at meeting, issues with the reporting programme were identified and until all figures have been checked to ensure accuracy HSM was not comfortable to present. This will be presented at next meeting along with Q4 information. **GB**
- **Void Property Relets**
The average time to relet void properties remains above target in Quarter 3 and is currently 5 days above the year-to-date target. Delays continue to be experienced with utility companies resetting meters, and several properties required extensive works prior to re-letting.
- **GCC Homeless Lets**
Allocations to Glasgow City Council homeless households remain below target for both Quarter 3 and year-to-date. However, there has been an improvement in this Quarter we remain confident in achieving the annual target of 40% by year-end.
- **Rent Arrears**
Rent arrears performance continued to improved in Quarter 3, with gross arrears reduced from 2.66% to 2.63%.

9.1.4 Management Committee advised that they had no concerns within the report.

9.1.5 HSM advised that work is being carried out on policies at present to ensure that Association will be compliant with Awaab's Law. This Law will be introduced in Scotland in October 2026 and was introduced after the tragic death of a 2-year-old boy due to exposure to mould in his home. **GB**

9.2 **Write Off Report**

- 9.2.1 HSM requested approval from Management Committee to write off former tenancy arrears, recharge repairs, legal fees and factoring arrears in line with policy totalling [REDACTED].
- 9.2.2 Management Committee were advised that the Association's policy and good accounting practices, require BHA to write off bad debts. Where we cannot locate a former tenant, a tracing agent is used to pursue the debt. Where the tracing agent advises that the debt is uncollectable, or our procedures have been exhausted, a case will be presented to Committee for consideration of write off.
- 9.2.3 Management Committee requested information on Case 10 which totalled [REDACTED]. This was broken down into [REDACTED] in rent arrears and [REDACTED] for rechargeable repairs. HSM explained that this tenancy began via a succession to tenancy during covid. Initial tenant carried out alterations to property which did not meet Association's health and safety standards.
- 9.2.4 Director advised that this is one of the reasons Here to Help visits have been introduced, whilst they assist tenants they also give an opportunity for Association to inspect conditions of properties.
- 9.2.5 Management Committee took all factors into consideration in the report and approved the write off totalling [REDACTED].

9.3 Appeals

Housing Services Manager advised that one appeal has been presented this was a recharge repair of 3 invoices totalling [REDACTED].

Tenant was appealing for

- 9.3.1 Invoice 1: [REDACTED]:

The joiner came out to fix a yale lock, however when he came, he seen the bottom lock was working and never fixed the yale and that lock is still broken to this day.

9.3.2 Invoice 2 & 3: [REDACTED]:

On both occasions and any occasions before, there has been somebody able to let the workers into the house. I don't understand why I am having to pay for something completely unnecessary. I won't be paying this as access has been granted.

Tenant's desired outcome:

Invoice to tenant cancelled & cost met by BHA

9.3.3 Management Committee queried why for Invoice 1 the yale lock was not fixed, HSM advised that this emergency repair situation was tenant was locked out of property and access was required to property, which was granted, property was still secure with the mortice lock in place. If yale lock was fixed at this time the invoice would have been for a larger amount.

9.3.4 Management Committee accepted this explanation and after discussion agreed that tenant is responsible for payment of Invoice 1. HSM will contact tenant to discuss why yale lock is not working.

GB

9.3.5 Management Committee questioned why there were two invoices for no access for same amount (Invoices 2 & 3). HSM advised that both were for access for gas service to be carried out on two separate occasions. The procedures in place state that if no access is gained on two occasions that access will be forced on third occasion, a Joiner therefore must be with staff/tradesmen when they attend. If tenant opens the door for access, hourly rate is still required to be paid, and

this is explained in the letters issued prior to this stage.

- 9.3.6 Management Committee advised that tenant is responsible for payment of Invoices 2 & 3, gas safety procedures are in place to ensure the health and safety of tenants and must be followed vigorously, notification of any possible charges are advised of in advance of third appointment.

9.4 **Investment**

9.4.1 **Kitchen Replacement Contract**

HSM provided a verbal update on the Kitchen Replacement Contract approved on 21 January.

Following approval, a mandatory 14-day standstill period commenced. This ends on 19 February, after which a meeting will be arranged with the appointed contractor, Wright Kerr, to agree a programme and commence works.

9.4.2 **Painterwork**

HSM advised of an underspend in the current year's painterwork budget and requested approval to allocate remaining £20,000 to BRO for ad-hoc painterwork across the stock.

The Maintenance Team had initially suggested repainting the back-court fencing in Errogie Street; however, this budget would not cover the total cost.

Committee discussed the proposal but declined to allocate the budget at this time, citing concerns about the condition of fencing and the need to investigate external paintwork in Duntarvie Avenue and Duntarvie Close.

HSM will review the last date paintworks were carried out in these areas and bring findings to the next meeting.

GB

10.0 Policy Reviews:

10.1 **Staff Appraisal**

10.2 **Personal Safety**

10.3 **Staff Handbook**

10.4 **HR Management Policies & Procedures**

10.5 **Emergency Call-out Procedures**

Director had previously issued Management Committee with all above policies highlighting any tracked changes and noting these within the report. All policies will be presented to staff at the next staff meeting on 5th February.

Management Committee approved all the above policies and accepted the review dates given.

11.0 Representative Bodies Feedback

Management Committee Members in attendance advised that there were no updates to report.

11.1 **EVH**

Director advised that no reports have been received since previous meeting.

11.2 **EHRA**

Director advised that EHRA are considering not having a Gala Day this year but to host an Open Day instead, more focus on what EHRA organisations are implementing.

11.3 **SHR**

Information on SHR looking for people interested in becoming Tenant Advisors was distributed within the papers. No Management Committee members expressed an interest.

11.4 **SFHA**

Members noted that weekly news updates continue to be issued and if they wish to attend any events to advise the Office Manager for booking.

11.5 **SHARE**

Training information continues to be issued.

11.6 **GWSF**

January update was included within the papers issued prior to meeting. Management Committee advised that had no questions.

12.0 **Correspondence Report**

12.1 No correspondence received.

13.0 **Date & Time of Next Meeting**

13.1 The next meeting will be held on Wednesday 4th March 2026 @ 6pm.

14.0 **Any Other Competent Business**

14.1 **Temporary Furnished Flats - GCC**

14.1.1 The Housing Services Manager (HSM) advised that Glasgow City Council (GCC) had contacted the Association with a request to “flip” one of the Temporary Furnished Flats (TFF). This would involve the Association taking back the property with the existing housed tenant, granting them a Scottish Secure Tenancy (SST) as a Blairtummock Housing Association tenant.

- 14.1.2 GCC requested that, in exchange, the Association provide another property for use as a TFF to maintain the number of units available for homelessness provision.
- 14.1.3 HSM reminded the Management Committee that the Association had previously reclaimed TFF properties in South Rogerfield to support the exit strategy in that area and had not replaced those leased properties.
- 14.1.4 The Management Committee held a detailed discussion, acknowledging the Association's responsibilities in supporting homelessness during the current housing crisis, while also expressing concern for applicants on the Association's standard waiting list, who are now experiencing longer waiting times for housing.
- 14.1.5 HSM explained that the property identified for use as a replacement TFF is a flat, and not a main-door property, which can be more challenging to let when managing waiting list expectations.
- 14.1.6 Following discussion, the Management Committee agreed to proceed to a vote, and the outcome was:
- Approval granted to issue a Scottish Secure Tenancy to the existing TFF tenant and
 - Approval granted to provide GCC with a new property to be leased as a TFF in its place.

14.2 **Office Heating System**

The Director advised the Management Committee that there are ongoing issues with the office heating system. Should the temperature within the office fall below 16 degrees, staff will be instructed to work from home for health, safety and comfort reasons.

The Director noted that this scenario is unlikely, as the system is operating intermittently and portable office heaters have been purchased to support temperature control. However, the Committee was informed of the situation for awareness.

The Committee noted the update.

As there was no further business to discuss the meeting ended at 8pm.

Della McKelvie
February 2025

Chairperson: _____