

Blairtummock Housing Association

Minutes of the Management Committee meeting held on Wednesday 4th March 2026 @ 6pm, hybrid meeting at 45 Boyndie Street, G34 9JL & via Microsoft Teams

Present

Jim Kane
Margaret Ann Kelly
Donna Miller
Margaret Pirrie
Claire Reynolds (Co-optee)
Gary Wood (Chair)

In Attendance

Gillian Bell, Housing Services Manager
John King, Director
Fiona Kirk, Housing Assistant
Della McKelvie, PA/Office Manager (Mins)
Elizabeth Best (Observer)
Wilma McKnight (Observer)
Bodhun Tulei (Observer)

Absent

Betty McGill

Special Leave

Jason Thet

In the absence of Chairperson, it was agreed that Gary Wood would chair the meeting.

Observers were introduced & welcomed to the meeting.

Action

1.0 Apologies:

1.1 Apologies received on behalf of Irene Black, Catriona Jamieson and Mandy Morgan (Co-optee).

2.0 Declaration of Interest:

2.1 Agenda Item 13.1 – All staff declared an interest in EVH – Additional Public Holiday. It was agreed that staff could remain in the meeting for this discussion.

2.2 Agenda Item 14: AOCB Director advised that he had an item to be discussed under AOCB that only

himself and Housing Services Manager would remain in the room. Della McKelvie and Fiona Kirk would both leave the meeting at this point.

- 2.3 Margaret Ann Kelly, Donna Miller and Gary Wood all declared an interest in Agenda Item 5: BRO Business Plan.

3.0 Minutes of Previous Meetings:

3.1 Finance & Audit Sub-committee – 4th February 2026

The above minutes were approved by Margaret Pirrie and seconded by Claire Reynold.

3.2 Management Committee – 4th February 2026

The above minutes were approved by Margaret Pirrie and seconded by Claire Reynolds.

Authorisation was granted for Chairperson to sign both sets of minutes.

3.3 Blairtummock & Rogerfield Opportunities – 5th February 2026

The above minutes are for information only; these minutes are approved by BRO Board.

Blairtummock HA as parent company of the subsidiary receive a copy for information only.

4.0 Matters Arising:

4.1 High Risk Register

The Management Committee previously requested that all high-level risks be presented at each Committee meeting. It was noted that one high risk remains on the register: “Impact of external political/financial factors creating threats to BHA’s Business Plan.”

The Committee discussed the ongoing conflict and evolving situation in the Middle East, noting potential implications for fuel prices and wider economic pressures. After discussion, the Committee agreed that no changes were required to the Current Controls Risk Score, which will remain at 16 (High Risk). Geo-political instability in the region continues to be treated as an emerging high-level risk with possible impacts on operations, strategic objectives, and tenants' daily lives. The Committee confirmed that this risk will be kept under close review given the continue uncertainty driven by external events.

The HSM reported that the Association has signed up to a further support scheme providing eligible tenants with gas and electricity vouchers. It was noted that tenants with dry meters (those who pay by direct debit) are not eligible under this scheme; however, staff will continue to explore additional options to support all tenants where possible.

4.2 Meeting Log – 4th February 2026

The Management Committee discussed the meeting log from 4 February. Members who were present at that meeting confirmed they were satisfied that the log provided an accurate record of the discussions held on 4 February 2026.

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

4.4.1

The Director informed the Management Committee that he had submitted the Governance Decision-making & Regulatory Assurance Review to the Scottish Housing Regulator (SHR). This review had been undertaken following SHR queries relating to:

- the limited detail recorded in minutes regarding questions raised or discussions held, and
- the recording of Committee member absences.

4.4.2 The Director confirmed that he had also included additional information he considered relevant to the Regulator's enquiry. SHR acknowledged receipt of the submission and advised that a response would be provided by mid-week; however, no response had been received prior to the Management Committee meeting.

4.4.3 The Management Committee noted and accepted the information submitted to SHR and acknowledged that the Association's Regulation Manager is extremely busy. The Committee instructed that, if no response is received by tomorrow, the Director should contact SHR to request an update. If SHR has already provided revised timescales, the Committee agreed it would be reasonable to expect a response within those timescales.

4.5 **BRO Board Representative**

4.5.1 The Director advised that the Chairperson had requested this item be added to the agenda.

4.5.2 Catriona is a representative on the BRO Board. At the most recent BRO meeting, it was agreed to promote for additional Board members. One suggestion was to seek a further representative from the Management Committee.

- 4.5.3 The Management Committee discussed potential availability to join the BRO Board. Donna advised that she is already a representative. She confirmed that BRO meetings are held online on a quarterly basis and typically last around 45 minutes.
- 4.5.4 Committee Members present stated that, due to existing work commitments, they were unable to commit to additional meetings.
- 4.5.5 Jim Kane advised that if the calendar of meetings were provided to him, he would review it to determine whether he could commit; however, he noted that he already works evenings in his own job role and therefore may be unable to take on the position.
- 4.5.6 The Office Manager will arrange for the calendar of meetings to be sent to Jim for consideration.

4.6 **External Paintwork**

- 4.6.1 At its meeting on 4 February 2026, the Management Committee was asked to consider awarding the remaining paintwork budget of [REDACTED] to BRO to undertake paintwork to metal fencing.
- 4.6.2 During discussion, Committee Members raised questions regarding external paintwork that had not been completed to windows at properties in Duntarvie Avenue and Duntarvie Close. The Housing Services Manager (HSM) confirmed that this matter would be investigated and reported back to the next meeting.
- 4.6.3 The HSM advised that following investigation, it was confirmed that the properties at Duntarvie Avenue and Duntarvie Close are scheduled for planned window replacements within the next three years. As a result, external paintwork will not be instructed at this time. This position may

change depending on the findings of the Association's forthcoming stock condition survey.

4.6.4 The HSM then proposed the following areas should the Committee wish to instruct additional metal fencing paintwork:

- 2–4 Duntarvie Place
- 7–13B Duntarvie Road
- Millennium Gardens

4.6.5 The Management Committee confirmed they were satisfied with the explanation regarding why paintwork would not be carried out at the locations raised at the previous meeting. The Committee approved awarding the remaining paintwork budget of ████████ to BRO to carry out further metal fencing paintwork.

4.7 **Housing Assistant – Job Overview**

4.7.1 Fiona Kirk, Housing Assistant, attended the meeting to provide an overview of her role in delivering the Here to Help visits. These job overviews were introduced following the Committee's request to gain a better understanding of the day-to-day operations of the Association.

4.7.2 Fiona explained that her role was created as a pilot project, approved by the Management Committee, to ensure that all tenants receive an annual visit. The purpose of the visit is twofold:

1. to offer tenants practical support and signposting where required, and
2. to assist the Association in assessing the condition of each property.

Fiona circulated two documents:

1. Case study information on two tenants who had been supported.
2. The Here to Help Visit Form used during appointments.

4.7.3 Since the post was introduced in July 2025, Fiona has completed 134 visits. To streamline access for tenants, she initially follows the gas servicing access plan, so tenants only need to make themselves available once.

Tenants receive notification by letter and a reminder text message. They are also invited to have someone accompany them during the visit if this helps them feel more comfortable.

4.7.4 Before attending, Fiona checks SDM for:

- any rechargeable or outstanding repairs
- the status of the rent account
- any tenancy concerns that may need support

This allows her to tailor the visit so she can offer assistance effectively.

4.7.5 During the visit, Fiona completes the Here to Help Form with the tenant, gathering updated information on:

- household composition
- contact details
- medical information
- rent and arrears
- energy supplier
- outstanding repairs
- digital inclusion

4.7.6 Fiona also assesses the condition of the property with the tenant, discussing any issues such as dampness or condensation and refers onto Maintenance Team and also offers guidance on matters such as home contents insurance. She also gathers feedback on tenant satisfaction with the Association's services and suggestions for improvement.

4.7.7 Support needs identified during visits can lead to referrals or assistance via:

- Money Advice
- GEMAP
- Fuel Vouchers
- Community Chest (where available)
- Rainbow Fund (where available)
- Energy Efficiency Fund
- Community Links Practitioners
- Aberlour Fund
- Hope for You
- One Parent Families
- Connect
- Local community groups

4.7.8 **Committee Questions**

A Committee Member asked whether Fiona could access information on non-standard items within properties in advance. Fiona advised she has not routinely done this but will incorporate the suggestion into future visits.

Another Committee Member enquired whether information on joining the Management Committee is provided during visits. Fiona confirmed that she does promote this and carries shareholder membership forms for anyone who expresses interest.

Committee also asked how refusals are managed. Fiona advised that aligning visits with the gas service access plan greatly improves access, but if a tenant still refuses, she works with the Housing Officer to attempt a joint visit through tenancy sustainment.

4.7.9 Fiona referred to the case studies issued, illustrating how tenants have been supported, the referrals made, and the financial improvements achieved following her visits.

4.7.10 The Committee expressed strong appreciation for the positive impact of the Here to Help visits. They noted that the benefits far exceed the initial

intention of identifying tenancy sustainment issues, with the visits now making a significant and meaningful difference to tenants' lives. The HSM further highlighted that Fiona's extensive welfare benefits expertise has been critical to the success of the project. Committee were advised that a satisfaction survey is being developed which will be issued to all tenants visited and a report on outcomes will be provided at a future meeting.

5.0 BRO Business Plan

- 5.1 The Director advised that the Community Regeneration Manager had issued an updated report on the BRO Business Plan, which was presented to the BRO Board at its meeting on 5 February 2026.
- 5.2 It was noted that in March 2025, the Management Committee previously received and approved the full narrative BRO Business Plan 2025–28, developed under the Independence Agreement, for onward consideration and approval by The Parent (Blairtummock Housing Association).
- 5.3 The updated report provided a detailed progress review and financial update, outlining:
- Progress towards achieving the strategic goals set out in the 2025–28 Business Plan
 - Performance against the agreed targets covering the 2025–26 period
 - Commentary on key achievements and any variances or areas requiring further attention
- 5.4 The Management Committee noted the content of the report, confirmed they were satisfied with the information provided, and approved the business plan in its current updated format.
- ## **6.0 Quarterly Dashboard Report Sept – Dec 25**

- 6.1 The Finance Manager had issued the quarterly dashboard report prior to the meeting, providing the Management Committee with an “at-a-glance” update on the following key areas:
- Solvency & Financial Viability
 - Key Risks
 - Cumulative Planned & Cyclical Maintenance
 - Rent Arrears
 - Notifiable Events
- 6.2 During discussion, the Committee considered the entry under Key Risks relating to voids over 4 weeks. It was noted that the dashboard presented this category as green, despite there being three voids exceeding four weeks. The Committee agreed that this indicator should instead be shown as red, reflecting the variance from target.
- 6.3 The Housing Services Manager (HSM) explained the reasons for the delays:
- One void arose following the death of an elderly tenant, resulting in an extended clearance and processing period.
 - The remaining two voids were delayed due to issues with energy suppliers resetting the utility meters.
- 6.4 The HSM further advised that she meets regularly with all staff involved in managing void properties to review turnaround times, identify any avoidable delays, and assess any steps the Association can take to improve performance.
- 6.5 The Management Committee confirmed they were satisfied with the content of the report and with the explanations provided.
- 7.0 Health & Safety Sub-committee**

The Director advised that the following sections of the EVH Health & Safety Manual had been issued and reviewed:

- 7.1 • Section 4.3 – Scaffolds
- 7.2 • Section 4.4 – Workshops
- 7.3 • Section 4.5 – Personal Protective Equipment

These sections are presented to staff on a rolling cycle at staff meetings to ensure that Health & Safety remains consistently at the forefront, keeping all staff informed and up to date.

The Management Committee noted the content of the above sections and recommended no changes.

7.4 **Audit Update – Fire Safety Risk Assessment**

7.4.1 The Housing Services Manager (HSM) issued the Fire Safety Risk Assessment, completed in September 2025, to the Management Committee prior to the meeting. The assessment covers the Association’s office and community hall only. The previous audit was conducted in September 2022, with audits scheduled on a three-year cycle.

- Section 6 (page 27) confirms that the premises present a tolerable level of fire risk.
- Section 7 (page 28) outlines the required recommendations and associated actions.

7.4.2 The HSM advised that the auditor had identified a total of nine medium-risk and two low-risk recommendations.

Progress on Recommendations:

Medium-risk recommendations:

- Eight completed
- One outstanding – staff fire extinguisher training, scheduled for 7 May 2026

Low-risk recommendations:

- One completed
- One outstanding – relating to the Pavilion’s leased office and their obligation to provide a fire risk assessment; this has been requested and is being actively followed up with the relevant staff

7.4.3 The HSM asked the Management Committee to note the audit findings and progress to date. The Management Committee noted the report, confirmed that key Health & Safety risks had been fully considered, and expressed that they were satisfied with:

- the recommendations made
- the work completed to date
- the planned completion of the two outstanding actions

7.4.4 Committee agreed that both outstanding recommendations would remain on the meeting log until they are fully closed off.

8.0 Finalise Strategic Analysis

8.1 The Director advised that this agenda item forms part of the Management Committee’s agreed programme of meetings. It was noted that the Management Committee had previously agreed to hold a Business/Strategic Planning Review Day later in the year, during which a full review of the Business Plan will be undertaken.

8.2 At present, the Management Committee confirmed that they have no imminent changes to propose to the Business Plan.

9.0 Policy Review

9.1 Privacy Policy

- 9.1.1 The Privacy Policy, including recommended tracked changes, had been previously issued to all Committee Members for consideration.
- 9.1.2 The Director advised that the Policy was due for its scheduled review, and that the suggested amendments arose from updates to the standard Scottish Housing Association Privacy Policy, ensuring continued compliance with sector expectations and data protection requirements.
- 9.1.3 The Management Committee approved all recommended changes and agreed a three-year review period for the Policy.

10.0 Appointment of Stock Condition Surveyor

- 10.1 Director discussed with the Management Committee the report previously issued regarding the appointment of a Stock Condition Surveyor.
- 10.2 Committee noted that the Association's stock condition survey is due to be updated and re-completed, requiring the appointment of a suitably qualified surveyor.
- 10.3 Two tender submissions were received and were assessed using the agreed scoring methodology of 60% quality and 40% price.

Both tenders achieved equal quality scores, meaning the final award decision was determined on price. JMP submitted the [REDACTED] [REDACTED] and were therefore the highest-scoring bidder overall. The Director also highlighted JMP's significant experience and strong delivery record within the RSL sector for this type of work.

- 10.4 The Management Committee considered:
- the quality and price evaluation in line with the Association's Value for Money statement,

- the substantial price difference between the tender submissions,
- compliance with procurement requirements, and
- JMP's proven performance and sector experience.

10.5 The Committee also discussed the proposed approach, including cost, delivery timescales, and potential tenant impact. It was noted that the stock condition survey will run concurrently with the Tenant Satisfaction Survey, but both sets of data are required for submission within the Annual Return on the Charter (ARC).

10.6 Following discussion, the Management Committee approved the appointment of JMP to undertake the stock condition survey and agreed to proceed on the basis that:

- costs are within the approved budget, and
- associated risks have been assessed as manageable.

11.0 Review of Action Plans

11.1 Sustainability Action Plan

The Director advised that the Sustainability Action Plan and associated policy were reviewed in January 2026. In line with the agreed review cycle, the Action Plan will next be reviewed in 2027.

11.2 Equal Opportunities Action Plan

The Director informed the Committee that the Equal Opportunities Action Plan is scheduled to be brought back to the April meeting for review and discussion.

11.3 Tenant Participation Plan

The HSM advised that the Tenant Participation Action Plan had been circulated with tracked

changes, reflecting the new digital engagement measures being introduced by the Association.

The next Tenant Satisfaction Survey (TSS) is scheduled to commence later this month. Once the survey is completed, the results will be analysed, and the Action Plan will be reviewed again to ensure that all relevant findings are incorporated.

The Management Committee approved the Tenant Participation Action Plan, acknowledging that it will be reviewed again following completion of the TSS.

12.0 Training on Association's Rules

- 12.1 The Housing Services Manager delivered a presentation and training session on the Association's Rules and Standing Orders. The purpose of the session was to support the Management Committee to:
- understand the governance framework guiding BHA; and
 - clarify how the Rules and Standing Orders shape organisational decision-making.
- 12.2 The training covered:
- what a constitution is and its purpose;
 - what is included in the Association's rules
 - what the standing orders are and their purpose;
 - how these documents link to the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management.
- 12.3 The session concluded with an interactive quiz involving all Management Committee members and staff, reinforcing learning on the Association's Rules and Standing Orders. A copy of the Associations Rules was issued along with meeting papers and Standing Orders were issued previous

month. Committee were reminded that both items can be accessed on Committee portal.

13.0 Representative Bodies Feedback

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

13.1 EVH

13.1.1 EVH's February Monthly update was issued within the papers and noted by Committee.

13.1.2 The Director advised that EVH had issued an email confirming that an additional public holiday has been granted on 15 June to mark Scotland's participation in the men's FIFA World Cup.

This public holiday has been officially confirmed by the Scottish Government and received Royal Proclamation on 3 February. It was proposed by First Minister John Swinney to allow individuals and businesses in Scotland to celebrate following the national team's opening match.

The Director further noted that the JNC met on 12 February to discuss the matter and agreed that the holiday should be added to the EVH public holiday list. However, EVH confirmed that the decision on whether to honour the additional public holiday remains at the discretion of each Governing Body within full member organisations.

The Management Committee unanimously agreed that the public holiday should be granted, given that it has been formally recognised by the Scottish Government. The Committee also noted their dissatisfaction with EVH's decision to leave the matter to individual organisations, expressing concern that this approach may cause inconsistency and potential discontent among

members if some organisations award the additional leave while others do not.

13.2 **EHRA**

A letter addressed to the Chairperson regarding EHRA representatives joining from the Association's Management Committee had been previously issued for consideration.

The Management Committee discussed the request; however, due to EHRA meetings being held during daytime hours, and members having work and personal commitments, no Committee member was able to commit to joining the EHRA Board at this time.

It was acknowledged that, despite not being able to nominate a representative, the Association continues to be fully supportive of the work and aims of EHRA, noting that:

- the Association regularly hosts Senior Officer Meetings, and
- staff attend operational meetings with their peers within the network.

The Committee reaffirmed its ongoing support for EHRA and its collaborative activities.

13.3 **SHR**

Previously discussed under Agenda Item 4.4.

13.4 **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.

13.5 **SHARE**

Training information continues to be issued.

13.6 GWSF

No update.

14.0 Correspondence Report

14.1 The Director advised the Management Committee that, after papers for the meeting had been issued, he received an email from Jason Thet indicating that, due to personal reasons, he would be required to step down from the Management Committee with immediate effect.

14.2 The Management Committee expressed disappointment at the news but acknowledged that members have other commitments and understood his reasons for resigning. It was agreed that a letter of thanks would be issued to Jason in recognition of his contribution and service.

15.0 Date & Time of Next Meeting

15.1 The next meeting will be held on Wednesday 1st April 2026.

16.0 Any Other Competent Business

16.1 Tile Edging/Trim

A Committee Member advised that she had recently arranged for a new cooker to be installed by Hotpoint. However, the installation could not proceed due to safety concerns raised by the installer regarding the tile edging/trim previously fitted by the Association near the cooker.

The Housing Services Manager confirmed that she will investigate the matter and provide an update to the Committee Member.

16.2 **Discussion re. Potential Changes to Staffing Roles Finance Manager & Office Manager**

[Fiona Kirk and Della McKelvie both left the meeting at this point. Housing Services Manager assumed responsibility for minute taking for this item only].

- 16.2.1 At the previous meeting, the Director discussed proposed changes to the Finance Manager's working arrangements and how these might be accommodated. One of the options presented was the potential transfer of certain corporate services duties to the Office Manager. It had been agreed that the Director would seek advice from EVH on how to proceed.
- 16.2.2 The Director has since contacted EVH and distributed a report outlining an options appraisal in relation to these discussions.
- 16.2.3 The Management Committee raised concerns regarding the capacity of the Office Manager to absorb additional corporate duties. The Director explained that, due to new working practices, efficiencies, and increased digital engagement, there is capacity within the administrative function to take on or redistribute some tasks. If this was to progress it was agreed that both roles should be monitored closely:
- the Office Manager role, due to the increase in responsibilities; and
 - the Finance Manager role, due to the reduction in working hours.
- 16.2.4 The Committee emphasised the importance of supporting staff and retaining their experience, while also ensuring that the business needs of the organisation remain the priority. They also highlighted the need to consider succession planning for the future.

- 16.2.5 Following discussion, the Management Committee approved progressing with Option 1:
Option 1 – Approve a Six-Month Temporary Flexible Working Agreement and Transfer Duties to the Office Manager on a Trial Basis
- Finance Manager to reduce to 4 days per week for 3 months, then 3 days per week for a further 3 months.
 - A full review of both positions to be carried out at the end of the six-month trial period.

As there was no further business to discuss the meeting ended at 7.45pm.

Della McKelvie
March 2025

Chairperson: _____

