

Blairtummock Housing Association

Minutes of the Management Committee meeting held on Tuesday 25th May 2021 @ 5pm via Microsoft Teams as remote working due to COVID-19 Crisis

Present:

Irene Black
Yvonne Cochrane
Andrea McLachlan
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, Paul Cochrane and Donna Miller.

2.0 DECLARATIONS OF INTEREST

- 2.1 There were no declarations of interest.

3.0 ARC RETURN

- 3.1 Director advised all information within the ARC Return was for the period 1st April 2020 - 31st March 2021 then gave an overview of the ARC and how the information within is used. Management Committee noted that Covid 19 pandemic had affected some figures due to delays to works as per Government Guidelines

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

- Staff sickness 1.57% slightly down from last year which was 1.6%
- Lets down from 27 last year to 25 this reporting year, 32 offers made, 7 were refused
- 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 2.69 hours to complete, up slightly from 2.35 hours last year.

- Non-emergency repairs took an average of 3.04 days to complete, last year was 3.5 days
- 99.30% of repairs met repairs first time criteria, similar to 97.09% last year
- Gas Safety – Association did not meet it's statutory duty 4 times throughout the reporting year – this was due to Covid 19 pandemic and Association have audit trail of trying to gain access
- 32 Anti-social complaints were received, all resolved within timescales within policy, down from 41 last year.
- Three properties were abandoned during this year same as previous reporting year
- 5.38% of properties were available for let during the year, up from 4.52% last year
- 21 medical adaptation requests were received, 20 have been complete and 1 carried over to this reporting year, £39,013 funded by Glasgow City Council, £10,501 funded by Association – Average 36.96 days to complete adaptations
- Average relet times for void properties was 10.26 days
- 95.21% of rent was collected throughout the year, down from 99.8% last year, although there is a new formula for working this out
- Homeless Referrals received 16 and 7 offers accepted
- 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 2.55%, down from 2.7% last year
- Rents lost to voids was 0.18% compare to 0.11% last year.
- 551 properties receive some form of Housing Benefit equalled £1,638,388 in the year
- Former tenant arrears written off this year 42.87%
- Factored properties 50 with a Management Fee of £25.68

Management Committee granted authority for the ARC Return to be submitted to the Scottish Housing Regulator.

4.0 SUCCESSION OF TENANCY APPEAL

- 4.1 The Management Committee noted the report within the papers and agreed that the appeal would not be upheld. The person has their own tenancy agreement for another property, they did not reside with the Association's tenant so did not meet the criteria to succeed the tenancy.

The Management Committee requested that the letter that responded to the appeal should state "The Association have" not the "Management Committee have"

5.0 ANY OTHER COMPETENT BUSINESS

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

Della McKelvie
May 2021

Chairperson: _____