

# Blairtummock Housing Association

## Minutes of the Management Committee hybrid meeting held on Thursday 2<sup>nd</sup> February 2023 @ 6pm at 45 Boyndie Street & via Microsoft Teams

### Present:

Catriona Jamieson  
Donna Lang  
Donna Miller  
Mandy Morgan  
Betty McGill  
Margaret Pirrie  
Gary Wood, Chairperson

### In Attendance:

Tracey Boyle, GCC (Part of Meeting)  
John King, Housing Services Manager (Part)  
Della McKelvie, PA/Office Manager (Mins\_  
Jacqui O'Rourke, Director

**It was agreed prior to the start of the meeting to change the order of the agenda. Chairperson introduced Tracey Boyle to Management Committee meeting.**

### Action

#### 1.0 Apologies

1.1 Apologies received on behalf of Irene Black and Gordon McGlone.

#### 2.0 Declarations of Interest

2.1 All Management Committee with exception of Mandy Morgan declared an interest in the rent increase.

2.2 Donna Miller & Gary Wood both declared an interest in BRO.

#### 3.0 Minutes of Previous Meetings:

##### 3.1 Management Committee – 12<sup>th</sup> January 2023

The above minutes were approved by Donna Miller and seconded by Betty McGill.

#### 4.0 Matters Arising

##### 4.1 Update on GCC Temporary Furnished Flats

John King has requested meeting with Manager from GCC Team as problem tenant still hasn't been moved into alternative accommodation and our own tenants are now being frustrated with lack of action taken against someone causing anti social behaviour.

## **5.0 Tracey Boyle, GCC**

5.1 Tracey advised that she is employed by Glasgow City Council as Neighbourhood Co-ordinator for Ward 21.

5.2 Tracey advised the Management Committee of how to report issues with roads, stair lights etc on GCC App and also explained the use of interactive maps. Committee were advised that Ward 21 are one of the lowest reporting wards within GCC for issue.

The following was also discussed:

- Orange street lamps – GCC have no programme to replace but if repair reported it is changed to new lamps.
- Queenslie Refuge Centre – closed for refurbishment for approx. 3 years, tenants will have to go to Daswholm and Shields Road Depots with refuge.
- Westerhouse Road/Easterhouse Road due to have 600sq metres resurfaced
- Easterhouse has had a deep clean over past 4 weeks, this included removal of litter/fly tipping, cleaning of pavements/pavings/edgings removal or weeds
- Funding for area, trying to secure moveable CCTV cameras to target hotspots when required
- Agreed that Association will promote via social media when Tracey is promoting GCC services
- Blairtummock & Auchinlea Parks getting upgrade
- Discussion on bins and how to report missing bins

**Tracey Boyle left meeting at this point.**

## **6.0 Housing Management & Maintenance**

### **6.1 Legal Action – Rents**

Decree for eviction granted in quarter and year to date including outcomes: 1

Cases booked to court in quarter 1 and year to date: 2.

Notice of Proceeding (NOP's) issued in quarter and year to date: 0.

Rent Arrears Context: Housing Services Manager (HSM) advised that the rent arrears figure has slightly increased to 3.64%.

## 6.2 Legal Action – Anti Social/Estate Management

Decrees awarded in quarter and year to date: 0

Cases booked to court in quarter and year to date: 0

Notice of Proceedings issued in quarter and year to date:  
0

ABC or other legal actions e.g. ASBO/UBN, initiated and/or ongoing in quarter and year to date: 0

Abandonments served and outcomes: 0

Decisions on new cases: No new cases

## 6.3 Performance

Current arrears 2.8% @ £78,819.00 and former arrears 0.80% @ £23,512.00.

Number, category and response to complaints (anti-social behaviour and estate management): 4 received and all dealt with within target.

## 6.4 Allocation & Terminations

Application forms received in quarter and processing time: 93 received with a 2 day processing time.

Re-lets and category housed from in quarter and year to date: 8 in quarter

- 5 - Section 5
- 5 - Transfer list
- 3 - Waiting list
- 13 - Relets

Terminations and reasons in quarter and year to date: 15

- 1 - Eviction
- 4 - Deceased
- 1 - Moved outwith
- 1 – Care Home
- 1 – Bought Own Home
- 4 - Transfer
- 2 – Financial
- 1 - Unknown

Number of offers 20 and number of refusals 7

#### 6.5 **Estate Management Update**

All estate management works progressing well, 100% targets met.

Concerns raised regarding the closure of Queenslie Recycling Centre and how this impacts on how BRO operate, particularly around bulk items.

#### 6.6 **Tenancy Sustainment Update**

Management Committee noted content of report and that 3 new cases.

#### 6.7 **Universal Credit**

Management Committee noted following:

- Live claims have reduced by 13 between June & September 2022, which takes into account any closed claims.
- Arrears Direct cases has decreased by 1.

#### 6.8 **Write Off Report**

Management Committee approved the write off for 3 deceased tenants which total £566.02.

#### 6.9 **Contractor Reactive Performance**

Management Committee noted that the dip in performance was due to delays in materials.

#### 6.10 **Contractors Average Response Times**

Management Committee noted that the Association completed a total of 184 Emergency repairs and 353 routine and urgent repairs. Average response for emergency repairs was 6 hours (target is 24 hours) and non-emergency repairs was 4 days (target is 5 days).

#### 6.11 **Tenant Safety**

Management Committee noted report.

Housing Services Manager advised that Roof Anchor Contractor had not completed the job to specifications so payment has been withheld.

#### **6.12 Appeal**

Management Committee agreed that invoice should be paid, Contractor has evidence with work carried out & trackers on van where tradesmen are.

#### **6.13 Social Work Report**

Management Committee approved the tenancy transferring to Key HA, Housing Services Manager will see if this can be considered.

#### **6.14 Housing Services Manager – Update**

6.14.1 Housing Services Manager advised that gas servicing contract will be due for re-tendering soon, current contractor will increase from £27 to £37 per service. Association have budgeted for £54 per service.

6.14.2 Management Committee were advised of a case where a tenant had installed a summer house but connected to house electrics. Association have solicitor involved as cannot be responsible or be certain have been installed in line with legislation.

6.14.3 Chairperson advised that a review of Director's part time working had been undertaken and Committee were happy to continue and review again in 1 year. Chairperson asked Housing Services Manager if he had any concerns, HSM advised that working well and no major issues.

#### **7.0 Budget & Rent Increase**

Association staff and consultant Paul McNeil are still working on budgets and these will be presented at the next Management Committee meeting.

Rent consultation results were distributed prior to the meeting. After discussion it was agreed to increase the rents by 5%.

#### **8.0 Quarterly Community Regeneration**

8.1 Above report was noted.

## **9.0 BRO Update**

9.1 Report was noted.

## **10.0 Staffing & Administration**

10.1 No update.

## **11.0 Policy Review**

### **11.1 Customer Service Policy**

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

### **11.2 Stress Management Policy**

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

### **11.3 Whistleblowing Policy**

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

## **12.0 Representative Bodies Feedback**

### **12.1 EVH**

Gary advised that monthly meetings in person will be commencing again.

### **12.2 EHRA**

Review day being held next Wednesday and all are welcome. EHRA are looking at joint procurement at present and also the calendar of meetings.

EHRA also successful in receiving £50,000 grant from GCC due to impact of covid and this has now been split between all Associations. Association's share will be added to further funding received for energy assistance to be distributed to amongst all tenants. Each tenant will be offered £30 for fuel and then there will be additional

packages for cooking assistance and items for energy efficiency in the home, these will be distributed amongst tenants once tenant requirements are known.

### **SFHA**

12.3

Training information issued via email. Discussion around subscription and whether or not to renew when next due. This will be discussed further at future meetings.

### **SHR**

12.4

Regulator had been in contact regarding 5 year account submission made early 2022, Director met with SHR to discuss due to concerns around works/investment programmes and costs due in these accounts, Director advised that due to work on stock condition survey and looking at costs work was being completed with consultant to re-assess the accounts. The new 5 year accounts have been submitted and Regulator advised satisfied with these.

### **SHARE**

12.5

Training information issued when received.

## **13.0 Correspondence Report**

Our Lady of Peace Primary School had submitted a donation request for their P7 residential trip. Management Committee discussed request and as school not in our geographical area we do not believe our tenants' kids attend that no donation will be made as trying to keep donations local.

## **14.0 Any Other Competent Business**

### **14.1 Tenant Satisfaction Survey**

Director advised that Research Resource will begin the survey next week.

### **14.2 Business Plan**

Above will be discussed at next meeting and Auditor will be in attendance to discuss Risk to Association.

### 14.3 **Gala Day**

It was agreed to host the Gala Day every 2<sup>nd</sup> year going forward so next Gala Day will be held in 2024.

### 14.4 **Restructure**

Office Bearers had requested that Association look at staff structures for other organisations within our peer group. Director pulled up work that had been collated from organisations within peer group via Scottish Housing Networks presentation, it was noted that in comparison with other similar sized organisations that our staff structure was small. It was agreed not to look further into this and Office Manager will forward organisation structures for peer groups to Management Committee.

**Della McKelvie**  
**February 2023**

Chairperson: \_\_\_\_\_