Blairtummock Housing Association

Minutes of the Management Committee meeting held on Wednesday 27th August 2025 @ 6pm, Hybrid meeting at 45 Boyndie Street, G34 9JL & Via Microsoft Teams

Present	**In Attendance**
Jim Kane	Gillian Bell, Housing Services Manager
Margaret Ann Kelly	Mia Hillhouse, Housing Assistant
Betty McGill	John King, Director
Donna Miller (Chair)	Della McKelvie, PA/Office Manager (Mins)
Margaret Pirrie	Linda Russell, Finance Manager (Part)
Gary Wood	Phill Morrice, Alexander Sloan (Part)

Absent	**Special Leave**
N/A	Jason Thet

Prior to the meeting commencing it was agreed that Donna Miller would Chair meeting and that agenda item 8 would be discussed at start of meeting

Action

8.0 REPORT & FINANCIAL STATEMENTS FOR YEAR ENDED 31ST MARCH 2025; LETTER OF REPRESENTATION & MANAGEMENT LETTER

8.1 Phil Morrice, Alexander Sloan was in attendance to go through the year end accounts and to reassure Management Committee that the accounts are a true and accurate financial statement. The following information was noted:

- Association has a Revenue of £3,583,715
- Association has Operating Costs of £3,230,281
- Association has an Operating Surplus £353,434
- Acturarial gains on defined benefit pension plan £49,000
- Total Comprehensive Income of £550,720
- Association has Net Assets £12,863,744

Management Committee were satisfied with information provided and approved the accounts and agreed that Chairperson, Treasurer & Secretary were authorised to sign them off.

8.2 **MANAGEMENT LETTER**

Management Committee discussed the management letter received from Alexander Sloan and approved the response drafted by Director and Finance Manager.

1.0 Apologies:

1.1 Apologies received on behalf Irene Black, Catriona Jamieson, Mandy Morgan (Co-opted) and Claire Reynolds (Co-opted).

1.2 Director advised that Jason Thet has taken a leave of absence.

2.0 Declaration of Interest:

2.1 Margaret Ann Kelly, Donna Miller and Gary Wood all declared an interest in agenda item 6. BRO Update, it was agreed that no one had to leave the discussion.

2.2 Donna Miller and Betty McGill both declared an interest in agenda item 14.5 Success Appeal. Management Committee agreed that both would leave the meeting during this item.

3.0 Minutes of Previous Meetings:

3.1 **Management Committee – 11th June 2025**

The above minutes were approved by Donna Miller and seconded by Margaret Ann Kelly.

4.0 Matters Arising:

4.1 **Meeting Log – 11th June 2025**

Management Committee noted the contents within the meeting log.

4.2 **Risk Register – High Risk**

4.2.1 No changes to risk register at present.

5.0 Feasability Study

5.1 Director advised Committee that Miller Homes are no longer interested in developing the site at Baldinnie Road. Management Committee discussed this site and vacant land sites in the area within Association's ownership and outwith. Management Committee instructed Director to progress with a feasibility study so that they have all information on projected costs etc before agreeing to pursue any options.

6.0 BRO Update

6.1 BRO report was noted.

6.2 Management Committee discussed the community hall and lack of events due to low number of volunteers.

Director and Committee discussed an open day event/relaunch community hall event where tenants could come in and visit the office/community hall and use this to promote committee recruitment/community hall volunteers.

Committee recommended hosting events within the hall such as table top sales/pre loved sales which would be good for low income households and recycling items no longer in use.

Director/Housing Services Manager will look to progress this further.

7.0 Quarterly Community Regeneration

7.1 Above report was noted.

9.0 AGM PAPERS

9.1 Annual General Meeting papers were previously issued by email to all Committee and no changes were requested at this time. Papers were posted out to all shareholders this week.

9.2 Management Committee agreed to hold AGM in same format as previous years.

10.0 Staffing & Administration Reports

10.1 **Equalities Report – Housing Officer Post**

Management Committee noted the contents of the equalities report from the recently advertised Housing Officer vacancy.

10.2 **Equalities Report – Housing Assistant Post**

Management Committee noted the equalities report from the recent Housing Assistant vacancies.

11.0 Benefits, Interests, Gifts & Hospitality

11.1 Management Committee approved the attached report. Management Committee raised no concerns with any benefits/interests noted.

12.0 Secretary to Report on Rules 62-67

12.1 Management Committee approved the above report.

13.0 Risk Register; Strategic Outcomes & Resource Plans

13.1 Management Committee discussed preparation required for a new business plan to be implemented. It was agreed that the following has to be complete to ensure that a new business plan takes into account & meets all the business needs of the Association:

- New stock condition survey & use this information to update 30 year maintenance plans
- Tenant satisfaction survey

13.2 Director will prepare tender for both surveys and look into consultants to assist with business plan thereafter.

14.0 Housing Management & Maintenance Sub-committee

Management Committee advised that they preferred the new format of reporting. Reports now link 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.

14.1 **Key Performance Information**

Management Committee acknowledged following information within reports:

Section 5 referrals at 31%, this is under the target of 40%, however we are working closely with the Community Casework Team, holding monthly monitoring meetings and are confident that we will meet the target of 40% for year end.

Areas for improvement are gross rent arrears and void relets where performance is marginally above target in these areas.

There are no areas of concern for maintenance or compliance and performance will continue to be monitored closely.

14.2 **Write Off Report**

Management Committee approved the write off amount £857.62.

HSM advised that contact has been made with a new tracing agent to discuss collection of former tenant arrears.

14.3 **Approval of New Contractors**

Management Committee approved the appointment of Chris Fitzpatrick to approved contractors list for EPC's.

14.4 **Appeals**

14.4.1 **Case 1**

Management Committee agreed to waive the charge due to issue with switch being changed prior to real issue being identified. Management Committee wanted tenant to fix wiring to cooker at their own cost as not a responsibility of the Association and a certificate to be provided by electrician.

14.4.2 **Case 2**

Management Committee agreed that if tenant can provide an incident number from police, the charge for change of locks can be waivered.

Charges for door handles remain.

14.4.3 **Case 3**

Management Committee agreed that as tenant has never reported that living room smoke alarm was sensitive that the charge must stand. Committee also wished a strong worded letter regarding health and safety aspects of removing a smoke alarm to be sent to tenant.

14.4.4 **Case 4**

Management Committee agreed to waive fee as a one-off goodwill gesture, it was agreed as proof of taking animal to vet was submitted and recognising that at times issues out with tenant's control can arise.

14.5 **Succession Appeal**

Donna Miller and Betty McGill both left the meeting at this point.

Management Committee discussed following in relation to succession appeal application.

- All procedures were followed when succession applicant moved into the property to care for elderly parent.
- Parent's death was sudden and unexpected.
- Applicant had been residing at property for 9 months at date of parent's death, law at present states 12 months but consultation on changing this to 6 months is underway.

Management Committee approved succession of property to succession applicant due to reasons stated above.

Donna Miller and Betty McGill both re-joined the meeting.

14.6 **Lettings Plan**

Housing Services Manager advised the delay in presenting the letting plans report was because BHA were awaiting letting request information from Glasgow City Council regarding percentages requested for section 5 referrals. GCC have now advised that they are not requesting set quotas this year. Due to this information, HSM is recommending that letting plan remain same as previous year.

Management Committee approved the recommendations.

15.0 Formal Complaints

15.1 Management Committee noted the contents of report for both formal complaints and compliments. No concerns raised in relation to pattern emerging within the complaints.

16.0 Representative Bodies Feedback

16.1 **EVH**

Monthly update attached to papers.

16.2 **EHRA**

Meetings continue although attendance still low. Senior Officers and support groups continue to meet and share good practice etc.

16.3 **SHR**

No update.

16.4 **SFHA**

No update, weekly news continues to be shared and any training information.

16.5 **SHARE**

Training information continues to be issued, if Committee wish to be booked on a course they will advise the Office Manager.

16.6 **GWSF**

GWSF Update attached. Anyone wishing to attend annual conference please advise Office Manager.

17.0 Correspondence Report

17.1 No correspondence report.

18.0 Date & Time of next meeting – TBC

18.1 New calendar of meetings to be produced after the Annual General Meeting. Annual General Meeting will take place on Thursday 11th September 2025.

19.0 Any other Competent Business

19.1 **Photographs**

Director advised that Association have contacted a photographer to take updated pictures for website etc.

19.2 **Digital Engagement – CX Feedback**

Director advised that staff had discussions with above company in regard to ways to improve digital engagement with tenants. If Association were to purchase the above application we can communicate with tenants in more ways, e.g. newsletters; tenant satisfaction surveys; one off surveys at any given time. Initial costs are training and set up costs for 1st year approx. £2,000 - £3,000 along with annual payment of £6,000.

Management Committee discussed how savings could be made immediately with postage savings especially with newsletters and repair satisfaction surveys and job lines. It was also noted that any tenant wishing to remain in paper format should be accommodated.

Management Committee approved the purchase of CX Feedback.

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

Della McKelvie
August 2025

Chairperson: ______________________________________