

**Minute of the 27th Annual General Meeting of Blochairn Housing Association Ltd held on Tuesday 26 June 2018 in the offices of Blochairn Housing Association, 1 Blochairn Road, Glasgow**

**Present:** Rosemary Cairns, Virgilia Chisela, Andrew Duffus, Thomas Fury, Annemarie Goodwin, Robert Goodwin, Kenneth Haynes, William Kerr, Pascaline Kunda-Kilufya, Michelle Moore, Maria Morgan, Lynsey Morgan (Chairperson), Elizabeth Murray, Agnes Nolan, James O’Hear, Joan Reuston, Malcolm Sinclair, Annie Smith, Bridget Steele, Sheena Stephen, Patricia Stirling, Frances Tierney, Olga Vassiljeva.

**In Attendance:** Michael Carberry (Director); Angela MacDonald (Housing Services Officer); Kaye McFall (Housing Services Assistant); Carol Niven (Finance Assistant); Lorna Wylie (Finance Agent); Sharon Kelly (Royston Youth Action); Donna Ferguson (Simon Community); Maureen McGowan (GEMAP); Councillor Allan Casey; Sofea Ahmad (Royston Primary School); Millie Carroll (St Roch’s Primary School)

The Chairperson, Lynsey Morgan, welcomed everyone to the Annual General Meeting and asked the Association’s Director to introduce invited guests. She advised that, under the Association’s Rules, the AGM had to follow a specific agenda. There would be an opportunity, after the formal business, to ask any general questions. She encouraged Members to stay on after the meeting for refreshments when staff, support workers, committee members, Councillor Allan Casey and Sharon Kelly, from Royston Youth Action, would be available to speak to informally.

1. **Apologies**

Apologies were received from Susan Aktamel, Denise Doherty, Manal Eshelli, John Martin, Rose McLeish, Anne Gregory, Barbara Nolan and Peter Smith.

2. **Adoption of the Minute of the 26th Annual General Meeting held on 27 June 2017**

The minute of the previous annual general meeting was adopted by Joan Reuston and seconded by Maria Morgan.

3. **Matters Arising from the 26th Annual General Meeting held on 27 June 2017**

There were no matters arising from the previous AGM.

4. **Chairperson’s Report**

The Chairperson advised that an Annual Report would be issued to all residents in July. Meantime, she would summarise a few highlights:

The Association’s performance in housing management and maintenance continues to be very good. Residents can check the Scottish Housing Regulator’s web site to see how Blochairn compares to other housing associations. Staff can assist residents to navigate the Regulator’s web site. In September, residents will receive a copy of the Landlord Report published by the Scottish Housing Regulator.

The Chairperson asked the Director to give a brief presentation on the results of the Tenant Satisfaction Survey carried out in 2017. The Director presented the results which show continued high levels of tenant satisfaction, better than the Scottish average.

The Association continued to provide additional support for residents by employing a Financial Advisor, a Tenancy Support Officer and a Welfare Rights Officer. Services are well used and are a real benefit to residents. They can be fully booked two weeks in advance.

In January 2018 the Association began a Major Repairs Programme for the earliest improvement contracts that were modernised in 1990's. A long period of preparation before work began included interviewing several banks and Unity Trust Bank was chosen to provide a loan of £1.6million.

Work includes new external wall insulation and new house windows, close doors, facia, downpipes and gutters. The new insulation is "pebble dash", which will save money on painting the building every few years. The new gutters and downpipes are also low maintenance.

Contract 1 (324/330 Roystonhill) has almost been completed. There are a few things to finish off then the railings and closes will be painted. Work at Contract 2 (20/30 Dunolly St and 229/231 Millburn St) will begin in August/September. On completion of Contract 2 the programme will move on to Contract 3 (14/18 Blochairn Road and 2/6 Cloverbank Street).

New kitchens and boilers have been fitted at Contract 6 (Cloverbank Gardens and 10/12 Cloverbank Street). Blochairn uses good quality, Howdens kitchens and tries to improve on existing kitchens rather than replace like for like. Feedback shows high levels of tenant satisfaction. Surveys have been completed at Contract 3 for new bathrooms and work will begin in July.

In 2014, Blochairn called a meeting of local Royston organisations; Glasgow City Council and Councillors and MSP's to try to find a more strategic, organised way of completing the regeneration of Royston. The Royston Strategy Group was formed and a 'Vision & Strategy' document was produced which highlighted what still needs to be done, including regenerating Glenconner Park; renovating the Rainbow Hall; dealing with the state of Royston Road and with central Roystonhill, including the Millburn Centre. Blochairn is working with Copperworks and Rosemount Development Trust on a plan for central Roystonhill. The "Triangle" will remain as parkland. The Millburn Centre is likely to be demolished. Any new houses that are built will be split between Blochairn and Copperworks.

The biggest problem in Royston remains the building on Royston Road, which is owned by a company called, Kyleforth. The original plan was to demolish the building and build new shops and houses into Provanhill Street. Councillors Allan Casey and Kim Long will be looking at the original plans and trying to get talks going again within the Council.

In 2004, after the murder of Mark Cummings in Royston, Blochairn began to challenge the Scottish Government and Glasgow City Council on the policy of providing accommodation for dangerous sex offenders in our communities. This included taking the Chief Constable of Strathclyde Police and the Freedom of Information Commissioner to court to force them to release statistics on where sex offenders were housed. The case went to the Court of Session, the highest court in Scotland. Blochairn and its allies won the case.

Other associations joined the fight and there are eleven associations, spread throughout Glasgow, who are part of a campaign group, called the 'NASSO

Awareness Group', or 'NAG', for short. NASSO is the 'National Accommodation Strategy for Sex Offenders'.

There were 18 associations in the NAG but some became frustrated and gave up. Others were afraid of repercussions as the NAG began to challenge Glasgow Housing Association (GHA) and had contacted the Scottish Housing Regulator.

The challenge to GHA was about a case from 2012. In Toryglen high flats, a 68 year old GHA tenant seriously assaulted the 4 year old son of a neighbour, similar to the Mark Cummings case. An investigation in 2013 found that changes might be needed in the way that houses are allocated.

In 2017 GHA refused to reveal whether changes had been made to the Allocation Policy and refused to talk to the NAG. A complaint was made to the Scottish Public Sector Ombudsman. The Ombudsman concluded that GHA could decide whether to talk to the NAG or not. The NAG contacted the Scottish Housing Regulator. The Regulator said that the NAG should contact the Scottish Government.

This is a similar pattern. Things go round in circles. We have spoken to previous Housing Ministers. However, another attempt will be made. Blochairn's Director will prepare a report for the Housing Minister and the Justice Minister on behalf of the NAG.

In 2001 Blochairn became the first housing organisation in Glasgow to offer a bonus to its tenants. The bonus is a "thank you" to tenants who make a contribution to the community and who help to make Blochairn an area that people want to live in and are proud to say they come from. Originally called the 'Tenant Incentive Fund', tenants didn't recognise that name so it was changed to the 'Good Neighbour Fund'. Tenants who didn't receive the bonus felt they were being thought of as 'bad' neighbours so it is now the 'Tenant Bonus Scheme'. There will still be a monthly prize draw and a cash bonus at Christmas. Since 2001 the Association has returned more than £200,000 to the community at Christmas and £17,000 has been won in the monthly prize draw. Last Christmas, 82% of tenants received a bonus payment of £75.

Blochairn has always worked hard to develop a good relationship with its Young People, to make them feel that they are important members of the community. Since 2016, Blochairn has been a 'Community Champion' for the 'Dolly Parton Foundation Imagination Library', providing a free, personally addressed book to every child, every month, from birth until their 5<sup>th</sup> birthday.

Blochairn supports Royston Youth Action and its Director is a RYA Board Member. The Association works closely with local schools and, since 2013, has sponsored a 'Community Citizenship Award' for Royston Primary and Saint Roch's Primary.

In May 2018 the General Data Protection Regulations (GDPR) came into force and the Association wrote to residents.

The Chairperson advised that, as always, it has been a busy year. She thanked her fellow Committee members for their help and support and for all that they do for the Blochairn community. She also thanked the Association's staff for their hard work and their dedication to the Blochairn community.

She concluded by encouraging Members to have a look at Blochairn's Facebook page, which is proving to be very popular with 592 "Followers".

The Chairperson invited questions from Members. There were none.

5. **Financial Accounts for the year ending 31 March 2018**

The Chairperson asked the Association's Finance Agent, Lorna Wylie, to present the statutory accounts. The Finance Agent presented a summarised version and confirmed that the accounts provide a "true and fair view" of financial affairs as at 31 March 2018. The Association's performance was a good, consistent one. She asked if there were any questions on the report. There were none.

6. **Appointment of Auditors**

The Chairperson advised that the Management Committee wished Alexander Sloan Ltd to continue as auditors. There were no objections to this proposal.

7. **Election of the Management Committee**

The Chairperson advised that the Management Committee must have at least seven members and no more than fifteen. One third of the Committee must stand down and seek re-election at the AGM. The three Committee members standing down and seeking re-election were Rosemary Cairns, Manal Eshelli and Michelle Moore. There were five new nominations: Susan Aktamel, Denise Doherty, Andy Duffus, Sakina Masih and Rose McLeish. This gives the Association thirteen Committee members. As there are less than fifteen there is no need for an election. The thirteen Committee members are Susan Aktamel, Rosemary Cairns, Denise Doherty, Andy Duffus, Manal Eshelli, Sakina Masih, Rose McLeish, Michelle Moore, Lynsey Morgan, Joan Reuston, Sheena Stephen, Frances Tierney and Olga Vassiljeva.

8. **Any Other Competent Business**

The Chairperson advised that the Secretary had not been advised of any other business before the meeting and she brought the formal business of the AGM to a close.

**Post Meeting:**

The Chairperson invited general questions.

Bill Kerr asked for more information on the Royston Strategy Group (RSG). In an exchange with the Director he said that the RSG had achieved little and was a "talking shop". The Director agreed that things took too long to deliver and he found the process frustrating. He agreed that some things, like the new Rainbow Hall, may have happened with or without the RSG. However, the alternative was to "pull up the drawbridge" and concentrate solely on Blochairn. He felt that this was not in the interests of Blochairn residents.

There were no other questions.

**Royston Youth Action**

- Sharon Kelly introduced herself as the new Co-ordinator at RYA, having recently taken over from Harry Young. She has worked at RYA for 6 years. She advised Members about RYA's activities and asked them to encourage

Young People to take part. She also appealed for voluntary support from the community as volunteers with Young People and as Board Members.

#### Councillor Allan Casey

- Councillor Casey introduced himself and addressed the meeting, advising of some of the work he has been doing in the Royston area. Questions for the Councillors were invited from the floor. Bill Kerr raised the issue of the impotence of the RSG. Councillor Casey echoed the points made by the Director and said that he sincerely hoped that Blochairn remained within the RSG. He did not want to score political points but said that the new SNP administration in Glasgow was trying to get to grips with many years of neglect in some areas.

Maureen McGowan advised that Council services on Housing Benefits and Council Tax had been cut in Royston and that the facility at Royston Library is threatened with closure. Councillor Casey said that there was significant investment in digital inclusion. Maureen said that this did not help a large proportion of clients in Royston who cannot benefit from digital inclusion. The Councillor agreed to investigate this issue further.

#### Tenant Bonus Scheme

- The draw was made for June. Winners were Elaine McVey (Dunolly Street) and Edward Gardner (Cloverbank Gardens)

#### Prize Draws

- The winner of the £300 John Lewis Gift Card was Kenneth Haynes (Blochairn Place)
- The winner of the Mini laptop computer, donated by computer support company, M2 Ltd, was Joan Reuston (Blochairn Road)

#### World Cup Competition

- The Director provided an update
- Part 1 – predict scores in the group stages - leaders were Joe O'Reilly (35); Patrick McFadyen, Anne Campbell, Susan Brant and David McKechnie (all on 30); Mary Welsh, Jan Mirenski, Sean Hally and Sifimo Moyo (all on 29).

#### Community Citizenship Award

- The Director advised that, in 2013, Blochairn began sponsoring a Community Citizenship Award, which combines involvement in community work and activities, with the Curriculum for Excellence, which encourages Pupils to be a Confident Individual; Successful Learner; Responsible Citizen and Effective Contributor. Young People complete a “passport” throughout the year with encouragement and involvement of parents, teachers and other community organisations. Judges select winners at the end of school term. There is an award for each primary school.

Previous winners have been Ephraim Chiwara, Hayley Brown, Tamzin McLeish, Jack Anderson and Savannah Jeffrey from Royston Primary; and Sean Paul Faulds, Eve Gillespie, Rebecca Kyle, Lillias Sidique and Theodocia Glover from Saint Roch's Primary. All have been popular winners. The 2018 winners were equally popular.

He introduced the winners of the Community Citizenship Awards 2018: Sofea Ahmad from Royston Primary and Millie Carroll from St Roch's Primary.