

**Minute of the Management Committee meeting  
held on Tuesday 24 September 2019 in the offices of  
Blochairn Housing Association, 1 Blochairn Road, Glasgow**

**Present:** [REDACTED]

**In Attendance:** Michael Carberry (Director); Eamonn Connolly (Director, Employers in Voluntary Housing) – Item 4; Angela MacDonald (Housing Services Officer) – Item 14; Danielle Murphy (Housing Services Assistant) – Item 14.

**1) Apologies**

Apologies were received from [REDACTED] and [REDACTED].

**2) Adoption of the Previous Minute**

The minute of **27 August** was adopted by [REDACTED] and seconded by [REDACTED].

**3) Matters Arising from the Previous Minute of 27 August**

- a) **Previous Item 3(a)** - [REDACTED]. The Director advised that the case was still in court
- b) **Previous Item 3(b) – IT Review.** The Director advised that there seems to be no consensus or pattern at other associations on what to provide to Committee members to receive Committee business papers and emails. IT support company, M2 Ltd. will recommend a device to be supplied to Blochairn Committee members
- c) **Previous Item 15(a) – New Close Doors** – The Director advised that discussions are ongoing about whether the specification was appropriate

**4) Management Committee Appraisal**

Eamonn Connolly delivered the second session on the Appraisal process. He reported on the results of the Collective Appraisal from the previous meeting; provided 'Chair 360 Appraisal' Forms to be completed confidentially and returned to EVH and he explained the process for individual member's appraisal meetings.

**5) Employers in Voluntary Housing (EVH)**

The Director advised that the Staff Structure Review will begin at the end of October. Staff will complete a self-assessment of their role. EVH will analyse and consider whether they are at the correct point on the grading/salary scale. Separately, EVH will consider whether the staff structure is suitable for an organisation of Blochairn's size and stage of development.

**6) Health & Safety**

The Committee was advised that the Staffing Sub Committee considered the Health & Safety audit from February 2019. It was agreed and noted that

1. the H & S Control Manual (332 pages) will be 'personalised', section by section, on an ongoing basis
2. drafts, for approval, will be presented at the next meeting on a H & S Policy Statement; a statement of Management Committee Members' and Director's Responsibilities; a statement of Employees' Responsibilities and an Organisational Chart
3. Written Risk Assessment Records will be kept in future, where appropriate

4. Display Screen Equipment (DSE) Risk Assessments will be carried out in October
  5. Policies will be prepared for consideration to include Occupational Driving; Lone Working; Violence and Aggression; Stress Management
  6. A Fire Risk Assessment will be carried out before the next meeting
  7. At least two Fire Drills will be carried out each year
  8. At least six Fire Alarm tests will be carried out each year
  9. Staff ( [REDACTED] ) had Fire Safety Training in June
  10. Fixed" electrical installation tests will be carried out on Friday 27 September
- 7) Scottish Government/Scottish Housing Regulator**  
The Director reminded the Committee that Assurance Statements are due by 31 October and that Freedom of Information legislation will include housing associations from 11 November.
- 8) Tenant Bonus Scheme**  
The draw was made for September. Winners were [REDACTED] and [REDACTED]
- 9) National Accommodation Strategy for Sex Offenders (NASSO)**  
The Committee reviewed correspondence with the Scottish Housing Regulator and with Ash Denham MSP, Minister for Community Safety. This will be considered further at the next meeting.
- 10) Royston Strategy Group**  
The Committee was advised that discussions were ongoing on a Roystonhill Masterplan. Within Glasgow City Council there is a difference of opinion regarding retaining or demolishing the Millburn Centre. The planners favour retaining it but the funders (Development & Regeneration Services – DRS) favour demolition. It was agreed that the community consultation form should be issued to all Blochairn residents. The Committee were further advised that the Royston Strategy Group will be treated as a Community Council for the purposes of the parking restriction consultation for Royston.
- 11) Staffing Sub Committee**  
The Committee noted that the Sub Committee met on 17 September to consider staffing and Health & Safety issues.
- 12) Policy**  
The Committee noted that the Entitlements, Payments and Benefits policy will be presented at the next meeting for review and there will be a report on Declarations of Interest for 2019.
- 13) Training**  
The Director advised that [REDACTED] and [REDACTED] will attend the EVH Annual Conference in St Andrews on 22/24 November and he asked other Committee members to consider attending.
- 14) Housing Services Reports**
- 1. General**
  - 1) Housing (Scotland) Act 2014** – The Committee noted that staff are reviewing Scottish Government guidance and reviewing the Allocations Policy and Procedures.
  - 2) Play Area Blochairn Place** – The Committee was advised of problems being encountered with groups of young people coming to play in Blochairn Place.

The majority are coming from other areas. There has been damage to play equipment in the Toddlers' Play Area. After discussion it was agreed that staff should investigate the costs and protocols with regard to the provision of a CCTV camera to cover Blochairn Place. Staff should try to identify some of the young people involved

- 3) **Landscape Maintenance** – The Committee was advised of a comment from a tenant about the quality of the landscape maintenance service provided by [REDACTED]. The tenant asked whether the contract should be reviewed and that this should be considered by Committee. Staff have explained that this year has been particularly difficult due to weather conditions, of alternate extreme heat and heavy rain, causing rapid growth. If programmed work at Blochairn cannot be done due to torrential rain the gardeners cannot come the next day as they are scheduled to be elsewhere. Regular discussions are held with the company and recently the schedule has been changed to have a set squad working in Royston to cover Blochairn, Copperworks and Spire View. Staff commented that this type of work is typically low paid and retention of staff is difficult. [REDACTED] is a long standing member of the Approved Contractors List and has provided a good service. Any difficulties have been resolved quickly and there is a good working relationship. It was agreed that this issue should be considered further at the next meeting
- 4) It was agreed that the Committee would consider setting up a Housing Services Sub Committee

## 2. Housing Management

### a) Cases

1. **Former Tenant Ref: 000477.** The Committee was advised that the court case was dismissed with expenses of £[REDACTED]. The tenancy ended [REDACTED] and the, now, former tenant moved to [REDACTED]. The house was in an appalling condition and cost £[REDACTED] to bring it back to a lettable standard. Of that, amount, £[REDACTED] has been recharged to the former tenant.
2. **Tenant Ref: 000621.** The Committee was advised that the allocation was through [REDACTED]. There has been a prolonged period of nuisance and anti-social behaviour and court action has been instructed.
3. **Tenant Ref: 000492.** The Committee was advised that, following a prolonged period of nuisance and anti-social behaviour, court action was instructed. The case called to court on [REDACTED] and was continued for [REDACTED] weeks and continued again to allow the situation to be monitored. The solicitor was instructed to ask for the case to be Sisted (suspended from court) when it called in Court on [REDACTED]. It can be recalled if the situation changes.

### b) Housing List – as at 16 September

- 76 applications, including 17 transfer applications
- 0 live Section 5 Referrals
- 1 applicant was suspended
- 33 new applications were received between 1 April 2019 and 31 August 2019. On average, it has taken 6.3 days to process an application
- The review of the housing lists was completed in July 2019.

c) **Allocations** – Between 1 April 2018 and 31 March 2019 there were 26 allocations. On average, it took 4.5 days to relet a house. Between 1 April 2019 and 31 August 2019 there were 12 allocations. On average, it took 4.1 days to relet a house.

d) **Rent arrears** – at 27 August 2019, arrears as % of Annual Rent Due were 1.18%. The Committee noted updated details on 13 cases over £500

e) **Estate Management** – the Committee noted that there had been fewer close inspections carried out over the last few months

- f) **Anti-Social Report** – From **1 April 2018** to **31 March 2019** there were **19** complaints, with **13** upheld. From **1 April 2019** to **31 August 2019** there were 11 complaints, with **8** upheld.
- g) **Support Staff Report** – The Committee noted reports on the Welfare Rights Officer (Patrick Hannon) and Financial Capability Officer (Maureen McGowan) from GEMAP for 1 April 2018 to 31 March 2019 and from 1 April 2019 to 31 August 2019. The new Tenancy Support Officer (Geraldine Burgess) from Simon Community is working with eight clients, two of whom are new referrals since 1 April 2019. It is intended that the Simon Community report will be along similar lines to GEMAP in future.

### 3. Maintenance

#### a) Budget

**2018/2019** - **1,315** jobs - **£375,645** spent, of which, **£238,010** was on Planned Maintenance and **£27,730** on **15** Medical Adaptations

**2019/2020** – **514** jobs - **£67,445** spent, of which, **£29,830** was on Planned Maintenance and **£6,537** on **4** Medical Adaptations.

The Committee noted reports on repairs by 'Urgency'; 'Contractor' and 'Trade'. The Committee instructed staff to amend these reports to show 'planned' and reactive works separately

#### b) Performance

- 2018/2019 of **1,315** jobs **1,311 (99.70%)** were within target
- 2019/2020 of **514** jobs **513 (99.81%)** were within target

#### c) Pre/Post Inspection

- 2018/2019 pre **332 (25.2%)** and post **114 (8.7%)**
- 2019/2020 pre **103 (20%)** and post **49 (9.5%)**

#### d) Tenant Satisfaction

- 2018/2019 - **125 (12.6%)** forms returned – **96.2%** satisfaction
- 2019/2020 - **46 (12.9%)** forms returned – **100%** satisfaction

#### e) Void Costs

- 2018/2019 - **£20,266** for **26** houses, an average of **£779**
- 2019/2020 - **£8,503** for **7** houses, an average of **£1,215**

#### f) Major Repairs

- **Contract 1** - A resident satisfaction survey is ongoing
- **Contract 2** - Decoration to closes/railings and close insulation work is on-going. Veitchi close flooring will be cleaned after decoration is completed
- **Contract 3** - Completed in May. Decoration and Veitchi close floor cleaning will begin when Contract 2 is completed
- The specification for new close doors is being queried

#### g) Planned Maintenance

- the bathroom renewal contract has been completed at Contract 4. Satisfaction Survey to be carried out
- decoration of closes at Contract 2 is nearing completion
- the close wall insulation programme is on-going for 14 closes to resolve a long standing damp proofing issue. [REDACTED] Architects have assisted with the specification

#### h) Contractors

- [REDACTED] (Asbestos) have not provided insurance details. It was agreed that they could be removed from Approved Contractors List.
- [REDACTED] has ceased trading and will be removed from Contractors List. [REDACTED] has taken over the business and a contractor information pack has been issued. It was agreed that they could be added to the list

- i) **Passivent** – The Passivent system at [REDACTED] is not performing well where there are internal kitchens and bathrooms. [REDACTED] Architects are

assisting with investigation of possible solutions. A tendering process was unsuccessful with only one return which proposed work costing over £ [REDACTED] per close. Alternatives are being considered

**4. Insurance**

The Committee noted details on insurance claims for 2018/2019 and 2019/2020.

**5. Tenant Accounts**

The Committee noted reports on Former Tenant Arrears; Former Tenant Debts; Current Tenant Debts and Other Debts. It was agreed that the debt for Former Tenant Reference 000108 could be written off.

**6. Owner Accounts**

The Committee noted the report on owner accounts showing that, of 39 owners, 19 have zero or credit balances.

**15) Items for Future Agendas**

Committee members were reminded to advise the Chairperson or Director of issues they might want to discuss under future agendas. It is proposed that more direct engagement with young people in the community is added to the agenda for October.

**16) Any Other Competent Business**

**Membership Applications.** The Committee considered and approved membership applications from [REDACTED] and [REDACTED], [REDACTED]  
[REDACTED]

END