

**Minute of the Management Committee meeting
held on **Tuesday 27 September 2022**
in the offices of Blochairn Housing Association**

Present: Manal Eshelli; Martin Forrest; Mary Gibb; Aleksandra Lis; Sakina Masih; Michelle Murray-Moore; Jean O'Neill; Frances Tierney; John Welsh

In Attendance: Michael Carberry (Director); Patricia Davidson (Corporate Services Officer); Lorna Shaw (Research Resource - Item 5 only).

1) Apologies

Apologies were received from Helen McCartney and Kim Stuyck. Councillor Allan Casey is unable to take up the offer of co-option to the Association's Committee as he has been co-opted by another association.

2) Declarations of Interest

There were no declarations of interest.

3) Adoption of the Previous Minute of 30 August 2022

The minute of the previous meeting was adopted by **Mary Gibb** and seconded by **John Welsh**.

4) Matters Arising from the Previous Minute of 30 August 2022

a) Previous Item 8(c) – Play Park

The Corporate Services Officer provided an update on progress with replacing equipment in the play park in Blochairn Place. Three proposals will be put to consultation with Blochairn Place residents in early October. Community Links will submit funding bids by 31 October

b) Previous Item 9(b) – Landscape Gardeners (The Nurture Group)

A consultation will be put to residents by text bulletin this week

c) Previous Item 8(g) – Blochairn Recycling Centre

Bob Doris MSP has arranged a further meeting for 29 September in the Association's offices. A small group of residents will attend, including several Committee members

d) Previous Item 20(a) – Councillor Elaine McDougall

Councillor McDougall is unable to accept the offer to be co-opted to the Association's Committee due to pressure of other work

5) Tenant Satisfaction Survey 2022

Lorna Shaw presented the results of the Tenant Satisfaction Survey. The Association has improved on an already good performance in 2017. The headline result is an increase in Overall Satisfaction from 95% to 96.4%. The summary included:

- Taking everything into account, how satisfied or dissatisfied are you with the **overall service** provided by Blochairn Housing Association? (*% very/ fairly satisfied*) – Up from 95% to 96%
- How good or poor do you feel Blochairn Housing Association is at **keeping you informed** about their services and decisions? (*%very good/ fairly good*) – stays the same at 96%
- How satisfied or dissatisfied are you with the **opportunities** given to you to **participate** in Blochairn Housing Association's decision making process? (*% very/ fairly satisfied*)- up from 84% to 86%
- Thinking about the LAST time you had **repairs** carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by

the Association? (*% very/ fairly satisfied*)- **Those who have reported a repair in the last 12 months** – down from 98% to 96%

- Overall, how satisfied or dissatisfied are you with the **quality of your home?** (*% very/ fairly satisfied*) – down from 93% to 92%
- Taking into account the accommodation and services the Association provides, to what extent do you think that the rent for this property represents good or poor **value for money?** Is it... (*% very good value/ fairly good value*) – down from 89% to 83%
- Overall, how satisfied or dissatisfied are you with the Association's contribution to the **management of the neighbourhood** you live in? – up from 93% to 95%
- Taking everything into account, how satisfied or dissatisfied are you with the **factoring services** provided by Blochairn Housing Association? (*% very/ fairly satisfied*) – up from 78% to 83%

The results will be considered as part of the Options Appraisal/Strategy Review.

6) Employers in Voluntary Housing (EVH)

There is no report on this item.

7) Health, Safety & Human Resources Sub Committee

Staff left the meeting to allow discussion on a confidential issue.

8) Scottish Government/Scottish Housing Regulator (SHR)

a) Annual Financial Return

The Committee noted details of the AFS, issued with the agenda, and approved submission to the SHR. The Director suggested that the Strategy Review should consider how the Management Committee deals with SHR Returns. If, as has been the case, the Committee does not think that a Finance Sub Committee is necessary, a sub group (perhaps Office Bearers), could meet with the Finance Agent, in advance of the Management Committee meeting

b) Electrical Installation Condition Report (EICR)

The SHR has not yet responded to the Association's letter. The Committee noted the recent SHR thematic review: *'Rent increases by Scottish social landlords'*. It includes: *'Landlords should continue to vigorously challenge every element of their expenditure to ensure that it is necessary, it is focused on delivery of outcomes for tenants and others who use their services, and that it represents value for money. Keeping rents as affordable as possible for their tenants is a principal objective of all social landlords. In a context of rising inflation and significant pressures on the household finances of tenants, this objective has never been more important'*

9) Tenant Bonus Scheme

The draw was made using the computerised 'Random Picker'. Winners for September were James O'Hear (Cloverbank Gardens) and Mary Gibb (Sandmill Street).

10) National Accommodation Strategy for Sex Offenders (NASSO)

The Committee were advised that four members of the NASSO Awareness Group had responded to the enquiry about meeting to discuss how the group continues into the future when Blochairn's Director leaves the Association. There does not seem to be any great enthusiasm from anyone to lead the group and the loss of several long standing staff in other associations is having an effect. It is likely that a Zoom meeting will be held within the next few weeks.

- 11) Royston Strategy Group**
The Director provided a report on the meeting held earlier in the day.
- 12) Internal Audit**
The Director advised that the Internal Audits, scheduled for October, had been cancelled. The topics, 'Corporate Governance & Risk Management' and 'Long-Term Maintenance Planning', will be covered by the Options Appraisal and 30 Year Financial Forecast to be discussed as part of the strategy day. These will be provided by external consultant, HRC Ltd., and additional work by Wylie + Bisset was considered to be unnecessary and overly disruptive, especially at this time. The Committee agreed with this action. The Committee will consider appointing a new Internal Auditor from 1 April 2023
- 13) Policy**
- a) **Strategy Day/Options Appraisal**
A Sunday in October will be booked to consider the outcome of the Options Appraisal and the Association's future strategy. The Stock Condition Survey has been completed and all houses meet the Scottish Housing Quality Standard (SHQS). The planned maintenance programme will now be updated. A Stock Revaluation has been instructed
 - b) **Kitchen Renewals**
The kitchen renewal programme and policy will be considered in the Housing Services Report on 29 November
 - c) **Allocation Policy**
The policy and the Equalities Impact Assessment (EIA) will be considered in the Housing Services Report on 29 November
- 14) Training**
The Committee were asked to advise whether they wished to attend any courses within the SHARE Training Bulletin, including those resulting in a qualification.
- 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.
- 16) Any Other Competent Business**
- a) **Joan Reuston**
The Committee noted that retiring Chairperson, Joan Reuston, had served as a Committee Member for 23 years, from 3 August 1999 until 30 August 2022, much of that time as Chairperson. It was agreed that the Association should formally thank Joan for her service and provide a £100 gift voucher
 - b) **Angela MacDonald**
The Committee noted that Angela MacDonald has worked for the Association for more than 30 years. Initially employed part time in 1992, she received her first full time appointment on 13 July 1993. It was agreed that the Association should formally thank Angela for her service and provide a £100 gift voucher
 - c) **Membership Application**
The Committee noted and approved the Membership Application from Tamzin McLeish.

Signed:

Date:

25 October 2022