

**MINUTE OF THE SERVICES COMMITTEE MEETING HELD ON TUESDAY  
28<sup>TH</sup> NOVEMBER 2017 AT 7PM AT 53 BALLINDALLOCH DRIVE,  
GLASGOW**

**PRESENT**

Mr A Scott  
Ms T McGinlay  
Ms C Tartaglia  
Ms J Donachy  
Mr J O'Donnell  
Mr P Lavery  
Councillor E McDougall  
Mr N Halls  
Mrs L Williams  
Mrs A Irving  
Mrs M Hutchison  
Mr A Young  
Mrs R Tinney

**IN ATTENDANCE**

Mr A Benson (Director)  
Mrs L Sichi (Depute Director)  
Mrs J Leggat (Maintenance Manager)  
Mr J Scott (Housing Services Manager)  
Miss H Robertson (Depute Maintenance Mgr)  
Mrs N Carrigan (Depute Housing Services Mgr)

**APOLOGIES FOR ABSENCE**

Apologies were tendered on behalf of C McGuire & P Flynn

**DECLARATIONS OF INTEREST**

There was none.

**ADOPTION OF MINUTE – 24<sup>TH</sup> OCTOBER 2017**

The Minute of the meeting held on Tuesday 24<sup>TH</sup> October 2017 was proposed for adoption by Ms T McGinlay, seconded by Ms Donachy and agreed unanimously, without amendment, by the Services Committee.

**RELEVANT BUSINESS ITEMS TO BE ADDED TO AGENDA**

There were no items to be added to the Agenda.

**MATTERS ARISING – 24<sup>TH</sup> OCTOBER 2017**

Glasgow Homeless Alliance Update

Housing Services Manager provided an update on the above and advised that a meeting is to be held on 11<sup>th</sup> December 2017 by the Homelessness Alliance members, GCC and any prospective members of the Alliance and he is hopeful at this point more information will be available on the next stage of the process.

**DISCUSSION ITEMS**

**Review of Service Delivery Strategy 2017/2018**

Strategy was noted by Committee.

**Service Delivery Reports**

Update was given on the below:

- Surveys & Consultation 2018/2018 – The Association continues to seek feedback from tenant's owners and other customer on a range of services that are provided

- Tenant Participation Strategy 2017/2018
- Performance Management 2017/2018 – To date 5 Performance Management Checks have been carried out

### **Bin Replacement Scheme Update**

The Housing Services Manager advised Committee that meeting has been scheduled for next week with Land & Environmental Services representative following common inspection in the MHA area for replacing galvanised bins with wheelie bins.

### **Fire Safety Update**

The Depute Housing Services Manager referred to previously circulated report in relation to Fire Safety and the risks associated with blocked common areas and stairwells and presented a report detailing the extent of items found on common areas.

A Committee Member commented on how valuable the fire safety talk was during the recent AGM. They added that it might be an idea to hold another fire safety event for all residents to attend in the near future.

### **MAINTENANCE & DEVELOPMENT STATISTICAL REPORTS**

The Services Committee noted the report on the following Maintenance & Development business:

- Complete job Report, In house Trades/External Trades
- Quality Control Reports
- Priority Repairs
- Call Out Reports
- Quarterly Report ARC
- Estate Management Report Bulk
- Gas Service
- Asbestos Report
- Property Investment update Report

### **HOUSING SERVICES REPORTS**

The Services Committee noted the reports on the following Housing Services Business:

- Voids & Allocations
- Housing List Details
- Estate Management
- Rent Arrears
- MHA Stock
- ARC Reports

### **AOCB**

None

### **DATE OF NEXT MEETING**

Tuesday 23<sup>rd</sup> January 2018