



**MINUTE OF BUTE & COWAL AREA COMMITTEE MEETING**  
**Wednesday 4<sup>th</sup> February, 2009**  
**The Argyll Hotel, Dunoon**

**Present: -**

Margaret MacGregor	Chair
John Morris	Vice Chair
Anne Dunlop	ACHA Tenant
Carolanne Shearer	ACHA Tenant
Councillor Marshall	Councillor
Heather Jeffrie	Acting Area Manager
Christine Johnston	Director of Housing & Neighbourhood Services
Iona MacPhail	Regional Manager
Yolanda Shoemake	Area Admin Officer

		ACTION
1.	Apologies Ilan Christie	
	The Chair welcomed Christine Johnston and Iona MacPhail to the meeting.	
2.	Previous Minutes – Previous minutes were proposed by John Morris and seconded by Anne Dunlop. And were approved as accurate	
3.	<p><b>Matters Arising</b></p> <p>3.1 Accommodation at Dolphin Hall – a report was produced and is currently with HR to take to the Senior Management Team – any new accommodation will be investigated by the Accommodation Working Group. John Morris asked the Area Committee if they knew if Dunoon Cinema was closing as this would be a prime location for ACHA offices. Also the Committee thought maybe the Sandbank Industrial Estate would be good for an office, the Committee were advised that this has already been ruled out due to the distance from the town centre.</p> <p>3.2 Post of Housing and Neighbourhood Services Assistant Cowal (Temporary) - The post was filled on the 22<sup>nd</sup> December 2008 and will end 31<sup>st</sup> March 2009.</p> <p>3.3 Training – the Committee were advised that Heather has put the suggestions forward and training will take place in the coming year.</p> <p>3.3 Ex Gratia Payments – this issue is with Linda Haig, Director of I&amp;R and no update available for this meeting. The question was raised that if these payments were increased would this be backdated and given to tenants who</p>	

	<p>have already had this payment. Christine advised that any decisions like this would be taken by the Board.</p> <p>3.4 Plastering work – Cllr Marshall asked – has this improved? Advised that positive reports back and that the standards have improved including communication.</p> <p>3.5 Future Area Committees – Margaret MacGregor advised as it is only her currently travelling from Bute that she would not mind if all future meeting are to be held in Dunoon. Admin Officer to re-arrange the meetings.</p>	
4.	<p><b>EMAP Update</b></p> <ul style="list-style-type: none"> <li>• Heather tabled a paper after a meeting with John and Margaret on 30 December 2009 to discuss the proposals for this year. The Committee had also asked for an update on the 2007/08 projects and final report was tabled on these projects.</li> <li>• Both teams have been proactive and reactive in managing our properties. Particular attention has been focussed on our difficult to let areas to try and get tenants to take more responsibility for their environments.</li> <li>• Cllr Marshall – can you advised when the work at Finbracken (fencing) will be finished, the committee was advised by the end of March.</li> <li>• Mr Morris advised that ACHA could contact the owners of the shops in front of Finbracken to arrange a cleanup. This had been tried before but had no success.</li> </ul>	
5.	<p><b>Torlochan Funding Application</b></p> <ul style="list-style-type: none"> <li>• Our funding application for Torlochan has been particularly successful and we have secured funding to the value to £240k. Although this does not cover all the work we wish to do, it will address the major issues of upgrading the water and electric supplies and refurbish the units. Work will be starting as soon as tendering process has been completed.</li> </ul>	
6.	<p><b>Area Managers Report</b></p> <ul style="list-style-type: none"> <li>• <u>Staffing</u> – there are currently no vacant post in either Bute or Cowal. Long term sick leave posts are filled on a temporary basis until 31<sup>st</sup> March 09.</li> <li>• <u>Landscape Contract</u> – A small budget for winter works to bring areas up to a standard has been made available to each team. Proposals have been costed and submitted to Investment and Regeneration Team.</li> <li>• <u>Property Services – Staffing</u> – No issues. The post for Temporary Property Officer Post has now been extended for a further 12 months.</li> <li>• <u>Property Services – Investment Programme</u> – <ul style="list-style-type: none"> <li>○ Kitchens &amp; Bathrooms – the contractor is keeping to timescales for all new starts and the Property Officer’s are closely monitoring the quality of work.</li> <li>○ Heating &amp; Re-wiring – During the past 2 months the contractor has mainly been working in other areas of Argyll, of the properties</li> </ul> </li> </ul>	

<p>completed in our area there have been no reported problems.</p> <ul style="list-style-type: none"> <li>○ Windows &amp; Doors – During February the contractor is to start fitting windows &amp; doors at Ferfadd Court, Rothesay, which is a Sheltered Housing Complex. Once this is completed there will only be one property left in Bute requiring new windows.</li> <li>○ Roof &amp; Roughcast – All roofs in the programme have been completed and the roughcasting project at Forest View is progressing well with only the cold weather causing delays.</li> <li>● <u>Property Services – <b>Aids &amp; Adaptations</b></u> – ACHA are at the final stages of completing a major aids &amp; adaptation alteration to a property in Dunoon, this has been one of the largest alterations undertaken in Cowal, once completed the property will be fully wheelchair accessible.</li> <li>● <u>Property Services – <b>Improvement Projects</b></u> – The painting project at Finbracken and the painting team have moved on to Lochgoilhead. The proposed Garage Strategy has been progressed further and a contract for demolition and refurbishment of land has been appointed to a local contractor, work is proposed to start late February.</li> <li>● <u>KPI's –</u> <ul style="list-style-type: none"> <li>○ Void Times – have improved in December compared to November but still not hitting our target. In December 10% (1 house) let in less than 2 weeks, 10% let in 2 – 4 weeks and 80% let in over 4 weeks. Our average void time in days is 51 days against a target of 25 days. Work in being done by staff, looking at particular issues including repair times, conditions of voids at termination to try and encourage outgoing tenants to leave it cleared out and clean and with no rechargeable repairs. We are also trying to improve our times in selecting applicants and looking at refusal reasons. As a side issue an applicant refused a house in Kirn because they wanted to move to Finbracken</li> <li>○ Current Voids – 26 voids at the end of December which is the lowest level of voids we have had this year.</li> <li>○ Tenancy Terminations – The low level of voids will be partially due to reduction in terminations. 5 tenants terminated their tenancy and 2 tenants abandoned.</li> <li>○ Allocations – There were 12 properties let during December and 15 during November.</li> <li>○ New Tenancies – No SSST's – 12 SSTs created.</li> <li>○ Allocations to Homeless Persons – 42% lets were to Homeless Persons during December which gives us 42% for the year to date. Our target is 50% for the year but obviously there are houses where there is no applicant on the homeless list or the house is specially adapted</li> <li>○ Arrears Totals – Arrears are £98,459 at end of December. This is the first they have been under £100,000 this year.</li> <li>○ % of Annual Rent Due – This means that in December we met our target of 2.5% - this was partly due to the 2 free rent weeks but also due to the hard work being done by staff.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>○ Anti Social Behaviour &amp; Nuisances Complaints Received – Only 3 complaints received in December. Both teams report things quiet during the month.</li> <li>○ Repairs Performance – Emergency Repairs – only 80% completed on target overall. Problem with 1 contractor and has been discussed with them. The situation is being closely monitored and we expect to see improvements.</li> <li>○ Routine Repairs – Only 93% completed on target which is a drop in performance.</li> <li>○ Urgent Repairs – Have seen a similar drop in performance to 91.3%</li> <li>○ Void Repairs – 93% completed on time against a target of 98%.</li> <li>○ Repairs Satisfaction – 83 cards returned in December – no unsatisfied customers – the 2 unsatisfied tenants in November (of the 107 cards returned) have been contacted and the issues dealt with.</li> <li>○ Repairs Logged – General Trend – 640 repairs reported in November &amp; 569 reported in December, 5741 reported from April to December.</li> </ul>	
7.	<p><b>New Staff Structure</b></p> <ul style="list-style-type: none"> <li>• Christine Johnston and Iona MacPhail advised the Area Committee about the new staffing structure that will come into place as of the 1<sup>st</sup> April 2009 and background to the reasoning behind these changes.</li> <li>• Iona MacPhail will be the Regional Manager for Oban, Lorn &amp; the Isles and Bute &amp; Cowal.</li> <li>• Yvonne Litster will be Regional Manager for Mid Argyll, Kintyre and Helensburgh &amp; Lomond.</li> <li>• Consultation was carried out in January with the Assistant Area Managers.</li> <li>• It was agreed that a list would be circulated to the Area Committees of the new structure and a briefing of who is responsible for what.</li> </ul>	
8.	<p><b>Tenant Panel Meeting and Health and Safety Committee</b></p> <ul style="list-style-type: none"> <li>• Minutes of the last meetings of both these groups was circulated in advance of the meeting.</li> <li>• No issues were raised regarding with either of these.</li> </ul>	
9.	<p><b>Draft Tenant Involvement Strategy</b></p> <ul style="list-style-type: none"> <li>• Christine provided a briefing on background of this strategy.</li> <li>• The Committee were asked to provide comments on the strategy. The Committee were satisfied with the content of the strategy and had nothing further to add.</li> </ul>	
10.	<p><b>A.O.C.B</b></p> <ul style="list-style-type: none"> <li>• Margaret McGregor presented Heather with a certificate from the Association for 100% attendance in the previous year.</li> <li>• Radiators – Carol Anne asked if a solution on how to clean the radiators had been found, Heather advised that she has tried to contact Linda about this</li> </ul>	

Agenda Item 2

	<p>and the Cardboard Boxes, but has not had a response yet.</p> <ul style="list-style-type: none"><li>• Gas Leak – Carol Anne advised that she had a gas leak in her kitchen recently when the meter was knocked, could the location of these meters be looked at and raise awareness.</li><li>• Carol Anne – Advised that she is very happy with the service that Connaught have provided and she has been hearing lots of good feedback from the tenants.</li></ul>	
1.1	<p><b>Date of Next Meeting</b></p> <ul style="list-style-type: none"><li>• 1<sup>st</sup> April 2009, Venue to be confirmed.</li></ul>	