

**MID ARGYLL & KINTYRE AREA COMMITTEE MEETING**  
**Wednesday, 25<sup>th</sup> September 2013 at 10.00am**  
**The West Loch Hotel, Tarbert**

**Attendees**

Professor Colin Davidson, Independent (CD)  
 Sandra Johnston, Tenant (SJ)  
 Sandra MacKenzie, Tenant (SMAK)  
 John Muir, Tenant (JM)  
 Carole Anne Shields, Tenant (CS)

**Staff in Attendance**

Yvonne Litster, Regional Manager – Housing & Neighbourhood Services (YL)  
 Sarah Campbell, Local Manager – Housing Services (SC)  
 Jenna Shaw, Administration Officer (JS)

		Action
1.	<p><b>Welcome and Apologies</b></p> <p>The Mid Argyll &amp; Kintyre Area Committee meeting was due to be held on 4<sup>th</sup> September, however, there were insufficient members able to attend to ensure the meeting was quorate. The meeting was rearranged to 11<sup>th</sup> September. Again, the meeting would have been deemed inquorate and was therefore rescheduled to 25<sup>th</sup> September.</p> <p>Apologies were received from Lochiel Cushnie, Alastair MacGregor and Councillor MacMillan.</p> <p>SMack asked if we had any further update from L.Cushnie. YL advised that she had recently received a message from L.Cushnie. Unfortunately, he was still not in the best of health but hopes to return when feeling better and that he was asking for everyone.</p>	
2.	<p><b>Minutes of Previous Meeting – 10<sup>th</sup> July 2013</b></p> <p>The minutes from 10<sup>th</sup> July 2013 were agreed as an accurate record.          Proposed by: Professor Colin Davidson (CD)          Seconded by: Sandra Johnston (SJ)</p>	
3.	<p><b>Matters Arising (Including Information Pack)</b></p> <p><i>Page 2: Schedule of Area Committee Meetings: It was previously agreed that meetings would be held in Tarbert as this was deemed central for both areas. JS to check bus timetables for the next meeting in November and advise. It was noted the new winter timetable operates from 7<sup>th</sup> October 2013.</i></p> <p><i>Page 2: Matters Arising: A letter to the Chamber of Commerce and Rotary Club has been approved by the Chair. It awaits the approval of the Membership application which is due to be presented to the Policy Committee in August before being issued.</i></p> <p>The Policy Committee was due to hold their meeting in August, however, this had been rescheduled to 9<sup>th</sup> September. The Committee approved the membership application and poster and has since been rolled out to all areas. Mike Brown, Chairperson of the Committee passed on his thanks for the co-ordination of the leaflets.</p> <p><i>Page 3: Correspondence: Inveraray Highland Games: Members requested that</i></p>	JS

	<p>we provide our details to note an interest for next year. Email sent to Deanne Hagan, Stance Convener for the Inveraray Highland Games to note an interest for 2014.</p> <p><i>Page 3: Correspondence: Community Action Fund – Befrienders: Following the review of the Community Action Fund application from Befrienders at the Area Committee meeting on 8<sup>th</sup> May 2013, SMacK confirmed a letter had been issued to the group requesting supporting information is submitted before a final decision is made. We await a response from the group.</i> SMacK advised Members that an update had been received from the group and would be discussed under agenda item 10, Community Action Fund Applications.</p> <p><i>Page 4: Finalised Tenant &amp; Residents Association Strategy: SJ advised that she would provide a comprehensive list for the next meeting.</i> YL thanked SJ for providing a very comprehensive list of community groups within the Mid Argyll area. A total of 176 groups were listed.</p> <p><i>Page 4: Finalised Tenant &amp; Residents Association Strategy: CAS also agreed to provide a list of community groups operating within the Kintyre area for September.</i> CAS advised that she had asked for some information from the Community Centre but still awaits a response. It was agreed that this would remain as an action point within the Strategy until CAS was able to obtain this information.</p> <p><i>Page 4: Finalised Tenant &amp; Residents Association Strategy: It was unanimously agreed that the report would be amended by YL and presented by the Chair at the Board of Management meeting.</i> Members were advised that an update would be provided under agenda item 11 &amp; 12: Membership Strategy &amp; Tenant &amp; Residents Associations Strategy.</p> <p><i>Page 5: Community Action Funds (CAF): Members agreed this was a good idea. JS to provide Members with full details in terms of previous applications from September onwards.</i> The CAF budget information was included within the agenda pack.</p> <p><i>Page 7: Agree Estate Management Action Plan Costs: Members repeated their concerns about establishing value for money over the budget they had for EMAP works and suggested that a report is prepared for the Chair to feedback their concerns to the Board of Management. This was agreed by Members.</i> To be discussed under agenda item 9, Estate Management Action Plans.</p> <p><i>Page 7: Agree Estate Management Action Plan Costs: CAS stated the external contractor has since increased their price for the fencing project at Ralston Road, Campbeltown that was previously approved.</i> IMcL confirmed that ACHA had agreed to the initial quote provided and that staff had been in contact with Fyne Homes to get agreement to ensure that price would remain. ACHA are unaware of an increase in price, however, this will be investigated and clarified at the next meeting. Update to be provided under agenda item 9, Estate Management Action Plans.</p> <p><i>Page 8: Tenants Newsletter – Autumn edition: All Members agreed to provide articles for both the Spring and Autumn editions of the Tenants Newsletter. YL explained that all Area Committees would be consulted and the decision would be based on the majority result of this consultation.</i> We await the results of the consultation. Members will be advised in due</p>	
--	---	--

	<p>course.</p> <p>Members were advised that Bill McIntyre has resigned as Chairperson of the Board of Management. Following the Board of Management Annual General Meeting, Mike Brown from Cardross has been formally elected as Chairperson and Marri Molloy from Oban, as Vice Chairperson.</p>	
4.	<p><b>Conflicts of Interest to Declare</b></p> <p>No conflicts of interest were declared.</p>	
5.	<p><b>Code of Conduct</b></p> <p>SMaCK advised Members that as this was the first full Area Committee meeting after our AGM, SMaCK respectfully reminded Members of the key points from the Association's Code of Conduct. These being that Members will behave with courtesy and consideration to fellow members; refraining from offensive or discriminatory behaviour/language and during a meeting only one person should talk at a time, avoiding private conversations. As a reference, a copy of the Board &amp; Area Committee Members Code of Conduct was included within agenda packs.</p> <p>SMaCK referred Members to the list of points on the reverse of their name cards.</p> <p>JS confirmed that on an annual basis Members were asked to sign to agree to abide by the Code of Conduct. All Members had signed these following this year's Area Committee AGM.</p>	
6.	<p><b>Correspondence</b></p> <p>SMaCK provided a summary of the recent correspondence received:</p> <p><b>Email received on 18<sup>th</sup> July 2013 from Andrew Hemmings, Kintyre Crime Prevention Panel (KCPP)</b></p> <p>I am just updating you on the progress. The KCPP has initially produced 300 brochures. We are going to hand some out at the Agricultural Show on 2nd August and we are arranging with the Grammar School to hand them out to the relevant pupils following a talk about safety in cities. The talk will be in September and we have asked the Police to be involved. We are also purchasing 100 personal attack alarms to be given to the relevant pupils at the discretion of the Head Teacher.</p> <p>The total cost will be more than £200 (the extra to be paid by the KCPP) but when I have the relevant receipts I will send you copies.</p> <p>I will also send an electronic copy to the Community Safety Forum.</p> <p>Thank you very much for your help in this matter. (End)</p> <p>A copy of the KCPP brochure was included within agenda packs.</p> <p><b>Letter received from Fiona Broderick, Secretary of Mid Argyll Agricultural Society dated 1<sup>st</sup> August 2013.</b></p> <p>Thank you for your letter of 29<sup>th</sup> July 2013 informing us that ACHA have agreed to donate prize money for an event. Following discussion with the Committee members, it has been agreed that the prize money will be awarded to the hen section.</p> <p>Thank you very much for your kind donation, It is donations such as these that assist us with running our popular local show. (End)</p>	

	<p><b>Letter received from Helen Kessell, Secretary of Ardrishaig Horticultural Society dated 5<sup>th</sup> August 2013.</b>  The Committee of the Horticultural Society would really like to thank the Mid Argyll &amp; Kintyre Area Committee for their very generous donation. It will be put to good use in this year's Flower Show.</p> <p>Once again thank you.  <i>(End)</i></p> <p>Alastair MacGregor was due to attend the Mid Argyll &amp; Kintyre Area Committee meeting held on 4<sup>th</sup> September 2013. As this meeting had to be rescheduled, Alastair was unable to attend today's meeting due to other commitments.</p> <p><b>Email from Colette Benham, Director of Human Resources &amp; Corporate Services dated 9<sup>th</sup> September 2013.</b>  Alastair could attend the Mid Argyll &amp; Kintyre Area Committee meeting and join Christine Johnston on 13<sup>th</sup> November this year or alternatively join Nick Pollard on 14<sup>th</sup> May next year.</p> <p>It was noted that a member of staff from the Senior Management Team is able to attend every meeting apart from July next year.</p> <p>It was unanimously agreed by Members that we would politely decline the request for Alastair to join the meeting in November 2013 or May 2014 as it was believed one member of staff from the Senior Management team was sufficient.</p>	
7.	<p><b>Regional Managers Report</b></p> <p><b>Investment Programme – Mid Argyll</b>  <b>Heating &amp; Rewire</b> – British Gas have been slower with their installs over the last few weeks. Their programme is very sporadic and can amount to only a few installs a week. We have been informed that this will increase in the near future. Carillion have started installing heating systems in Mid Argyll in an effort to enhance the install numbers.  Properties open in Mid Argyll at present: 11 heatings &amp; 6 rewires.</p> <p><b>Windows &amp; Doors – Sidey</b> – Currently no installs at the moment but due to start again in October.</p> <p><b>Kitchen &amp; Bathroom</b> – No kitchens or bathrooms ongoing at this time.</p> <p><b>Roof &amp; Roughcast</b> – MacLeods still have a number of ongoing projects. Frustration at the pace of closure of the roofing project at Kilmahumaig, Crinan. We still await the installation of the external insulation at Old Schoolhouse, Clachan. This is causing difficulties in the area office and for the tenants who have been decanted. Despite various promises there does not appear to be a projected completion. Lorne Terrace is progressing and the externals have been completed. Due to the major works to treat damp, the project is running behind. This work has now been carried out and it is hoped that the project will gather pace to completion. Scaffold has been erected at 12 Knapdale Terrace, Ardrishaig but work is yet to start.</p> <p><b>Cyclical painting</b> – Not in Mid Argyll area at present.</p> <p><b>Solas Insulation</b> – Issue due to the current position with Solas.</p> <p><b>Gutter Cleaning</b> – Gutter cleaning is currently underway in Mid Argyll. A</p>	



The official opening ceremony of the completed refurbishment of the 19th century cottages at Dalaruan in Campbeltown was held on 19<sup>th</sup> July 2013. The £1million project resulted in a reconfiguration of rundown housing units into 12 brand new homes. The properties are Category C listed and the project, as well as totally modernising the buildings, saw extensive reconfiguration of accesses and the streetscape.

The 13-month project was completed by the Campbeltown building company, McKinven and Colville.

The official opening was carried out by Councillor Dougie Philand, Depute Provost of Argyll and Bute Council and Lead Councillor for Mid Argyll, Kintyre and the Islands Area Committee.

### **Official Opening Ceremony of Park Terrace**

On 27<sup>th</sup> August, ACHA welcomed the First Minister Alex Salmond MSP to its newly completed housing at Park Terrace, Campbeltown.

The development of 32 homes for rent was built over two years with an investment of £5.267million. The development was built by M&K MacLeod of Lochgilphead and it provided jobs for 60 workers, including apprentices, during that time. The development was funded by the Scottish Government, Argyll and Bute Council and ACHA.

The First Minister commented, "With more than 14,200 affordable homes completed in just over two years, the Scottish Government is well on track to meet our pledge to deliver 30,000 affordable homes over the lifetime of this parliament, including 20,000 social homes. We are working closely with our housing sector partners to increase the pace of approvals and this will be greatly enhanced by our decision, announced last month, to increase the grant for every new council and housing association property by £16,000 for each new home."

JM had previously raised concerns about the balcony windows/railings at Park Terrace. YL confirmed that these met all requirements in relation to Health & Safety legislation and was therefore guaranteed as safe for tenants.

### **Customer Complaints Update**

This information was included prior to the meeting, however, to summarise, between 1<sup>st</sup> April and 30<sup>th</sup> June, ACHA received a total of 41 complaints. 3 were investigated by the Mid Argyll team and 6 within Kintyre.

### **Key Performance Indicators (KPI's)**

The KPI information was circulated prior to the meeting.

YL was pleased to report that at the end of July 2013, 12 of the KPI's were achieved within Mid Argyll & Kintyre:

#### MID ARGYLL

- **Urgent Repairs** (Target 96%) – Achieved 98.3% (114/116 repairs)
- **Routine Repairs** (Target 96%) – Achieved 99.3% (151/152 repairs)
- **Qualifying Repairs** (Target 100% - Achieved 100% (45 repairs)
- **Post Inspections** (Target 10%) – Achieved 14% (46 inspections)
- **Void Relet Times** (Target 31 days) – Achieved 16 days (23 lets)
- **Void Relet Times Low Demand** (Target 49 days) – Achieved 0 days (no lets)
- **Rent Arrears** (Percentage of rent due) – Achieved 2.39%, against a target of 2.5%

#### KINTYRE

- **Urgent Repairs** (Target 96%) – Achieved 98.9 (183/185 repairs)
- **Routine Repairs** (Target 96%) – Achieved 99.6% (269/270 repairs)
- **Void Repairs** (Target 96%) – Achieved 99.2% (118/119 repairs)

- **Void Relet Times** (Target 31 days) – Achieved 31 days (16 lets)
- **Void Relet Times Low Demand** (Target 49 days) – Achieved days (no lets)

6 targets were partially met:

#### MID ARGYLL

- **Emergency Repairs** (Target 100%) – Achieved 97.8% (2 outwith target – 90/92 repairs)
- **Void Repairs** (Target 96%) – Achieved 95.5% (4 outwith target – 85/89 repairs)
- **Repair Satisfaction** (Target 95%) - Achieved 94.1% (9 outwith target – 134/143)

#### KINTYRE

- **Qualifying Repairs** (Target 100%) - Achieved 98.9% (94/95 repairs)
- **Repair Satisfaction** (Target 95%) - Achieved 93.3% (10 outwith target – 134/143)
- **Rent Arrears** (Percentage of rent due) – Achieved 2.67%, against a target of 2.5%.

We did not achieve 10 targets, this included:

#### MID ARGYLL

- **Repairs carried out “Right First Time”** - Achieved 76.1% (274/360)
- **Lets to the Transfer List** (Target 25%) - Achieved 39% (9 new lets)
- **Lets to the Direct Waiting List** (Target 25%) - Achieved 30.5% (7 new lets)
- **Lets to the Homeless List** (Target 50%) - Achieved 30.5% (7 new lets)

#### KINTYRE

- **Emergency Repairs** (Target 100%) – Achieved 97.6% (5 outwith target – 200/205 repairs)
- **Post Inspections** (Target 10%) – Achieved 5% (32 inspections)
- **Repairs carried out “Right First Time”** – Achieved 82% (541/660)
- **Lets to the Transfer List** (Target 25%) - Achieved 23% (6 new lets)
- **Lets to the Direct Waiting List** (Target 25%) - Achieved 17% (7 new lets)
- **Lets to the Homeless List** (Target 50%) - Achieved 12% (3 new lets)

#### **Gutter Cleaning Contract**

We previously agreed to provide information to the Committee in terms of our cyclical painting programme. At the moment, work is being carried out within Bute, Cowal & Lomond. It is expected work will commence in the Mid Argyll & Kintyre area in November. Full details of the programme will be provided to Members once this has been received by our I&R department.

In terms of our gutter cleaning contract, there are 25 streets in Mid Argyll that are included this year.

YL advised that we do not offer gutter cleaning to private owners at present, however, this can be covered under our factoring service.

At the moment, we are concentrating on blocks that are fully in ACHA's ownership, i.e. does not include any private owners.

In terms of the gutter cleaning contract, for Kintyre, 10 streets are included this year.

#### **Policy Development**

**Repairs Policy** – the review of the repairs policy is now well under way and the consultation period has now been concluded.

**HOME Argyll Policy Review** – In terms of HOME Argyll, the consultation period



has ended and the draft policy will be submitted to the Board at their October meeting for approval. There are 12 key changes to the policy. It is proposed that the new policy will be implemented from 1<sup>st</sup> April 2014, to coincide with our new on-line housing application and housing options.

### **Factoring/Owners Services**

In terms of the 2011 Factoring Act, ACHA are required to provide a Statement of Service to owners where we provide them services. We have to register their property as a factored property if we have ever carried out emergency repairs or maintenance to common areas that affect owners. The legislation means that ACHA are deemed to be a factor of common parts of shared blocks, on the basis that we have, by custom and practice and as a neighbouring owner, provided maintenance services for a number of years.

This is not a comprehensive factoring service and owners are still required to take the lead in instructing general repairs and maintenance to common buildings by consulting with all neighbouring owners.

There are over 4,000 owners that we will need to write to providing them with a statement of service.

SMack commented that it seems we have as many private owners as tenants.

### **Scottish Social Housing Charter**

We are progressing well in terms of meeting the 16 Scottish Social Housing Charter outcomes. YL has set up a working group, which she Chairs, involving relevant staff to take this forward.

YL has invited the Regulator to visit us to allow us to have discussions with them to ensure we are on the right track.

Our priorities so far have been to develop tenant scrutiny and our customer satisfaction proposals.

A paper will be submitted to the Board at their October meeting, outlining our proposals.

YL advised members of the constitution of the Tenant Scrutiny Panel. ACHA proposes setting up a group called, 'Your Voice' to demonstrate that tenants do have a voice to make changes. To encourage people that use our services to get involved in the Tenants Scrutiny Panel, we will be including an article within the Tenants newsletter and issuing press releases.

SJ advised that Tenant Panel members cannot be on the Tenant Scrutiny Panel. YL confirmed this was not entirely true, only Members of the Tenants Panel that are also an Area Committee Member or Board Member cannot be involved in the Tenant Scrutiny Panel.

JM enquired if the Tenant Scrutiny Panel would be used to raise tenant issues. YL advised that if a tenant has an individual issue, they can discuss this with a member of staff. The Tenant Scrutiny Panel was a separate group.

### **Welfare Reform**

The number of current tenants we have affected by the bedroom tax is currently 530. SMack asked if this figure related to Mid Argyll & Kintyre area. YL confirmed this figure related to the whole of ACHA.

Our staff have managed to reach around 70% of these tenants who are affected, to look at ways of maximising their income and providing them with options.

Staff are also encouraging tenants to submit claims for Discretionary Housing Benefit, 150 claims have been submitted so far. We will be proactively encouraging tenants that are in arrears to submit a claim.



	<p>Following Westminster Government's announcement to increase the grant, the Council's budget of £152,000 has been increased by another £370,000 to the end of this financial year. There is no guarantee that this funding will be available from April next year.</p> <p>They were also successful in obtaining a further £11,222 funding to assist tenants affected by the bedroom tax. They have asked the HOME Argyll partners to consider ways in spending this money and proposals are being put forward for "incentives" to help tenants move, for example, paying costs for new carpets or removal costs. YL confirmed that DHP includes removal costs. CAS commented that we will have to advise everyone of this situation. YL confirmed that we have advised all our tenants that are currently under occupying.</p> <p>SJ asked if ACHA can contact care services as they will be providing support to ACHA tenants. YL clarified that we can only assist ACHA tenants. YL agreed to take forward the suggestion that we make care agencies aware of our services.</p> <p>SMack asked if we have sufficient properties. YL advised that we don't have the turnover of 1-bedroom properties needed for all affected tenants.</p> <p>At the moment we have 120 tenants who are in arrears of over £250. Only 68 tenants affected by the bedroom tax have no arrears.</p> <p>The Board of Management approved a temporary change to the HOME Argyll allocations policy, which allows tenants who are under occupying their property to receive 200 points (maximum point allocation) to take them to the top of the list so they can be considered for a transfer.</p> <p>We do not take into consideration income when allocating properties.</p> <p>Since this was introduced on 10<sup>th</sup> July, 17 tenants have been successful in moving to smaller homes.</p> <p>A. MacGregor attended Westminster last week to discuss welfare reform. YL advised this was available for viewing online by selecting Parliament TV.</p> <p>YL advised that it is unlikely further new builds will be carried out in Kintyre in the near future. There are proposals for new builds in Tarbert and in Lomond, however, talks are ongoing to secure funding to progress developments.</p> <p><b>Argyll Homes For All (AHFA)</b>  AHFA have now been in operation for 5 months and we have received positive reports from our customers.  Over the coming months, AHFA will be introducing a new IT system which will integrate with ACHA's systems which will allow for more accurate reporting for both.</p> <p><b>AliEnergy</b>  We have been contacted by AliEnergy to ask if Members would be interested in them providing an 'Affordable Warmth' workshop. They have provided a general outline to give Members an idea of what they could offer. This includes:</p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Fuel Poverty</li> <li>• Relevance to health</li> <li>• Current initiatives &amp; entitlements</li> <li>• 101 ways to save money on your energy bills</li> <li>• Summary</li> </ul> <p>The workshops are impartial, independent and free.</p>	YL
--	--	----

	<p>SJ commented that she has previously attended these workshops and they provided good advice.</p> <p>Members were asked if this was something they would be interested in. SMack asked if we could obtain the information re. 101 ways to save money on energy bills and thereafter, circulate to tenants. YL stated that we would have to ensure this doesn't affect copyright but perhaps we could adapt the information they provide.</p> <p>SJ advised that she would submit the information she had obtained from previous sessions into the local area office.</p> <p>CD suggested that the information is circulated with the minutes of today's meeting.</p> <p>SC suggested that a workshop is arranged for our tenants, however, it was observed that we would have to enquire if AliEnergy hire venues for their workshops.</p> <p>YL advised that we would consider all suggestions. Following the meeting, we will contact AliEnergy and investigate options.</p>	<p>SJ</p> <p>JS</p> <p>JS</p>
8.	<p><b>Garden In Bloom/Sunflower Competition 2013 – winners to be announced</b></p> <p>The scores for this year's Garden In Bloom competition had been collated prior to the meeting. YL provided Members with a presentation showing some of the pictures that were taken during the competition.</p> <p>In terms of the 'Best Garden' category within Mid Argyll, we only received 2 nominations which was disappointing. In terms of the Helensburgh &amp; Lomond area team, they received 33 nominations. YL advised that the Mid Argyll area team will liaise with the Lomond area team to discuss ways in which to promote/encourage more nominations next year.</p> <p>The winners were as follows:</p> <p><b>MID ARGYLL</b></p> <p><b>Category: Best Garden</b></p> <ol style="list-style-type: none"> <li>1. Mr &amp; Mrs MacLeod, 8 Poltalloch Street, Lochgilphead</li> <li>2. Mrs Graham, 14 Jubilee Terrace, Lochgilphead</li> </ol> <p><i>Note: only 2 nominations received.</i></p> <p><b>Category: Best Container</b></p> <ol style="list-style-type: none"> <li>1. Mr &amp; Mrs Stewart, 2 Chalmers Court, Inveraray</li> <li>2. Ms Young, 62 High Bank Park, Lochgilphead</li> <li>3. Mr MacLennan, formerly of 8 McCracken Court</li> </ol> <p>Mr MacLennan, formerly of 8 McCracken Court received 3<sup>rd</sup> place for the 'Best Container' category. Last year, Mr MacLennan received 1<sup>st</sup> place for his container display. Sadly, Mr MacLennan passed away early this month. YL asked Members to make a decision on how they would like to proceed with this category. Mr MacLennan would have received £20.</p> <p>It was unanimously agreed by Members that the prize money that would have been awarded to Mr MacLennan is donated to charity. YL to contact the family to request their chosen charity. Members further agreed to include a comment in the next edition of the Tenants newsletter to recognise Mr MacLennan's efforts.</p>	<p>YL</p> <p>YL</p>

	<p><b>KINTYRE</b></p> <p><b>Category: Best Garden</b></p> <ol style="list-style-type: none"> <li>1. Mr Lang, 120 Millknowe, Campbeltown</li> <li>2. Ms Gray, 5 Front Row, Drumlemble</li> <li>3. Ms Baker, 65 Dalaruan Street, Campbeltown</li> </ol> <p><b>Category: Best Container</b></p> <ol style="list-style-type: none"> <li>1. Mr &amp; Mrs Livingstone, 83A Millknowe Terrace</li> </ol> <p><i>Note: only 1 nomination received.</i></p> <p>SC commented that staff do encourage tenants to enter the competition, however, tenants don't like to nominate themselves. CAS suggested that staff propose gardens/containers as they are aware of the best in their areas through carrying out estate management.</p> <p><b>Category: Best Allotment</b> Dalintober Primary School</p> <p>It was previously agreed by the Area Committee that winners would receive the following:</p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> Place: engraved vase and £50 garden vouchers</li> <li>• 2<sup>nd</sup> Place: £30 garden vouchers</li> <li>• 3<sup>rd</sup> Place: £20 garden vouchers</li> </ul> <p>This year, the Area Committee took the decision to exclude tenants that had won the competition consecutively for 3-years. It was noted that Mrs MacPhail from Campbeltown would be able to submit a nomination next year.</p> <p><b>Grow the Largest Sunflower</b></p> <p>YL advised that there were no nominations received for Kintyre, although 9 nurseries/pre-schools had participated. We will investigate this further and try and establish the reasons for the low response.</p> <p>It was commented that there was the possible issue around summer closure of nurseries/pre-schools as no-one was able to attend to the flowers. It was suggested seeds are provided to children to grow at home.</p> <p>Abby Simpson from Riverside Rascals Day Nursery, Lochgilphead was the winner of the 'Grow the Largest Sunflower' competition for the Mid Argyll &amp; Kintyre area, with a sunflower measuring 186cm. We will be visited the nursery on 2<sup>nd</sup> October to present Abby with her certificate and voucher.</p> <p>It was agreed that SMaCK would present Mid Argyll tenants with their vouchers/vases and CAS would carry this out in terms of Kintyre tenants. JS to make arrangement and contact Members.</p>	<p>JS</p> <p>JS</p>
9.	<p><b>Estate Management Action Plans</b></p> <p>SMaCK reminded Members of the lengthy discussion at our meeting held in July regarding the Estate Management Action Plan (EMAP) budget.</p> <p>At that meeting members expressed concerns about the following:</p> <ul style="list-style-type: none"> <li>• The costs for the recent works that were provided by AHFA were very expensive and Members felt they were excessive;</li> <li>• The costs do not provide a breakdown for labour and materials etc;</li> <li>• There is no competitive tendering, which is concerning given the high</li> </ul>	

	<p>costs of some of the works;</p> <ul style="list-style-type: none"> <li>• AHFA appear to be sub-contracting fencing works as they do not have the workforce to carry out this type of work.</li> </ul> <p>As the EMAP budget is the responsibility of the Area Committee, Members wanted to ensure value for money.</p> <ul style="list-style-type: none"> <li>• At the moment Members do not believe they are getting value for money.</li> <li>• Members want to be able to put works out to Tender. AHFA would, of course, be included in the Tender List.</li> </ul> <p>Members unanimously agreed that all their concerns and ideas for solutions had been accurately recorded and nothing more was to be added. It was agreed the abovementioned would be detailed in a report written by YL on behalf of the Area Committee to be initially presented to ACHA's Senior Management Team prior to being submitted to the Board of Management. For information, the next Senior Management Team meeting is being held on Thursday, 18<sup>th</sup> September 2013.</p> <p>YL advised that the Helensburgh &amp; Lomond Area Committee had also raised the same concerns and asked if Members objected to the report being based on concerns from both Area Committees. Agreed by all Members.</p> <p>SC presented the EMAP reports for Kintyre:</p> <p><b>(a) 7, 8 and 11 Isleview, Machrihanish</b></p> <p>The current fencing to the front gardens of 7, 8 and 11 Isleview, Machrihanish is old chainlink fencing which is rusted and corroded, making the area look neglected and run down.</p> <p>The proposed works are to replace the current fencing with galvanised metal bow top fencing of a similar height.</p> <p>As with all EMAP projects the works will be carried out by AHFA. There are no private owners involved in these works and all the tenants have been consulted on the proposals and are in favour of the work proceeding.</p> <p>Outcome: Agreed</p> <p>Reluctantly, this project was approved although Members didn't believe this was value for money but considered this to affect the tenants. YL will include the highlighted concerns within her report.</p> <p><b>(b) 146 Ralston Road, Campbeltown</b></p> <p>In August 2012, an EMAP proposal for a joint project with Fyne Homes for the replacement of fencing that divided properties belonging to ACHA and Fyne Homes was submitted. The cost to ACHA was quoted as £312.63 + VAT = £375.16. At that time, spend from the EMAP budget was put on hold so the project never progressed. The Area Committee recently gave permission for this project to proceed with the spend coming from the 2013/14 EMAP budget. On contacting Fyne Homes, they confirmed that an updated cost would need to be agreed with the contractor, given the time laps. The cost has been returned and ACHA's portion has risen to £762.50 + VAT = £915.00.</p> <p>We have asked AHFA for a comparative cost and await this.</p>	
--	--	--

	<p>CAS commented that she thought this significant price increase was a disgrace due to the short timeframe of when the quotes were provided.</p> <p>YL clarified the works had been organised by Fyne Homes. YL queried if Fyne Homes had put this to competitive tender due to the concerns previously raised. SC advised that Fyne Homes could be tied into a term contractor. It was suggest that AHFA be allowed to quote for these works.</p> <p>SC envisaged the price had been reconsidered as it wasn't deemed value for money.</p> <p>SC clarified that Members did not need to agree to the project, however, this would result in our tenant not getting the work done. One option would be to obtain a quote from AHFA and request Fyne Homes to tender works, if this is possible through their Governance rules.</p> <p>CD commented that it is not satisfactory at the moment for our tenant, however, we need to make it clear to Fyne Homes that the price provided is unacceptable. Agreed to a comparative cost being obtained from AHFA. To be further discussed with Fyne Homes.</p> <p><b>(c) Budget Update – information provided prior to the meeting.</b></p> <table><tr><th colspan="2">Mid Argyll</th></tr><tr><td>Budget for 2013/14</td><td>£7,890.00</td></tr><tr><td>Total Cost of Approved Projects</td><td>£7,890.00</td></tr><tr><td>Income from Private Owners</td><td>£0.00</td></tr><tr><td>Total Cost of Proposed Projects</td><td>£0.00</td></tr><tr><td>Balance</td><td>£0.00</td></tr></table> <table><tr><th colspan="2">Kintyre</th></tr><tr><td>Budget for 2013/14</td><td>£11,214.00</td></tr><tr><td>Total Cost of Approved Projects</td><td>£4,914.00</td></tr><tr><td>Income from Private Owners</td><td>£0.00</td></tr><tr><td>Total Cost of Proposed Projects</td><td>£7,757.50</td></tr><tr><td>Balance</td><td>-£1,457.50</td></tr></table> <p>Note, only work that will remain in budget will be carried out therefore, there will be no overspend. The remainder of works will be carried out in year 3.</p>	Mid Argyll		Budget for 2013/14	£7,890.00	Total Cost of Approved Projects	£7,890.00	Income from Private Owners	£0.00	Total Cost of Proposed Projects	£0.00	Balance	£0.00	Kintyre		Budget for 2013/14	£11,214.00	Total Cost of Approved Projects	£4,914.00	Income from Private Owners	£0.00	Total Cost of Proposed Projects	£7,757.50	Balance	-£1,457.50	
Mid Argyll																										
Budget for 2013/14	£7,890.00																									
Total Cost of Approved Projects	£7,890.00																									
Income from Private Owners	£0.00																									
Total Cost of Proposed Projects	£0.00																									
Balance	£0.00																									
Kintyre																										
Budget for 2013/14	£11,214.00																									
Total Cost of Approved Projects	£4,914.00																									
Income from Private Owners	£0.00																									
Total Cost of Proposed Projects	£7,757.50																									
Balance	-£1,457.50																									
10.	<p><b>Community Action Fund Applications</b></p> <p><b>Email received on 3<sup>rd</sup> September 2013 from Cathi Bertin, Project Co-ordinator, Befrienders: ACHA Community Action Fund</b> was discussed by Members. Befrienders had previously requested £500.</p> <p>A new application had been received from the Mid Argyll Pipe Band.</p> <p>After a short discussion, it was agreed that to approve funding of £200 to Befrienders and £500 to the Mid Argyll Pipe Band.</p> <p><b>a) Budget update &amp; previous applications: (April 2008 – March 2014)</b> Information circulated prior to the meeting. Following the above approvals, it was clarified the Committee had a budget of £1,300 remaining until the end of the financial year.</p>																									
11.	<p><b>Membership Strategy</b></p> <p>The finalised Membership strategy had been presented to the Board of Management in September. The final document was circulated prior to the meeting. It was noted that some action points are still outstanding.</p> <p>In terms of the letter to the Chamber of Commerce/Rotary Club, this action point was now complete and can be coloured green.</p>																									

	<p>It was agreed that Members would review the current Membership list for our area, and ascertain areas to target. JS to provide a list, removing names and addresses and sorting by regions/no. of properties.</p> <p>Following the surveys completed after the Area Committee AGM, it was further agreed that Members would analyse the results and recommend appropriate actions. Survey analysis to be provided at the next meeting. Task to be added to the Action Plan.</p> <p>To promote membership, the following has been suggested: issue mail shot to all Mid Argyll &amp; Kintyre tenants; press release/advert for local press; staff to promote; as well as the suggestion from Mike Brown, Chairperson of the Policy Committee to enclose a copy of the Membership application in the Tenants newsletter.</p> <ul style="list-style-type: none"> <li>• Members agreed to a press release in the first instance, with a quote to be provided by SMack expressing the value to tenants to be on the Committee.</li> <li>• To minimise costs, Members agreed not to do pursue a mail shot to tenants.</li> <li>• It was suggested a hand out card is used by staff to promote.</li> <li>• Members were encouraged to advise staff if they were aware of any people that would be interested in joining the Committee.</li> <li>• Staff to review the Membership list to consider tenants that would be interested in joining the Committee.</li> </ul>	<p>JS</p> <p>JS YL</p> <p>JS/ SMack</p> <p>JS All</p> <p>JS</p>
12.	<p><b>Tenants &amp; Residents Association Strategy</b></p> <p>The finalised report had been presented to the Board of Management in September. It was noted that a number of action points are still to be completed.</p> <p>Members agreed to concentrate on the Membership Strategy Action Plan with the focus of the Tenants &amp; Residents Association Strategy at the next meeting in January 2014.</p>	All
13.	<p><b>Tenants Newsletter – decision on content for Autumn edition</b></p> <p><b>Deadline: 20<sup>th</sup> September 2013</b></p> <p>Prior to the meeting, SMack had suggested promoting Community Action Fund nominations. All Members were happy with this proposal. As the deadline for material was prior to the meeting, the article has already been supplied. The MS Centre in Lochgilphead provided a positive quote after their recently successful application. This will be published in the Autumn edition of the Tenants newsletter.</p>	
14.	<p><b>Guest: Alastair MacGregor, Chief Executive</b></p> <p>As previously discussed, Alastair MacGregor was unable to attend today's meeting due to the meeting being rescheduled.</p>	
15.	<p><b>Agenda Items for meeting on 13<sup>th</sup> November 2013 (paper attached)</b></p> <p>Members received a report prior to the meeting identifying agenda items for the next meeting. Items were as follows:</p> <ul style="list-style-type: none"> <li>• Matters Arising</li> <li>• Correspondence</li> <li>• Community Action Fund Applications</li> <li>• Regional Managers Report</li> <li>• Estate Management Action Plans – update on Ralston Road only unless there is another small project pending.</li> <li>• Membership Strategy</li> <li>• Tenants &amp; Residents Association Strategy</li> <li>• Any Other Business</li> </ul>	

	<ul style="list-style-type: none"> <li>Guest Speaker – Christine Johnston, Director of Housing &amp; Neighbourhood Services</li> </ul> <p>The above was agreed by all Members.</p>	
16.	<p><b>AOCB</b></p> <p>SJ advised that she had recently visited Islay and received some complaints about the heating programme. SJ was advised that tenants should contact their local office if they have any concerns as this is outwith the role of the MAK Area Committee.</p> <p>CAS advised that the car parking bays at Park Terrace have not been allocated to properties. YL confirmed the road is adopted by the Council and therefore we cannot designate spaces, the situation is outwith the control of ACHA. CAS commented that there is no disabled parking bays near the disabled properties. SC to contact Argyll &amp; Bute Council to request a disabled bay is identified beside the disabled property. It was noted this doesn't refrain other disabled users to use these spaces.</p> <p>It was noted the staff are frustrated that the public are using the car parking bays within the development and hadn't realised the extent of the problem until it was raised by CAS.</p> <p>JM suggested a sign is erected to explain that it is for residential parking only. It was clarified this wasn't possible as the road is adopted.</p> <p>CAS further explained that there were no phone lines for 4-weeks. It was confirmed that this has been reported, however, this will be investigated further.</p> <p>CAS advised the close lighting is out. SC to follow up with M.MacAulay as this is regarded as an emergency.</p> <p>CAS advised that tenants had not been shown how to work the heating system. YL advised that this will be investigated as this should be carried out at the viewing stage. A letter will be issued to all tenants by the area team to ask that if anyone is having issues operating their heating system that should contact the area team.</p> <p>YL advised that a site inspection of Park Terrace is taking place today which will identify these issues.</p> <p>CD left the meeting.</p> <p>JM explained that a survey for re-wiring works at his property had been carried out. At present, JM has storage heaters in his property with a small heater in his bedroom. JM explained that the timer on this heater was difficult to read due to the size. SMack explained that she had new heating installed recently and this heating system had been replaced. JM should contact the local office if he has any further concerns.</p>	SC
17.	<p><b>Date, time of next meeting</b></p> <p>The next meeting will be held on 13<sup>th</sup> November 2013 at the West Loch Hotel, Tarbert. Time to be confirmed.</p>	

*The meeting concluded at 11.35am*