



## **OBAN, LORN & THE ISLES AREA COMMITTEE**

**Monday 12<sup>th</sup> May 2014  
2pm  
Menzies House, Oban,**

### **Present**

Mr Graham Kanes **Chair** (GK)  
Mr Alister MacIntyre **Vice Chair** (AMI)  
Mrs Lorraine Anne Drysdale (LD)  
Mr Irvine Waugh (IW)  
Mrs Mary MacAulay (MMA)  
Mrs Kate Winton (KW)  
Mr Andy Birnie (AB)  
Iona MacPhail, Regional Manager (IMP)  
Lorna MacIver, Customer Services Assistant (LMI)  
Marina MacArthur, HR & Training Manager (MMAR)

Prior to the meeting proper, Marina MacArthur, HR & Training Manager provided a presentation on ACHA's Strategic Aims and Objectives set in February 2013.

ACHA's 5 Key Organisational objectives:

1. Achieving the Scottish Housing Quality Standard by 2015 and addressing housing need in Argyll & Bute, through development
2. Providing quality customer care and equality across all our services
3. Developing the Financial strength and capacity to meet current and future objectives
4. Deliver progressive and sustainable business performance and service delivery
5. Strategic relationships and partnerships with other Registered Social Landlords (RSL's)

MMAR advised the purpose of this session is to give a strategic overview on general progress made since the February 2013 planning days in respect of objectives for which HRCS are responsible or have input to in varying degrees.

MMAR advised with regards to Objective 2 – providing quality customer care across all our services: HRCS arranged for resolving complaints seminars covering all staff during Sept/Oct 2012 and on-going induction and refresher training continued. ACHA has also joined an RSL Complaint Network to share good practice. The target for this objective is for group policies to be reviewed and correctly defined by 2018. On progress MMAR advised group policy development is progressing well, with 39 public policies available on ACHA's website. MMAR also advised Equality Training was rescheduled to early 2014.

MMAR advised with regards to Objective 4 – Deliver progressive and sustainable business performance and service delivery: Target is to embed Charter processes to ensure compliance by March 2014 for ARC (Annual Return of Charter) submission to Regulator. The measure of this is for implementation of SSHC and establishment of customer satisfaction measures. On progress MMAR advised first ARC is due April 2014 and Customer Satisfaction and Tenant Scrutiny is in development stages for reporting on. On Achievements, MMAR advised that all Performance Indicators have been developed for the Returns that are due and ACHA joined SHBVN (Scottish Housing Best Value Network) in February 2014.

Further to the above on Objective 4, MMAR advised target to Monitor AHFA SLA (Service Level Agreement), the measure of which will be to identify and review offices, services and future delivery. On progress MMAR advised there are regular AHFA SLA meetings in place and good working relationships have been formed. Two way communication and use of social media superseded by Charter working group remit, and Tenant Scrutiny being put in place.

As a further update for HRCS, MMAR advised that:

- 2 day Strategic Planning took place in February 2014.
- The Board signed off revised vision and values, risks and objectives at their meeting in May 2014.
- Focus will be on improved value for money, a review of service provision and delivery.
- Modern Governance arrangements also being considered.

MMAR advised overall analysis of objectives for HRCS would be considered as Amber.

GK thanked MMAR for attending and providing all the updates for the Association. MMAR left the meeting.



	<p>IONA – 1 house, not owned by ACHA but gifted on a 99 year lease, no Right to Buy. IMP further explained that the land remains the property of the Duke.</p> <p><b>Item 11 –</b>  Emergency Out of Hours - GK advised no reason given as yet. LD said she had also experienced difficulties when reporting a problem and found the person answering the call unhelpful. IMP advised that she would review recordings.  <i>Addendum – response from Christine Johnston emailed to GK on 5<sup>th</sup> March 2014 – AMK resent for information.</i></p> <p>Proposed – AB  Seconded - KW</p>	
4.	<p><b>Correspondence</b></p> <p>Thank you letters received from The Royal British Legion Scotland, Easdale Branch and Argyll RDA Driving Group for the second Community Action Fund awards made to them.</p>	
5.	<p><b>Chairs Report</b></p> <p><b>Board Update 10<sup>th</sup> April 2014</b></p> <p>Christine Johnston provided a presentation on behalf of the Chief Executive which covered the following points:-</p> <ul style="list-style-type: none"> <li>• The 2014/15 budget plans have been issued to departments.</li> <li>• The Chief executive and regional manager have met with Ardchatten and Connel community councils ( both Oban area) to provide briefings on ACHA's housing plans for these areas.</li> <li>• Senior staff have also attended community meetings on Tlree to discuss the future of elderly housing and support on the island.</li> <li>• An update on ACHA's position regarding bedroom tax arrears was provided</li> </ul> <p>Iona explained DHP</p> <ul style="list-style-type: none"> <li>• Energy Efficiency Standard for social housing ( EESH) was formally launched by the Scottish Government at the end of March. ACHA is currently analysing the information with a view to preparing a report for the Board in June</li> <li>• Housing Minister, Margaret Burgess plans to visit our Travelling Persons site at Dunchologan on 19<sup>th</sup> May (Lochgilphead)</li> </ul> <p><b>OTHER MATTERS</b></p> <ul style="list-style-type: none"> <li>• The Board agreed to subscribe to a web training service for Board members (WEBINAR). The service may also be available to Area committee members and tenants.</li> <li>• The Board approved an amendment to the Governing Body Members expenses policy to include reimbursement of stationary items.</li> <li>• The Director of Investment and Regeneration provided an update on the investment programme and confirmed that ACHA are on track for programmed spend.</li> </ul>	

	<ul style="list-style-type: none"><li>• The Board agreed a procurement strategy to allow the Rockfield school (Oban) development site to progress.</li><li>• The Director of Finance &amp; IT provided a report on progress relating to IT efficiencies. The Board approved some short term recommendations and agreed that a further report comes back to the Board with further information regarding longer term timescales and staffing resource information.</li></ul> <p>Date of next meeting 8<sup>th</sup> May 2014</p>																													
6.	<p><b>Update from Committee Members on Local Issues</b></p> <p>GK updated on the completion of construction at Taynuilt next to the Hotel therefore the access to Cruachan is easier for now. However construction will continue in further stages.</p> <p>KW McCaig Road path lamppost is keeling over. Confirmed the Councils responsibility.</p> <p>AB Soroba AGM tonight 12.05.2014</p>																													
7.	<p><b>Development of Local Membership Strategy</b></p> <p><b>Tiree Community Open Day</b> –Saturday 10<sup>th</sup> May, attended by AB.</p> <p>Well looked after. Transport was arranged. Four tenants approached – No complaints. Praise given to Kevan Brown and his commitment. Very successful day.</p> <p><b>Attendance at Local Shows</b> – Previously agreed attendance</p> <table><tr><th>Event</th><th>Date</th><th>Working Day</th><th>Attendees</th></tr><tr><td>Buinessan Show</td><td>TBC - usually beginning of Aug on a Friday</td><td>Yes</td><td>MacDougall Place Warden attending</td></tr><tr><td>Lorn Show (Benderloch)</td><td>02/08/14 – Saturday</td><td>No</td><td>AB, LAD, GK &amp; MMA</td></tr><tr><td>Islay Show</td><td>14/08/14 – Thursday</td><td>Yes</td><td>Islay staff attending.</td></tr><tr><td>Taynuilt Highland Games</td><td>19/07/14 - Saturday</td><td>No</td><td>GK, LAD &amp; KW</td></tr><tr><td>Appin Show</td><td>TBC – usually mid Aug on a Saturday</td><td>No</td><td>LAD, GK &amp; KW</td></tr><tr><td>Dalmally Show</td><td>06/09/14 – Saturday</td><td>No</td><td>GK, KW &amp; MMA</td></tr></table>	Event	Date	Working Day	Attendees	Buinessan Show	TBC - usually beginning of Aug on a Friday	Yes	MacDougall Place Warden attending	Lorn Show (Benderloch)	02/08/14 – Saturday	No	AB, LAD, GK & MMA	Islay Show	14/08/14 – Thursday	Yes	Islay staff attending.	Taynuilt Highland Games	19/07/14 - Saturday	No	GK, LAD & KW	Appin Show	TBC – usually mid Aug on a Saturday	No	LAD, GK & KW	Dalmally Show	06/09/14 – Saturday	No	GK, KW & MMA	
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8.	<p><b>Land Disposal Request – Keills, Islay</b></p> <p>Report circulated with papers.</p> <p>Confirmed if sale goes ahead ACHA will retain foot access.</p> <p>SD asked for clarification on the following points to be ascertained at the meeting.</p> <p>Q. Is the 'grey' area land where ownership is uncertain?  A. A grey area is indeed an area where there is some uncertainty as to outright ownership</p> <p>Q. Who owns the 'L' shaped land to the west of the grey land?  A. The proposed purchaser</p> <p>Q. Is the 'white' part of Laoigan Place adopted by A&amp; BC ?  A. There is some uncertainty. Verbally I have agreed with area Roads that this is part of adopted road but we have to go through a process with Roads centrally to get the exact extent agreed and recorded.</p> <p>Q. Does the western end of the red coloured land already belong to ACHA ?  A. yes</p> <p>Q. Can we include conditions that:</p> <ul style="list-style-type: none"> <li>•The red coloured land should be used only as a residential garden.</li> <li>•No nuisance or annoyance be caused to owners or occupiers of neighbouring land.</li> <li>•No building be erected without previous written permission from ACHA.</li> <li>•The purchaser should erect and maintain, say, a metre high fence on all boundaries of the red coloured land save where it adjoins the purchaser's land?</li> <li>•The fence should be stockproof where it adjoins the grazing land.</li> </ul> <p>A. Conditions could be attached.</p> <p>Q. The red colouring omits a 'sliver' by its northeastern corner. Should this be included?  A. Yes</p> <p>Q. Is the proposed right of access to be with or without vehicles?  A. It is believed it would include vehicles although for ACHA to form an access they would have to acquire further land. In retaining access it prevents a further obstacle being put in place should an opportunity arise.</p> <p>Q. Are the dimensions 20 x 3 or 22 x 4 ?  A. 22.3m x 4m</p> <p>Q. If the DV puts a value on the land in excess of £6,300, can we invite Scottish Government to put the sale price into another Islay project?  A. In the unlikely event that the valuation exceeded £6300, we would ask the Scottish Government the question</p>	IMP

	<p>Q. Can you remind us what 'Dirty Mapping' is?</p> <p>A. Our registered titles only stated there were areas where another party/parties had an interest, it did not detail these interests. Dirty mapping was the process where we looked at Acha's registered titles and the titles and descriptions of properties previously sold in far more detail to make sense of Acha's ownership, common rights, servitudes etc. and to plot this on our GIS system.</p> <p>SD advised he recalls that the Strategy is to be amended and reissued to deal with issues that arose at the March Board Meeting</p> <p>AMI would like the sale to specify no building. This was agreed. Also to erect a fence.</p>	IMP
9.	<p><b>Community Action Fund Awards</b></p> <p>OLI funds available of £2,500</p> <p>No Applications received for May's meeting.</p> <p>GK suggested that might be helpful to get feedback from awardees.</p>	
10.	<p><b>Estate Management Action Plan Applications</b></p> <p>The 2014/15 budget for Oban, Lorn and the Isles Estate Management Action Plans is £12,015. For Islay: £4,405.</p> <p>No EMAP requests for this meeting. IMP advised fencing proposals will be brought to next meeting.</p>	
11.	<p><b>Employee of the Season Award</b></p> <p>Members were issued with the nomination for Employee of the Season with papers. One nomination for Rosina Menzies and Susan McGladdery for HNS, Cowal.</p> <p>IMP explained the procedure then left the room.</p> <p>The committee then agreed to award the single nomination proposed.</p> <p>IMP returned. The committee asked why there was only one nomination and why tenants do not seem to be aware of this award. GK suggested that a line be added to general correspondence to highlight this award</p>	
12.	<p><b>Local Report</b></p> <p>Rockfield School proposals reviewed and update given.</p> <p>ACHA new build programme covered by the Islay local newspaper The Illeach</p>	

	<p>Glenshellach development update. Discussion over how to let these new properties therefore there will be open consultation to see what the community thinks. LAD highlighted the need to transfer to free up larger housing for families.</p> <p>Summary of Anti-social cases.</p> <p>Review of the two new houses at Bonawe. School to be mothballed this summer not closed on the basis that ACHA try to bring families into the area. Also the council have agreed to refurbish Ardchattan School House and ACHA will let as a midmarket rent.</p> <p>Overview of the new rent charges.</p> <p>Soroba roughcasting project is finally moving forward.</p> <p>Councillor McCuish is the new ACHA Secretary</p> <p>Letter of thanks from Mrs MacDonald Tigh an Ur</p> <p>Summer trip will be proposed after the AGM in case there are changes to the committee.</p>	
13.	<p><b>AGM Arrangements</b></p> <p>IMP proposed carrying on status quo of previous years AGMs. Therefore OLI's Area Committee meeting scheduled for Monday 7<sup>th</sup> July would be moved to 10am – 12pm. Lunch arranged at 12pm and AGM commence at 2pm. Agreed</p> <p>IMP asked if any member would like to put themselves forward for standing down, or alternatively the longest standing members would stand down.</p> <p>No volunteers to stand down therefore IMP informed the longest standing members, LAD &amp; IW will be required to stand down along with AB as a casual member.</p>	
14.	<p><b>AOCB</b></p> <p><b>Attending Other Area Committee Meetings –</b> Agreed not in July as this is prior to AGM. After Chair votes have been cast/elected Chairs will exchange meeting dates/scheduling in order for visitors to attend other meetings.</p> <p><b>MMA –</b> Asked, since Gillian MacInnes has left ACHA if this position is going to be replaced? IMP advised this position is not going to be replaced. In regard to the Soroba land issue – has the land been transferred? Has requested Mr MacGregor attend the Oban View Point meeting on 3<sup>rd</sup> June at 18:30 to 19:30 at the Soroba Facility Centre, chaired by Sean MacIntyre.</p>	



	<p><b>AMI –</b> Expressed his concerns about the peeling paint around the windows at 14 Corran Brae. He believes the paint should not have been applied during freezing weather. Requested a response from Linda Haig</p> <p><b>KW –</b> Highlighted problems with the pavements at the hospital and at the Co-op. All agreed that this was a council issue.</p> <p><b>AB -</b> Requested any further information on the recent Death in an ACHA property in Soroba. IMP stated that as this is an ongoing criminal investigation it would not be appropriate to discuss any details at this time.</p> <p><b>IMP -</b> Issued Governing Body 2014 discs</p>	
15.	<p><b>Date and Time of Next Meeting</b></p> <p>Monday 7<sup>th</sup> July 2014 – 10am, Menzies House.</p>	