



## HELENSBURGH AND LOMOND AREA COMMITTEE

### MINUTES OF MEETING

14<sup>th</sup> November 2019 10am

Lamont House 9-19 Stuckleckie Road Helensburgh

#### Present:

Bobby Beggs (BB) - Tenant  
 Sonja Aitken (SA) – Independent – Vice Chair  
 Cameron Grant (CG) – Tenant - Chair  
 Isaac Owens (IO) – Tenant  
 David Phillips (DP) – Tenant

#### Staff Members Present:

Yvonne Angus Regional Manager HNS (YA)  
 Wendy Nicholson Administration Officer Lomond (WN)

#### Members of the Public

Mrs I Owens

1.	<b>Welcome &amp; Apologies:</b>  <b>Apologies:</b> Councillor G Hardie Sandra Glazsher	<b>Action</b>
2.	<b>Resignation of Chair</b> BB informed Members of his resignation as Chair of the Helensburgh & Lomond Area Committee. He explained that, following advice that had been received from the Scottish Housing Regulator, he was unable to serve on both the Your Voice Group (YVG) and the Board of Management. As he wished to remain on the YVG it was with regret that he had to resign as Chair. YA thanked BB for his time as Chair.	
3.	<b>Re-Election of Chair</b> CA queried his eligibility in terms of putting himself forward as Chair, as he previously held this position over a year ago. Whilst it was believed CG could nominate himself, it was agreed that clarification would be sought from colleagues in the Human Resource & Corporate Services department. Until this information was received SA, Vice-Chair took members through the remaining part of the Agenda.	
4.	<b>Minutes of Previous Meeting on 1<sup>st</sup> August 2019 for approval</b>  Page 3 Item 9 Matters Arising: “week killing” should be replaced with weed killing. Following this amendment, the Minutes from 1 <sup>st</sup> August 2019 were agreed as a true and accurate record.	WN

	Proposed by: BB Seconded by: IO																																				
5.	<b>Matters Arising from Minutes 1<sup>st</sup> August 2019</b> No matters arising from the Minute																																				
6.	<b>Conflicts of Interest to Declare</b> No conflicts of interest were declared at the meeting.																																				
7.	<b>Correspondence</b> None																																				
8.	<b>Regional Managers Report</b> YA took Members through her report which included the Investment and Regeneration updates. The main topics covered are detailed below:  <b>Investment &amp; Regeneration</b> <table><tr><th>Element</th><th>All Years Numbers</th><th>Total Spend To Date</th><th>Current Year Numbers</th><th>Current Year Spend</th></tr><tr><td>Windows &amp; Doors</td><td>1365</td><td>£ 2,995,878.00</td><td>88</td><td>£ 193,141.00</td></tr><tr><td>Kitchens &amp; Bathrooms</td><td>1884</td><td>£ 6,332,374.00</td><td>1</td><td>£ 3,361.00</td></tr><tr><td>Heating &amp; Rewire</td><td>1268</td><td>£ 5,141,193.00</td><td>6</td><td>£ 24,327.00</td></tr><tr><td>Roof &amp; Roughcast</td><td>504</td><td>£ 6,877,189.00</td><td>11</td><td>£ 150,097.00</td></tr><tr><td>Energy Efficiency</td><td>744</td><td>£ 5,139,630.00</td><td>17</td><td>£ 117,517.00</td></tr><tr><td>Total</td><td>5765</td><td>£ 26,486,264.00</td><td>123</td><td>£ 448,443.00</td></tr></table> <b>Warm Homes</b> <ul style="list-style-type: none"><li>• ACHA were successful in obtaining over £5 million to install 845 energy efficient air source heat pumps to our homes. 200 will also be installed in private properties.</li><li>• Survey work is underway in Cowal and Bute.</li><li>• The remainder of the contract is currently out for tender and is due to be awarded in December this year with surveys starting in January 2020 so watch this space.</li><li>• We have also started to survey homes that do not have any insulation to include them in a programme. The first stage of this project is in Oban and the tenders are currently out and due to be awarded in December 2019. Again we will be starting to carry out initial surveys in Lomond in January 2020.</li></ul> <p>Q: IO asked if tenants should be advised where the stop cock is located when moving into their new home. Recently IO had cause to look for the stop cock and was unable to find it on his own.</p>	Element	All Years Numbers	Total Spend To Date	Current Year Numbers	Current Year Spend	Windows & Doors	1365	£ 2,995,878.00	88	£ 193,141.00	Kitchens & Bathrooms	1884	£ 6,332,374.00	1	£ 3,361.00	Heating & Rewire	1268	£ 5,141,193.00	6	£ 24,327.00	Roof & Roughcast	504	£ 6,877,189.00	11	£ 150,097.00	Energy Efficiency	744	£ 5,139,630.00	17	£ 117,517.00	Total	5765	£ 26,486,264.00	123	£ 448,443.00	
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<p>A: YA advised that this information should have been relayed to IO at the time of receiving his keys and would ensure ACHA's paperwork was up to date.</p> <p>Q: CG asked how long the life span was in relation to the external wall insulation? A: YA confirmed that she will check this with colleagues and revert back at the next meeting.</p> <p><b>Stock Condition Survey Update</b></p> <ul style="list-style-type: none"> <li>• The stock condition survey is almost complete with ACHA now holding over 90% of the surveys of your homes.</li> <li>• We aim to complete over 95% surveys.</li> <li>• A mop up of further properties will be identified to get us to this 95% figure.</li> <li>• We would not have been able to achieve this with the help of all of our tenants enabling the surveyors to get access.</li> <li>• A full report will go to the ACHA Board in December 2019.</li> </ul> <p><b>Exemplar Estates Project</b></p> <p>One of 4 case studies were carried out in Lomond in Old Luss Road, this project tidied up the front garden and installed a new door entry system and new external lights.</p> <p><b>Rent Increase Consultation – 3.4%</b></p> <ul style="list-style-type: none"> <li>• Tenants were issued with ACHA's rent increase proposals on 6<sup>th</sup> November via postal, email and text messaging.</li> <li>• Facebook messages will also be issued</li> <li>• Tenants are encouraged to respond by completing an on-line survey</li> <li>• The Consultation will end on Friday 20<sup>th</sup> Dec.</li> <li>• The Board of Management will consider views on 6<sup>th</sup> February.</li> </ul> <p><b>Housing (Scotland) Act 2014</b></p> <p>Key changes have been made to the undernoted from 1<sup>st</sup> November 2019</p> <ul style="list-style-type: none"> <li>• Succession to tenancy</li> <li>• Joint tenancies</li> <li>• Subletting &amp; Lodgers</li> <li>• Assignations</li> </ul> <p>Q: IO asked for information relating to Subletting &amp; Lodgers. A: YA advised that Sub-tenant is the term used to describe a person who rents or leases a property from a tenant and a Lodger is the term used to describe a person who rents or leases part of a property from a tenant. The difference between lodging and sub-letting is that sub-lets involve the tenant moving away from the tenancy for a period of time; whereas a lodger will rent part of the tenancy and the tenant will remain resident in the tenancy with the lodger. The tenant must have been the tenant of the house throughout the 12 months immediately before they apply for written permission.</p> <p>CG commented that in terms of Assignations there is a potential loop hole that has been exposed in terms of Air B&amp;B. P Monaghan (PM) advised that he had liaised with our legal advisers on this matter who advised that we had several grounds for refusing applications. For information the grounds for refusing Assignations included:</p>	YA
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	<ol style="list-style-type: none"> <li>1. We would view this as a change of use from a residential property to a business</li> <li>2. We would consider this an inappropriate use of social rented housing stock</li> <li>3. While we may agree to subletting or lodger applications to an individual we would not agree to accommodation being provided for a chain of unknown persons</li> <li>4. We considered this a breach of tenancy conditions. More specifically <ul style="list-style-type: none"> <li>- tenant should take up residency of the property and occupy it as their principle residence</li> <li>- the tenant must not run a business from their home</li> <li>- the rent or deposit or other payment charged would be deemed unreasonable</li> </ul> </li> </ol>	
9.	<b>Judging Employee of the Season Nomination(s) – Summer Award</b> Members unanimously agreed the winner of the Summer Award as Martin Weir, AHFA Electrician.	
10.	<b>Key Performance Indicators – Quarter 2 Report</b> YA discussed Quarter 2 figures. <b>Tenancy Offers Target is 30%:</b> YA confirmed that the Lomond Team had achieved the target of 30% . This equates to 72 offers made with 22 of these offers being refused. <b>Anti Social Behaviour:</b> 93% of cases have been resolved within target. YA explained that some cases may remain “Open” which have not yet reached the target date at the time of reporting. Therefore, this figure may in fact be increased. <b>Arrears Target 2.5%:</b> Lomond are outwith the target, and sitting at 4.04%. Universal Credit is impacting on the association arrears levels. Staff continue to work hard to bring this figure within target. <b>Former Tenant Arrears:</b> A discussion took place regarding debt owed to the association. YA confirmed that the Director of Housing & Neighbourhood Services is working on a new Debt Management Policy, and it is hoped that this will provide other methods to assist in the collection of outstanding income.	
11.	<b>Estate Management Action Plans (EMAP)</b> <b>a) New Projects –</b> <ul style="list-style-type: none"> <li>➤ 9 Edge Lane Garelochhead</li> <li>➤ 8/9 Princess Way Rosneath</li> <li>➤ 5/6 Park Avenue Garelochhead</li> <li>➤ 5 Kirkfield Place Arrochar</li> <li>➤ 9 Glenloinn Crescent Arrochar</li> <li>➤ 21/23 Kirkfield Place Arrochar</li> <li>➤ 15/16 McFarlane Place Arrochar</li> <li>➤ 2 Baird Avenue Helensburgh</li> <li>➤ 17 McFarlane Place Arrochar</li> <li>➤ 3 Townhead Road Helensburgh</li> <li>➤ 41 Kirkmichael Road Helensburgh</li> <li>➤ 3 The Fairway Garelochhead</li> </ul> Prices for the above projects were noted. These projects had previously been approved by Members, subject to budget availability.  A further 3 projects were identified for Members to approve, due to budget availability: <ul style="list-style-type: none"> <li>➤ 3 Townhead Road</li> </ul>	

	<ul style="list-style-type: none"> <li>➤ 41 Kirkmichael Road</li> <li>➤ 3 The Fairway</li> </ul> <p>One project involved a “Connected Person” and P Monaghan (PM) clarified that the correct process had been followed in line with ACHA’s policy in dealing with Connected Persons. All 3 projects were approved.</p> <p>PM to provide Members with the timescales for completion for each project, as discussed and agreed with the Contractor. A report is to be brought to the next meeting confirming progress for each project against agreed timescale for completion.</p> <p><b>b). Budget Update</b> The Estate Management budget was noted by members</p> <p>Q: IO asked if the EMAP Budget remains the same year and asked if that was the only budget used for Environmental projects. A: PM advised that the Budget for 2020/2021 has not yet been confirmed, however, it is expected to be similar to 2019/2020. The following Environmental projects were noted:</p> <ul style="list-style-type: none"> <li>• Grounds Maintenance Contract which runs through the spring/summer months.</li> <li>• A winter programme of works which will be undertaken by AHFA. This year’s programme of works is currently being discussed.</li> <li>• 5 year Exemplar Estates project</li> <li>• Each Office has a small budget to carry out responsive environmental works</li> </ul> <p>Q: CG asked if ACHA will be carrying out gritting. A: YA advised that gritting of roads is the responsibility of Argyll &amp; Bute Council. However, ACHA do undertake gritting in some of its estates, such as Sheltered Housing complexes.</p>	PM
12.	<p><b>Community Action Fund Applications</b></p> <p><b>a) Budget for 2019/20</b> The budget was noted.</p> <p><b>b) Application to be considered:</b></p> <ul style="list-style-type: none"> <li>i) <b>Helensburgh Festive Lighting Charitable Trust</b> <ul style="list-style-type: none"> <li>➤ Members approved the full award of £500 by a majority vote.</li> </ul> </li> <li>ii) <b>Helensburgh &amp; Lomond Carers Befriending Scheme</b> <ul style="list-style-type: none"> <li>➤ Members approved the full award of £500 by a unanimous decision.</li> </ul> </li> </ul>	
13.	<p><b>Membership Strategy</b> Members were asked to carry out their annual review of the Membership Strategy, which aims to promote ACHA membership in the Lomond area.</p>	

	<p>Following discussion it was agreed that the Action plan would be updated to include promotion of membership via Social Media in May and December each year. YA will update the strategy, which will be available on the Website.</p> <p>WN will monitor Membership and a report will be submitted to the AC to show if there is any increase in membership numbers due to the advertising on Social Media.</p>	<p>YA</p> <p>WN</p>
14.	<p><b>Tenants and Residents Strategy</b></p> <p>Members updated the Tenants and Residents Strategy. YA confirmed that the updated strategy would be available on the Website.</p> <p>A discussion took place regarding the process to follow if there was interest received from residents wishing to set up a new Group. YA confirmed that ACHA would fully support this, and it was agreed that WN would send IO the current information leaflet.</p> <p>GC advised that any interested party would be welcome to attend the Cardross TRA to learn more.</p>	WN
15.	<p><b>Discuss arrangements for Stock Tour – Phase 1</b></p> <p>Members discussed the Stock Tour and agreed this would take place outwith the normal Area Committee Schedule.</p> <p>Date agreed: Thursday 21<sup>st</sup> May 2020.</p> <p>A mini bus will be organised to pick up members at 9.30am from the Commodore Hotel. Lunch will be provided following the tour.</p> <p>WN to make the necessary arrangements.</p>	
16.	<p><b>Updates from Committee Members</b></p> <p><b>Your Voice Group update</b></p> <p>BB advised that the last meeting was held in Inveraray on 21<sup>st</sup> October. The Group agreed their new topic would be on New Build developments. They are currently working through their action plan and their next meeting is scheduled for 29<sup>th</sup> November in Oban.</p> <p>YA advised Members that the Scrutiny Report on Planned Maintenance &amp; Customer Satisfaction was approved by the Board of Management at their meeting on 7<sup>th</sup> November She advised that the Board of Management passed on their congratulations to the Your Voice Group on the content and standard of the report. BB was pleased to note the support received from the Board of Management.</p>	
17.	<p><b>Naming of Garelochhead Development</b></p> <p>Members agreed to consult with the local community in the naming of the new housing development at Garelochhead.</p> <p>Garelochhead primary school were invited to submit suggested names, which were considered by Members.</p> <p>Following discussion Members agreed by a majority on the name “Oaktree Crescent”. The name had been put forward due to the number of trees that surround the development.</p>	

	YA confirmed that the Board of Management will be asked to approve this suggested name at their December meeting and the outcome will be provided to Members at their January meeting.	YA
18.	<b>Agenda Items for meeting January 2020</b> It was agreed that the “Your Voice update” should have been included. WN to update.	WN
19.	<b>Area Committee Interview for Tenants Newsletter</b> It was noted that Councillor Hardie had previously volunteered.	
20.	<b>Photo Consent Forms – distributed at meeting</b> Members completed and returned the signed photo consent forms.	
21.	<p><b>AOCB</b> CG asked if Members would like to attend a visit of the Scottish Parliament which he is currently organising for the Cardross Tenants and Residents Association along with Jackie Baillie MSP. Members agreed this could be a useful trip. WN to check if subsistence for this trip can be met by ACHA.</p> <p><b>Re-election of Chair</b> Clarification was received from colleagues in the Human Resources &amp; Corporate Services department that CG was eligible to put himself forward as Chair, should he so wish. YA asked members for Nominations for the position of Chairperson of the Helensburgh and Lomond Area Committee. Nominations were invited from the individual in the first instance. YA explained to Members that this position can be held by a Tenant Member or an Independent Member only if no Tenant is available or willing to act in this capacity. The Council representative cannot be considered for election as Chairperson. Nominations Received: Cameron Grant (CG) Proposed by: SA Seconded by: DP</p> <p>CG was duly elected as Chair of the Helensburgh and Lomond Committee until the end of our next AGM</p>	WN
22.	<b>Date and Time of Next Meeting</b> Thursday 9 <sup>th</sup> January 2020 at 10am Lamont House Helensburgh	
	<b>Question and Answer Session – general public</b> No questions were received.	