

MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

Wednesday, 27th March 2019 at 6.00pm

Dalriada House, Lochgilphead

Attendees

Betty Rhodick, Independent (BR)

Fiona Devlin, Tenant (FD)

Gill Hutton, Tenant (GH)

Sandra Johnston, Tenant (SJ)

Councillor Donald MacMillan (DMacM) (from agenda item 4)

Staff in Attendance

Yvonne Angus, Regional Manager (YA)

Jenna Philips, Administration Officer (JP)

Kirsteen McGinn, Director of Investment & Regeneration (KMG) (agenda item 1-3)

1.	<p>Welcome & Apologies</p> <p>Betty Rhodick (BR) welcomed all members to the Mid Argyll & Kintyre (MAK) Area Committee meeting, with a special welcome to Kirsteen McGinn (KMG), Director of Investment & Regeneration (I&R).</p> <p>Jenna Philips (JP) advised apologies were received from Sandra MacKenzie, Tommy MacPherson & Michael Roberts.</p>	
2.	<p>Conflicts of Interest to Declare</p> <p>There were no conflicts of interest declared by members.</p>	
3.	<p>Exemplar Estates and New Grounds Maintenance</p> <p>KMG gave members a verbal update on the Exemplar Estate and Ground Maintenance programme with the key points listed below:</p> <p>Exemplar Estates</p> <ul style="list-style-type: none"> • KMG explained that the majority of spend thus far has been internal improvements to properties. Feedback from the Tenants Satisfaction Survey and Tenant Conference has been to develop the external environment. • The Board of Management approved a £1.5 million spend over the next 5 years to address issues and improve external environments, creating Exemplar Estates. • This will commence by creating 4 test case studies throughout the areas with work being completed by mid-April. The Association has commissioned a landscape architect within each area. • Next steps are to carry out consultation with tenants and owner occupiers to gain feedback. KMG advised this is a highly confidential issue as no consultation has been carried out as yet. • It is hoped Argyll & Bute Council will be able to support the project. • KMG had provided wall boards of what is so far being considered. This gave members a visual look at some of the environmental suggestions. 	

	<ul style="list-style-type: none"> • These cases studies will provide the format going forward and will be closely monitored to ensure the Association “get it right”. • Photos of all the 4 case studies will be produced throughout the length of the work showing progress from start to finish. • The exemplary estates when confirmed in all areas will be widely advertised to advise tenants of what is getting carried out, where and when. <p>YA suggested the plans are also circulated to Area Committee members once these are issued to tenants and owner occupiers. KMG agreed.</p> <p>YA suggested a site visit is arranged for Area Committee members once the case study has been completed.</p> <p>BR suggested that close lighting is connected to a timer. KMG advised that they are currently exploring options, including fitting Smart LED lights which save a lot of money and reduce light pollution. The Association is also looking at options in terms of fault reporting and Smart technology that we can utilise, as well as door entry systems.</p> <p>KMG explained that one of the main focuses was the treatment of bins, further explaining that by using plants, e.g. honeysuckle, can make these areas more attractive.</p> <p>Grounds Maintenance contract</p> <ul style="list-style-type: none"> • All permanent employees have been employed and have already carried out work in some areas. • There are a team of 10 to carry out grass cutting, although we are still sub-contracting within the Kintyre area & some of the islands. • The new contract will consist of the previous contract plus more services, e.g. edges, hedges etc. • We are being more proactive about the work carried out in our estates and improving standards • The new contract allows for free labour to do other work, e.g. tree removal works, improve assisted grass cutting contract, weed killing, tree servicing programme, etc. • It is really important to get feedback to ensure we give the best service possible. • EMAP budget will spread further as projects will only require material costs and shouldn't include labour costs. • Alistair Cakebread will also be exploring options to develop wild meadow areas. We have already been contacted by Mark Carter. <p>SJ commented that Brodie Crescent may be a good area to develop as a wild meadow.</p> <p>BR advised that the first consultation day on the proposals regarding the upgrade to the front green of Lochgilphead was held on 9th March, with the next consultation day due to be held on 13th April. BR encouraged members to attend as it is important to provide feedback at this stage. Plans regarding the removal of trees to be discussed, although new trees will be planted.</p>	<p>YA</p> <p>YA</p>
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	<p>KMcG left the meeting.</p> <p>YA reiterated to members that this information was highly confidential until the tenants and owners had been consulted on the proposed plans.</p>																																			
4.	<p>Minutes of Previous Meeting – 30th January 2019 Councillor MacMillan joined the meeting.</p> <p>The minutes from 30th January 2019 were agreed as a true and accurate record.</p> <p>Proposed by: Sandra Johnston (SJ) Seconded by: Fiona Devlin (FD)</p>																																			
5.	<p>Matters Arising (including information pack) There were no matters arising.</p>																																			
6.	<p>Correspondence JP confirmed there was no correspondence received.</p>																																			
7.	<p>Chairpersons Report BR explained the update from the Board of Management meeting held on 13th December 2018, was available to members within their Information pack. The next Board of Management meeting is due to be held tomorrow.</p> <p>BR advised members that the Community Action Fund budget is due to be discussed at tomorrow’s Board of Management meeting.</p>																																			
8.	<p>Regional Managers Update YA provided members with an update on the following:</p> <p>Investment Programme – Mid Argyll & Kintyre</p> <table><tr><th>Investment Works Package</th><th>Estimated Target 2018/19</th><th>Completed by end Jan 2019</th><th>Percentage Complete</th></tr><tr><td>Windows/Doors</td><td>38</td><td>5</td><td>13.16%</td></tr><tr><td>Kitchen/Bathroom</td><td>24</td><td>18</td><td>75.00%</td></tr><tr><td>Heat/Re-wire</td><td>65</td><td>41</td><td>63.08%</td></tr><tr><td>Roof/Roughcast</td><td>122</td><td>62</td><td>50.82%</td></tr><tr><td>Totals</td><td>249</td><td>126</td><td>50.60%</td></tr></table> <table><tr><th>Repairs & Maintenance Contract</th><th>Annual repair numbers at the end Jan 2019</th><th>Monthly average</th><th>Average repairs per day (Jan 2019)</th><th>Average repairs per day (Jan 2018)</th></tr><tr><td>Mid-Argyll</td><td>2348</td><td>235</td><td>11</td><td>11.1</td></tr></table>	Investment Works Package	Estimated Target 2018/19	Completed by end Jan 2019	Percentage Complete	Windows/Doors	38	5	13.16%	Kitchen/Bathroom	24	18	75.00%	Heat/Re-wire	65	41	63.08%	Roof/Roughcast	122	62	50.82%	Totals	249	126	50.60%	Repairs & Maintenance Contract	Annual repair numbers at the end Jan 2019	Monthly average	Average repairs per day (Jan 2019)	Average repairs per day (Jan 2018)	Mid-Argyll	2348	235	11	11.1	
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Kintyre	3349	335	16	17.8
Totals	5697	285	13.5	14.45
% of Total Repairs		29.08%		

- **Windows & Doors:** this contract is going well and will be completed soon;
- **Kitchens & Bathrooms:** where tenants previously refused to have these works carried out or where access wasn't provided, the Investment team are picking these up as properties become void;
- **Heating & Rewire:** almost complete, although some additions;
- **Roof & Roughcasting:** tender issued & ongoing.
- **Average repairs done per day (Mid Argyll) – January 2019:** 11
- **Average repairs done per day (Kintyre) – January 2019:** 16

Comparing figures from last year:

- **Average repairs done per day (Mid Argyll) – January 2018:** 11, which is the same when comparing to the average repairs done per day in January 2019;
- **Average repairs done per day (Kintyre) – November 2017:** 17.8, comparing to 16 in January 2019.

Cyclical Maintenance Programme

- **Gas Contract:** the gas servicing regime is progressing well, and we have 100% properties currently with Valid Landlord Gas Safety record (LGSR), staff are working hard to ensure we maintain this standard;
- **Solid Fuel:** the solid Fuel contract has started the new cycle of sweep/service and staff are committed to maintaining the 100% properties visited and serviced target we have set. The use of the no access policy has greatly assisted with our ability to gain access and maintain the previously mentioned target figure;
- **Gutter Cleaning:** the gutter cleaning contract is well under way. There are some quality issues but the contract numbers are projected to be met.
- **Painting and Pre-Paint:** painting currently involving close painting, the paint budget spend is behind target currently and is projecting an underspend;
- **Electrical Periodic Inspection (EPI) Contract:** is running behind projected target figures and is looking like it will miss the target figure.

YA advised that Kirsteen McGinn, Director of Investment & Regeneration (I&R) has made a commitment to provide Area Committee's with much more detailed information in respect of I&R work, which we hope will be provided for our next meeting.

Regeneration – Mid Argyll

- **Tower View, Inveraray (Phase 2)**

A retendering exercise is proposed to take place for a phase 2 of 10 units before the end of 2018/19, further to an agreement with the Roads Department being achieved on the road improvements requested out with the site. This will require the acquisition of a small section of garden ground from a private owner. Subject to funding and statutory approvals this project could commence onsite in summer 2019. We currently await the outcome of the new planning application due to the change in housing mix

- **Oakhill, Tarbert (Phase 2)**

Planning approval has been received for 4 three bedroom houses on a Council owned site adjacent to the new build properties. Tenders were issued in summer 2018 and after a cost savings exercise being undertaken a Housing Association Grant (HAG) funding offer has been received. The HAG offer results in a funding gap and a request is being made to the Council to consider meeting this from the Strategic Housing Fund. Subject to funding and statutory approvals being obtained a project could commence onsite before end May 2019.

- **Kilmartin**

A design & build contract has been agreed with MacLeod Construction for 4 units on a site owned by the developer. Planning, funding and statutory approvals have now been received. The project commenced onsite early February and will complete February 2020.

- **Cairnbaan**

A design & build contract has been agreed with MacLeod Construction for 5 units on a site jointly owned by ACHA and the developer. Funding and statutory approvals have now been received, the site acquired and a site start is due to take place in March 2019.

- **Lochgair**

Feasibility work is underway on a site for 4 units. This project could be progressed onsite during 2019.

- **Achnamara**

Dialogue remains on-going with a local group who are exploring various uses for ground within and around the village including the local school that is mothballed. Subject to further discussion on demand for a small number of units, feasibility work could be undertaken on a site owned by the Forestry Enterprise Scotland during 2018/19.

Regeneration – Kintyre

- **Millpark, Southend**

As per previous updates, ACHA acquired a property to rehouse an existing tenant from a property in Southend earmarked for demolition. AHFA are currently onsite carrying out the internal works and Stewart & Shields are working on the external of the

property. This project is proposed to be HAG funded and complete before end March 2019. Demolition of the four properties at Millpark will then commence.

- **Millknowe Terrace, Campbeltown**

The vacant shop unit that sits within the ACHA terrace block is proposed, subject to funding approval, to be acquired in 2019/20 and converted into a unit for specific needs, possibly dementia related.

Kintyre Low Demand Strategy – Demolitions

- Sites are now clear at Queen Street, Princes Street and Saddell Street;
- Internals within the flats have been stripped;
- Demolition of these properties started early January 2019.

YA encouraged members to contact us with any ideas for future use of the land.

- **7-10 Millpark, Southend**

Demolition will commence once the last remaining tenant moves to their new home.

Kintyre Low Demand Strategy – Dalintober area

- YA advised members there was no further update but would provide members with information as soon as it was available.

Tenant & Member Conference 2019

The 2019 Tenant & Member Conference took place in Inveraray on Saturday, 16th February 2019.

- There were 30 attendees;
- Presentations included:
 - Tenant Participation - how to get involved
 - Planning services for the future
 - Is your rent value for money?
- There were breakout and feedback sessions throughout the day;
- Over 300 comments/suggestions were received;
- A full report on the conference will be presented to the Board of Management once the Senior Management Team have reviewed all 300+ comments;
- At the Strategic Planning meetings last week, the Board of Management were asked to evaluate the key issues that were raised and the outcomes will be included within departmental operational plans.

Tenant Participation & Scrutiny “Next Steps” Programme

- In line with our strategic objective to “improve the level of feedback from consultation forums” an application was submitted to the Scottish Government for a bespoke support programme for tenant participation and scrutiny;
- ACHA is one of only eight Landlords who have been successful in the bid for a place on the “Next Steps” programme which is aimed

	<p>at housing organisations across Scotland;</p> <ul style="list-style-type: none"> • “Next Steps” has been developed to help landlords and their tenants who want to review, improve, and develop their current tenant participation and scrutiny arrangements. This is a free support programme funded by the Scottish Government and will be delivered by Tenant Information Service (TIS) Scotland; • The programme is based on a series of workshops for tenants, staff and governing body members • It is designed to build on current good practice and support landlords to meet their legislative obligations on tenant participation and improve their performance against the Scottish Social Housing Charter outcomes and standards. The programme will be tailored to suit the needs of ACHA; • The programme includes a desktop assessment of our current activities, and a participative programme of workshops which will identify the strengths and weaknesses of our current approach - leading to a jointly agreed action plan to improve participation. A six-month review session is also included in the programme to help assess progress and outcomes against the plan; • These workshops are not about the Governance of the Association - Tenant Participation and Scrutiny are very separate from Governance and need to be developed at very local levels; • Step 4 of the programme is for tenants and their priorities. This was promoted during the Tenant and Member Conference with the aim to “sign up” around 20 tenants to attend this key workshop. <p>Your Voice Update</p> <ul style="list-style-type: none"> • The group are currently looking at communication in relation to I&R works. The exercise will take into account the Association’s own tenants and factored owners; • The group are looking at all aspects of communication, prior to works, during works & post works including letters, visits, staff involved & also including information available to tenants/owners on the website or direct enquiry to the Association; • The group will undertake interviews with tenants, owners and ACHA staff in relation to the current processes; • Members will also be involved in field trips to recently completed I&R works to see this first hand; • The group met recently with East Ayrshire residents’ association to learn what they are doing in terms of scrutiny. They found this a very interesting and worthwhile visit. <p>Communications</p> <ul style="list-style-type: none"> • ACHA Facebook: going “live” from 1st April 2019. This will be monitored by the Customer Service Centre. 	
9.	<p>Updated Group Governing Body Code of Conduct</p> <p>BR advised members that the Board of Management approved the amended document on 13th December 2018 for implementation and distribution. As Area Committee members have already signed the Code of Conduct, there is no requirement for members to sign the amended document.</p>	

	The amended Code of Conduct will be implemented following the Area Committee Annual General Meeting (AGM) in August 2019.	
10.	<p>Community Action Fund Applications</p> <p>a) Budget Update YA advised members that the Mid Argyll & Kintyre Area Committee have a balance of £500 remaining. However, due to an underspend of £1,031.25 within the Helensburgh & Lomond area, the total remaining balance is now £1,531.25.</p> <p>b) Consider New & Existing Applications</p> <p>i. Dochas Carers Centre: further to the last meeting, JP confirmed this application would be presented to the Oban, Lorn & Isles Area Committee for consideration as the event/project falls within their area. It was noted however, the Oban, Lorn & Isles Area Committee have exhausted their budget for 2018/19.</p> <p>ii. Tarbert Castle Trust Amount Requested: £296.00 Decision: After discussion, members unanimously agreed to award the group £296.00</p> <p>iii. Mid Argyll Music Festival Amount Requested: £500 Decision: After discussion, members unanimously agreed to award the group £417.63</p> <p>iv. Youth Impact Amount Requested: £399.99 Decision: After discussion, members unanimously agreed to award the group £399.99</p> <p>v. Tarbert Academy Parent Council Amount Requested: £490 Decision: After discussion, members unanimously agreed to award the group £417.63</p> <p>Total Spend: £1,531.25</p> <p>YA commented that on completion of projects/events, staff will be proactive in terms of contacting groups to obtain quotes/photos to ensure this can be promoted.</p> <p>c) Correspondence: none received</p>	YA
11.	<p>Proposal for “Best Wildlife Garden” At the last meeting, members agreed a new category, “Best Wildlife Garden”, would be introduced this year. Referring members to the report circulated in their agenda packs, Fiona Devlin (FD) asked members to approve:</p> <ul style="list-style-type: none"> The “Best Wildlife Garden” nomination form: tenants can nominate themselves or can be nominated by a friend, neighbour 	

	<p>or member of staff. The nomination form, shown on Appendix 1, would describe the wildlife friendly feature(s) found in their garden. Nomination forms would be supported by photographic evidence of each feature.</p> <ul style="list-style-type: none"> • The format of judging nominations: it was agreed by members the winning garden would be based on the garden with the most wildlife friendly features. Similar to the 'Garden in Bloom' competition, this would be presented at the Area Committee AGM in August 2019. • The awards to the winning gardens: it was agreed by members the same remuneration as per the "Best Garden" should be awarded. • As Kintyre had an additional category for allotments, it was agreed the "Best Wildlife Garden" would be piloted in Mid Argyll but consideration would be given to extend this to Kintyre for future years. • All members agreed it should be promoted on ACHA's Facebook page. 	
12.	<p>Tenants Newsletters Article for Spring Edition</p> <p>After discussion, members agreed the article for the Spring newsletter should be to promote "Garden in Bloom" and the new "Best Wildlife Garden" category. FD agreed to provide a quote for the article.</p>	
13.	<p>Policy Review - Update</p> <p>It has been noted that the Mid Argyll & Kintyre Area Committee wish to be consulted on the review of the Tenant Participation Strategy. As mentioned within agenda item 8, the work being carried out for the "Next Steps" programme will help inform the new draft policy.</p> <p>As soon as it is available, the first draft will be presented to the Area Committee for comment.</p>	
14.	<p>Tenants Satisfaction Survey 2018 - Results</p> <p>On 7th February, the Board of Management considered the outcome of the Tenant Satisfaction survey results - this had previously been presented to the Area Committee at their meeting in January.</p> <p>Each Department has been tasked with developing an action plan to take account of areas where satisfaction could be improved. This will include each department reviewing the additional comments received from tenants during the survey – good and bad.</p> <p>It is hoped the collated action plan will be available for the next meeting.</p>	
15.	<p>List of Local Events – Mid Argyll & Kintyre Area</p> <p>BR referred members to the report provided in their agenda papers. As discussed at the last meeting, in accordance with the Scheme of Delegated Authority, a list of local events was detailed within Appendix 1. Members were asked to decide if staff or Area Committee members were to attend any of the events listed.</p> <p>BR commented that she would welcome promotional material / leaflets to be distributed at the Armed Forces Day. BR didn't feel it was necessary to have a manned stall at this event.</p> <p>GH also agreed to displaying promotional material / leaflets for the</p>	

	<p>Community Hub run in MAYDS. GH explained the Hub does a lot of joint working with Fyne Homes.</p> <p>YA advised that ACHA have previously done collaborative working with Fyne Homes and would therefore contact them to look at options for future events.</p>	YA
16.	<p>Agenda Items for Next Meeting</p> <p>Members were provided with a report prior to the meeting. Following discussion, it was agreed the following agenda items would be considered at the next meeting with no further items to add:</p> <ul style="list-style-type: none"> • Welcome & Apologies • Minutes of Previous Meeting - 27th March 2019 • Matters Arising (including information pack) • Conflict of Interest • Correspondence • Chairpersons Report • Regional Managers Update • Prioritisation of Estate Management Action Plan (EMAP) Projects 2019/20 • Presentation: Rent Monitoring Procedure • Key Performance Indicators • Community Action Fund Applications <ul style="list-style-type: none"> a) Budget Update b) Consider New Applications c) Correspondence • Policy Review • ACHA Landlord Report Consultation • Tenants Newsletter - Article for Autumn Newsletter • Tenants Satisfaction Survey 2018 - Results • Arrangements for Mid Argyll & Kintyre Area Committee Annual General Meeting (AGM) • Any Other Business • Retirement of Area Committee Members • Date & Time of Next Meeting <p>FD had previously raised concerns that she had received an arrears letter, however, her rent account had not been in arrears. YA explained that this had been due to when payment was received and when letters were generated.</p> <p>After discussion, members agreed a presentation on the rent monitoring procedure would be beneficial. YA suggested Sarah Campbell would attend the next meeting to give members an overview on the process, including action at each stage of the process; outcomes; help and support available to tenants; universal credit/housing benefit; comparative statistics of evictions due to rent arrears 2017/18; 2018/19 etc.</p>	
17.	<p>Any Other Business</p> <p>SJ circulated photos of the craft sessions arranged by Heads Up Mid Argyll from the Community Action Fund grant received. SJ explained the sessions have been enjoyed by everyone.</p>	

18.	Date & Time of Next Meeting <ul style="list-style-type: none"> • Wednesday, 29th May 2019 • Wednesday, 14th August 2019 (Annual General Meeting) • Wednesday, 27th November 2019 	
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The meeting concluded at 19.50pm