

MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

Wednesday, 29th May 2019 at 6.00pm Dalriada House, Lochgilphead

Attendees

Betty Rhodick, Independent (BR)
Fiona Devlin, Tenant (FD)
Sandra Johnston, Tenant (SJ)
Sandra MacKenzie, Tenant (SMacK)
Councillor Donald MacMillan (DMacM)
Michael Roberts, Independent (MR)

Not in Attendance

Tommy MacPherson, Tenant

Staff in Attendance

Yvonne Angus, Regional Manager (YA) Sarah Campbell, Local Manager (SC) Jenna Philips, Administration Officer (JP)

1.	Welcome & Apologies Betty Rhodick (BR) welcomed all members to the Mid Argyll & Kintyre (MAK) Area Committee meeting. Jenna Philips (JP) advised apologies were received from Gill Hutton. BR wished to express her condolences along with members of the Area Committee, after the passing of John Muir, former member of the Mid Argyll & Kintyre Area Committee & Board of Management.	
2.	Conflicts of Interest to Declare There were no conflicts of interest declared by members.	
3.	Minutes of Previous Meeting – 27 th March 2019 The minutes from 27 th March 2019 were agreed as a true and accurate record.	
	Proposed by: Fiona Devlin (FD) Seconded by: Sandra Johnston (SJ)	
4.	Matters Arising (including information pack) Carried forward from 27 th March 2019 Agenda Item: Page 2: Exemplar Estates YA suggested the plans are also circulated to Area Committee members once these are issued to tenants and owner occupiers. KMG agreed. YA suggested a site visit is arranged for Area Committee members once the case study has been completed.	
	Update: copies of the plans of Lochnell Street and Campbell Street were distributed to members for information.	

		1
	Carried forward from 27 th March 2019 Agenda Item: Page 10: Presentation on Rent Monitoring procedure Update: request from Chair to defer to later meeting when all members will be in attendance. Carried forward from 27 th March 2019 Agenda Item: Page 10: Working with MAYDs GH also agreed to displaying promotional material / leaflets for the Community Hub run in MAYDS. GH explained the Hub does a lot of joint working with Fyne Homes. YA advised that ACHA have previously done collaborative working with Fyne Homes and would therefore contact them to look at options for future events. Update: YA is still to make contact with Fyne Homes. YA will liaise with GH to let us know when an event is happening and we can look to	YA
	attend. BR offered to provide YA with contact details.	BR
5.	Correspondence JP confirmed there was no correspondence received.	
6.7.	Chairpersons Report BR explained the update from the Board of Management meeting held on 28 th March 2019, was available to members within their Information pack. The next Board meeting is due to take place tomorrow. Regional Managers Update	
	Investment Programme – Mid Argyll & Kintyre Due to year-end work being carried out, staff are still validating performance figures in regards to the Annual Return on the Charter and therefore, the repairs data has been omitted from the presentation for this meeting. The regular updates will be available for the next meeting. Cyclical Maintenance Programme Gas Contract: the gas servicing regime is progressing well. Unfortunately, we have lost our 100% record with two properties going out with the required timeframe. Staff are working extremely hard to ensure this does not happen again; 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. There are still a number of liner failures; Gutter Cleaning: the gutter cleaning contract has started with the carry over work being prioritised; Painting and Pre-Paint: the new paint and pre paint contract has started with the carry over work to be prioritised. The quality and progress will be monitored carefully; Electrical Periodic Inspection (EPI) Contract: : The EPI contract has started with the carry over work being prioritised. Unfortunately, despite a good start to last year's contract, the completed numbers were short of the target figure with 573	

completed from 750.

Regeneration - Mid Argyll

• Tower View, Inveraray (Phase 2)

A further retendering exercise is now taking place for a phase 2 of 10 units further to the advice of Procurement for Housing to include quality scoring within the tender evaluation process. An agreement with the Roads Department is in place for 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.

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 has been made to the Council to consider meeting this from the Strategic Housing Fund which was approved in March 2019. We now await confirmation from the Council on the land transfer to allow that to be concluded. Subject to building warrant approval the works will commence onsite approximately July 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 took place in April 2019.

Lochgair

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

Achnamara

We previously had dialogue with local group, however, we are currently not progressing this project.

Regeneration - Kintyre

• Millpark, Southend

As members were aware from previous updates, we acquired a property to rehouse an existing tenant at properties in Southend earmarked for demolition. AHFA are currently onsite carrying out the internal works and Stewart & Shields the external works to the property. This project is proposed to be HAG funded and complete before end March 2019. The project remains incomplete at this stage. 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. The flat above will also be modernised.

Naming of Cairnbaan Development

ACHA have now received confirmation from Argyll & Bute Council that a new street name will be required. Area Committee members were asked to consider progressing this.

After discussion, all members unanimously agreed the naming of the development should be by competition involving Glassary Primary school as this falls within the catchment area.

It is likely names will be collated and presented to the Area Committee to consider at their meeting in November. Thereafter, suggestions will be presented to the Board of Management for approval.

MR asked if there would be a naming ceremony, whereby, the school children would be invited. YA explained that in previous years the school children were very involved in the opening of developments. It was agreed that gift vouchers would be presented to the child that wins the competition of naming the new development, as well as the school receiving gift vouchers.

BR commented that although the catchment area is Glassary, there are some children who live in Cairnbaan that may chose to attend other local schools. A discussion took place about the difficulties in trying to organise the naming of the development to include children living in Cairnbaan but attending other schools. It was therefore agreed to keep the competition to Glassary Primary school only.

Kintyre Low Demand Strategy – Demolitions

 Sites are now clear at Queen Street, Princes Street & Saddell Street

FD advised members that she had visited Campbeltown recently and had spoken to local residents. FD suggested a new garden and seating area at the demolished site at Saddell Street as there YΑ

isn't currently an area available for tenants.

MR asked why these properties were demolished in the first instance. YA explained these were properties that had been empty for a considerable length of time, which meant we lost a lot of rental income and also resulted in us paying double Council Tax.

MR questioned if the housing demand in Campbeltown was nonexistent. YA advised there is a housing demand in Campbeltown but not for these types of property.

• 7-10 Millpark, Southend

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

In terms of the acquisition of the property to rehouse an existing tenant, SMacK commented that she had hoped ACHA hadn't paid too much for the property. YA advised the property had been purchased at market value.

Kintyre Low Demand Strategy - Dalintober area

- We continue to work on our low demand strategy for the Dalintober area (Dalintober, John Street & High Street);
- Board of Management recommendation is to submit a preapplication to demolish the properties (*could take up to 2 years*);
- Meeting held with local residents to keep them fully updated;
- ACHA plan to build up to 20 properties to meet the needs of these tenants and applicants on the HOME Argyll waiting list.

Warm Home Fund

- ACHA have been successful in the Warm Homes Fund;
- We have been awarded over £5 million funding to install over 1000 Air Source Heat Pumps;
- We have also received £754,000 of ECO funding for insulation measures;
- Following installation of Air Source Heat Pumps, ACHA will receive a further £4.2 million of renewable Heat Incentive funding;
- Our award of over £5 million is the entire amount awarded to Scotland in this round of funding;
 - This highlights the enormity of the issues in Argyll & Bute
- ACHA will be able to play a huge part in reducing fuel poverty and hopefully in some of our communities eradicating fuel poverty across Argyll & Bute;
- The project is due to commence in August 2019 until December 2021.

MR requested clarification as to what was an Air Source heat pump and what was the power that drives it. SC explained the Air Source heat pump acts the opposite way to a fridge - it takes the heat from outside the property to inside the property and is able to maintain a constant temperature within the property. SC further explained it operates using electricity and the pump is located outside the property. Properties require good insulation to ensure it is most effective. We have various heating types within our properties and this will assist tenants as this heating type is very economical.

BR commented that she had visited the development in Islay where the Air Source heat pump had been installed, stating it was a brilliant source of heating that was very efficient.

Exemplar Estate

- 55 Lochnell Street, Lochgilphead
 - 6 ACHA tenants
- 3 Campbell Street, Lochgilphead
 - o 1 ACHA tenant
 - o 1 Private owner
 - 1 ACHA property currently void
- Consultation has taken place on proposed improvements & introduction of services

• Exemplar Estate – Examples of Proposed Works

- o Tidy up existing garden area
- Paint banisters
- Paint existing fencing
- o Plant beech hedging alongside the existing fencing
- Install external lighting front and rear
- Install new entrance doors and door entry
- Power wash the path and stairs
- o Plant tree/s in front garden
- Plant some shrubs either side of the front entrance
- Look at the possibility of installing planters
- Consider possible introduction of window boxes
- Paint internals of close
- YA suggested a site visit is arranged for members once work commences.

Stock Condition Survey

- David Adamson & Partners have been instructed to carry out 100% stock condition survey to gain information about our properties;
- Assessing the condition of properties both inside & out;
- No disruption to tenants;
- This information is really important as it will be used to plan how we improve homes in the future.

FD advised that she had received a letter which advised surveys would be carried out April to mid-May 2019 in Tarbert. However, she was not aware if these had taken place and queried if the surveys were behind schedule. FD suggested if the surveys

YΑ

were behind schedule, further information was issued to tenants to advise. FD further explained that her neighbour had not received any correspondence in this regard.

YA advised that we would follow this up to ensure tenants were made aware should there be any delays.

Tenant Participation & Scrutiny "Next Steps" Programme

- ACHA is one of only 8 landlords on the "Next Steps" programme;
- "Next Steps" helps landlords and their tenants to review, improve and develop tenant participation and scrutiny;
- The programme is based on a series of workshops for tenants, staff and governing body members;
- It supports landlords to meet legislative obligations & improve performance;
- A meeting with tenants, Governing Body Members and ACHA staff is planned for June to take this forward.

Your Voice Update

- The 'Your Voice' scrutiny group looked at communication in relation to Investment & Regeneration (I&R) works;
- The exercise took into account the Association's own tenants and factored owners;
- The group looked at all aspects of communication;
- Interviews with tenants, owners and staff was undertaken;
- Field trips to recently completed I&R were organised;
- Draft report has been produced and will be submitted to the Board of Management with recommendations.

Housing (Scotland) Act 2014 - Progress

- New Scottish Secure & Short Scottish Secure tenancy agreements were introduced from 1st May 2019;
- This takes account of the significant changes introduced to tenant's rights in the above Act;
- Key changes:
 - Ending a Scottish Secure Tenancy Agreement
 - Conversion to a Short Scottish Secure Tenancy for Anti-Social Behaviour
 - Adapted Properties
 - Other
- Further changes due to commence on 1st November 2019.

Scottish Social Housing Charter (SSHC) Annual Return on the Charter (ARC)

- Staff have completed the exercise to validate the figures for the ARC return:
- There are a total of 69 Indicators (65 relate to RSL's);
- Information must be returned to the Scottish Housing Regulator (SHR) by 31st May 2019;
- Thereafter, SHR will publish individual Landlord Reports on their website. YA advised these have previously been available for

Area Committee meetings in August.

Housing & Neighbourhood Services Policy Reviews

The following policies are currently under review:

- Void Management Policy
- Estate Management Policy
- Anti-Social Behaviour
- Allocations Policy
- CCTV Policy
- Allotment Policy
- Decant Policy

Facebook

- ACHA Facebook went "live" on 1st April;
- It is being used to promote the good work in our areas;
- It is being monitored by the Customer Services Centre;
- Previously discussed at Area Committee in terms of ideas but we welcome all suggestions and feedback!!

Councillor MacMillan receives British Empire Medal

Councillor MacMillan, the oldest serving councillor in Argyll & Bute and a member of ACHA's Board and Area Committee was presented with his British Empire Medal at a ceremony on 10th May by the Lord Lieutenant of Argyll & Bute, Patrick Stewart. A citation was read by Jane McLeod, Deputy Lord Lieutenant, recognising Councillor MacMillan for his long service to the country and Argyll & Bute. YA congratulated Councillor MacMillan on his achievement.

Dunchoglan Play Park

New play parks have recently been installed at ACHA's travelling persons sites at Duncholgan in Lochgilphead and Bayview in Oban. The play park at Duncholgan is already proving popular with residents and contains a non-bump see-saw, Viking swing, multi play structure and a bench. The play park will provide a much needed recreational facility for the children living at Duncholgan.

8. Estate Management Action Plans (EMAP)

a) Budget Update 2019/20: SC advised members the budget for 2019/20 was as follows:

a. Mid Argyll: £8,100 **b. Kintyre:** £10,900

b) Prioritisation of EMAP Proposals for 2019/20 & 7-Year Plan SC advised the plan circulated to members prior to the meeting provided details on a number of projects identified for possible inclusion in years 2 & 3 of the plan, which corresponds to financial years 2019/20 and 2020/21. Some of the projects were requested by customers whilst others have been identified by staff during estate inspection visits.

MR asked what % of costs owners are expected to pay. SC explained this is dependent on the number of owners within a

block and this is proportioned at an equal share. SC clarified only owners pay for works carried out, tenants do not pay for this. YA explained that works can only proceed once all owners are in agreement for works to be carried out.

SMacK asked if tenants were aware of their responsibilities when they bought their homes through the Right to Buy scheme. YA advised that an information leaflet was developed to ensure tenants were fully aware of their responsibilities of owning a property.

MR asked that when presenting projects in the future, it clearly indicates the number of owners involved.

Members were provided with a presentation and were asked to consider the projects identified as well as the phasing which had been suggested. Costs for the proposed works have been requested from contractors, however, the costs will be presented to the Area Committee for approval at a future meeting prior to any works being undertaken.

After discussion, members unanimously agreed for SC to obtain costs for the following projects proposed for year 2. Once obtained, SC to provide detailed reports for members to consider.

Mid Argyll	
13 and 15 Knapdale Terrace,	Replace front fence at 13
Ardrishaig	Knapdale Terrace and
	dividing fence between 13
	and 15 Knapdale Terrace
6 Easfield, Tarbert	Provide front garden chain
	link fence
Caledonia Court, Ardrishaig	Provide road markings in car
	park at sheltered housing
	complex
62 High Bank Park,	Provide rear boundary
Lochgilphead	wooden fence
5 Glenfyne Terrace, Ardrishaig	Provide wooden rear
	boundary fence
12-14 MacDonald Terrace,	Provide wooden boundary
Lochgilphead	and divisional fencing
29-31 MacDonald Terrace,	Provide wooden divisional
Lochgilphead	fencing to back garden
57-59 MacDonald Terrace,	Provide wooden boundary
Lochgilphead	and divisional fencing to front
	garden
Kintyre	
59 and 61 Kirk Street,	Provide dividing wooden
Campbeltown	fence
15 Roading Cottages,	Provide a new boundary chain

SC

Campbeltown	link fence
27 Albyn Avenue,	Repair damaged roughcast to
Campbeltown	wall
29A to 29D Broad Street,	Clear weeds and repoint
Campbeltown	slabbed area
55A to 55D Mill Street,	Provide wooden gate to
Campbeltown	drying green
66 Millknowe, Campbeltown	Replace fence with wooden
	fencing
26 Albyn Avenue,	Replace gate
Campbeltown	
30A Davaar Avenue,	Supply chain link fence
Campbeltown	
1 Millers Park, Saddell	Supply metal gate
3 Millers Park, Saddell	Replace fencing at front
	garden

9. Key Performance Indicators

Prior to the meeting, members received the Key Performance Indicator report which detailed performance against objectives and targets set for ACHA, up to quarter 4 (April 2018 - March 2019).

YA advised members the year-end figures are currently being validated but are due to be signed off at the end of this week. As a result, the performance figures are subject to change.

All members unanimously agreed to accept the figures circulated but the finalised figures would be fully analysed at the next meeting.

10. Community Action Fund (CAF) Applications

a) Budget Update 2019/20

BR advised members that the Board of Management agreed from 2019/20 onwards, the CAF budget had increased to £20,000 per annum, this is an allocation of £5,000 per Area Committee.

b) Consider New Applications

i. Argyll & Bute Youth Forum - Mid Argyll Youth Forum Amount Requested: £500.00

Decision:

Proposed by: Betty Rhodick

Seconded by: Councillor MacMillan

ii. Mid Argyll Community Enterprises Ltd Amount Requested: £500.00

Decision:

Proposed by: Fiona DevlinSeconded by: Betty Rhodick

iii. Shopper Aide

Amount Requested: £500.00

Decision:

Proposed by: Councillor MacMillan

	Seconded by: Betty Rhodick	
	Members queried if ACHA would utilise Facebook to advise the successful applications. YA advised that we would advise all groups in the first instance then post on Facebook. It was suggested the CAF application is updated to advise applicants that ACHA would use Facebook should they receive a CAF grant, for example, "and ACHA will promote via social media, website etc."	JP
	c) Correspondence JP advised we had received an email of thanks from Tarbert Castle Trust for the CAF grant. YA suggested area teams contact Tarbert Castle Trust to obtain a quote to publish.	JP
11.	Policy Review - Update • Tenant Participation Strategy	
	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 7, the work being carried out for the "Next Steps" programme will help inform the new draft policy. As soon as it is available, the first draft will be presented to the Area Committee for comment.	
12.	Consultation: Landlord Report 2018/19 Members were asked to provide their views and preferences on the information they wish to be included in ACHA's Landlord Report 2018-19. Prior to the meeting, members were provided with a copy of last year's	
	 Members were happy for all Indicators as previously reported to be included in this year's Landlord report, i.e. no change to Indicators highlighted in yellow as listed in pages 2-4. 	
	 Comment: What does it mean by 85%? It was suggested that when reporting percentages/results, this is quantified, e.g. by advising how many people were asked & how this equates to the percentage. This would give context behind the figures. For example, "Out of 400 tenants surveyed, 340 tenants (85%) were satisfied with the opportunities given to them to participate in ACHA's decision making processes" 	
	Members were happy with the layout and style of last year's Landlord report - no further changes suggested.	
13.	Tenants Newsletters Article for Autumn Edition YA reminded members an article for the Autumn edition of the Tenants Newsletter would be required for the next meeting.	
	Members suggested the following:	

- Winners of the 'Garden in Bloom' competition. It was noted an article is normally incorporated into the Autumn edition which includes winners from all areas.
- Exemplar Estate Project at Lochnell Street and Campbell Street to include pictures of site visit, quotes from residents/tenants.

14. Tenants Satisfaction Survey 2018 - Action Plan

Prior to the meeting, members were provided with:

- A summary of the themes of comments received during the 2018 survey
- The outcomes of the Satisfaction Survey by Indicator (2015-2018)
- 2019-2021 Action Plan

YA explained the 2018 Tenant Satisfaction Survey (TSS) took place during August last year. Over 1,300 telephone calls were made by staff in order to achieve the required participation rate of 400.

YA further explained an Action Plan had been developed to take into account all ongoing development work and any relevant comments from participants in the survey. The Board of Management had recently approved the 2019-21 Satisfaction Survey Action Plan, which had been circulated for information. Members were asked to note the contents of the report.

15. Arrangements for Mid Argyll & Kintyre Area Committee Annual General Meeting (AGM)

BR reminded members the Area Committee AGM was scheduled to take place on Wednesday, 14th August 2019.

After discussion, members agreed the following arrangements for the AGM:

- 5.00pm 6.00pm: Light refreshments / judging of the 'Garden in Bloom' competition
- 6.00pm: AGM
- 6.30pm: Office Bearers meeting
- Venue: Dalriada House, Lochgilphead

16. Agenda Items for Office Bearers meeting - 14th August 2019

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:

- Welcome & Apologies
- Election of Office Bearers
- Group Governing Body Members Code of Conduct
- Minutes of Previous Meeting 29th May 2019
- Matters Arising
- Schedule of Area Committee Meetings
 - a) Agree dates and times of meetings;
 - b) Agree venue(s);
 - c) Set agenda for forthcoming year
- Members Paperwork
 - a) Connected Persons;

b) Diversity & Equal Opportunities Information; c) Governing Body Member Annual Appraisal: d) Data Consent Correspondence Estate Management Action Plans (EMAP) 2019/20 Community Action Fund Applications a) Budget Update; b) Consider New Applications; c) Correspondence Tenants Newsletter - Agree Content for Autumn Newsletter Any Other Business Data & Time of Next Meeting **Any Other Business** 17. SMacK advised members that the sheltered housing complex, Lochgair Place in Tarbert was opened in October 1979 and was therefore 40 years this year. SMacK asked if ACHA would consider marking the occasion. YA agreed that this should be celebrated and suggested members consider options for the next meeting, e.g. afternoon tea with the residents at the complex. SMacK commented there was currently no plaque at the complex and also asked if this could be considered. YA suggested the Members provide suggestions for the wording for a ALL plague at the next meeting. In terms of the in-house Grounds Maintenance service, FD asked if this included grass cutting common areas. YA explained that there would be very few common areas that would be included and it is the responsibility of the tenants and residents to maintain. ACHA are currently exploring options to broaden the service by implementing service charges, however, this would require consultation with tenants and the agreement from owners. YA acknowledged there are difficulties in some areas in terms of maintaining common areas. YA further explained staff carry out routine estate management inspections and where areas are not maintained, this is highlighted by staff. JΡ BR congratulated Gill Hutton on the recent arrival of her baby. Members agreed that flowers should be arranged. Members Standing Down Prior to Annual General Meeting 18. In accordance with the Rules of the Association, section 61.3 states, "At the conclusion of every subsequent annual meeting of the Area Associations, one third $\binom{1}{3}$ (or the nearest whole number thereto) of the Area Committee Members shall retire. The retiring Area Committee Members should be those who have served longest on the Area Committees since the date of their last election. If two or more members have served equally long, they should agree among themselves who will retire, or otherwise be selected by lot. It was noted Sandra MacKenzie, had served the longest as she was elected on 2nd August 2017 and would be required to stand down.

Page **13** of **14**

In addition, the remaining Area Committee members had served equally

long as they were elected on 9th November 2018.

	After discussion, the following members formerly retired from the Mid Argyll & Kintyre Area Committee: • Sandra MacKenzie (Tenant Member) • Sandra Johnston (Tenant Member) • Betty Rhodick (Independent Member) • Michael Roberts (Independent Member)	
19.	Date & Time of Next Meeting	
	 Wednesday, 14th August 2019 (Annual General Meeting) 	
	Wednesday, 27 th November 2019	

Meeting concluded at 8.00pm