

MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

Wednesday, 27th November 2019 at 6.00pm

Dalriada House, Lochgilphead

Attendees

Betty Rhodick, Independent (BR), Chairperson
 Sandra MacKenzie, Tenant (SMack), Vice Chairperson
 Fiona Devlin (FD), Tenant member
 Councillor Donald MacMillan (DMacM)
 Tommy MacPherson (TMacP), Tenant member (from agenda item 7)

Not in Attendance

Gill Hutton (GH), Tenant member

Staff in Attendance

Yvonne Angus, Regional Manager (YA)
 Sarah Campbell, Local Manager (SC) (agenda item 1-9)
 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 Sandra Johnston & Michael Roberts.	
2.	Conflicts of Interest to Declare There were no conflicts of interest declared by members.	
3.	Minutes of Previous Meeting – 25th September 2019 The minutes from 25 th September 2019 were agreed as a true and accurate record. Proposed by: Fiona Devlin (FD) Seconded by: Sandra MacKenzie (SMack)	
4.	Matters Arising (including information pack) In accordance with Rule 44.5.3, BR advised that due to recent illness, Michael Roberts was unable to attend tonight and proposed we grant special leave for a 3-month period. Decision: all members in attendance agreed to grant special leave for a 3-month period. 25th September 2019 - Page 5: Kintyre & Bute Low Demand Strategy - Dalintoiber area TMacP commented the green area at Queen Street has become overgrown and unkempt. YA explained that staff have been proactive in ensuring this area is kept tidy but will ensure this is followed up. <ul style="list-style-type: none"> • Update: YA advised members ACHA had arranged for the area of ground to be added to the grass cutting contract 	

	<p>25th September 2019 - Page 7: Estate Management Action Plan (EMAP) Projects 2019/20 - 3 Millers Park, Saddell - members approved the EMAP to replace the front garden fence with the caveat it was replaced with chain link fencing to conform with the area.</p> <ul style="list-style-type: none"> • Update: SC confirmed that the fence would be replaced with chain link fencing and the project would remain within budget. <p>25th September 2019 - Page 10: Estate Management Action Plan (EMAP) Projects 2019/20 - SC to confirm to members at the next meeting of dates when these works will be scheduled for completion.</p> <ul style="list-style-type: none"> • Update: SC will provide an update under agenda item 9. <p>25th September 2019 - Page 10: Tenants Newsletters Article for Autumn Edition - it was suggested an article relating to the Exemplar Estates should be included within the Newsletter.</p> <ul style="list-style-type: none"> • Update: YA confirmed the suggestion from the MAK Area Committee had been passed to the Communications group for inclusion. 	
5.	<p>Correspondence JP confirmed there was no correspondence received.</p>	
6.	<p>Chairpersons Report BR explained the update from the Board of Management meeting held on 7th November 2019, was available to members within their Information pack.</p>	
7.	<p>Regional Managers Update YA provided members with an update on the following:</p> <p>Investment Programme 2019/20 – Mid Argyll & Kintyre (MAK) YA advised there was no further update since the last meeting in regards to the elements within the Investment programme. It is anticipated a further update would be available for the next meeting.</p> <p>Warm Homes Fund</p> <ul style="list-style-type: none"> • ACHA were successful in obtaining over £5 million to install 845 energy efficient air source heat pumps to your homes. 200 will also be installed in private properties. • Survey work is underway in Cowal and Bute. • 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. • 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. Tenders have been issued and are due to be awarded in December 2019. <p>Stock Condition Survey Update</p> <ul style="list-style-type: none"> • The stock condition survey is almost complete with ACHA now holding over 90% of the surveys of homes. • We aim to complete over 95% surveys. • A mop up of further properties will be identified to get us to this 95% 	

figure.

- We would not have been able to achieve this with the help of all of our tenants enabling the surveyors to get access.
- A full report will go to the ACHA Board in December 2019

FD and SMacK advised they had not received any further correspondence since the initial letter in terms of when the surveys would be carried out in Tarbert. YA agreed to follow up.

YA

Regeneration - New Builds: Mid Argyll

We are currently on site in the following locations:

Site	Unit Number	Expected Handover Date
Barrmor, Kilmartin	4	January 2020 *
Heatherbank, Cairnbaan	5	Spring 2020

* This is an earlier handover date than originally expected.

TMacP joined the meeting

Regeneration - Mid Argyll

- **Tower View, Inveraray - Phase 2**
 - Investigating possibility of delivering to a Passivhaus Standard.
 - Passive house (in German Passivhaus) is a rigorous, voluntary standard for energy efficiency in a building, which reduces the building's ecological footprint. It results in ultra-low energy buildings that require little energy for space heating or cooling which will result in very low energy bills
 - Land transfer to be finalised with Argyll Estates
- **Oakhill, Tarbert - Phase 2 (4 x 3-bedroom houses)**
 - Currently working with Argyll & Bute Council to seek satisfactory outcome to the common rights issue.
 - Independent survey being carried out to value transfer of common rights
 - Site start is delayed until this issue is resolved
- **Millknowe Terrace, Campbeltown**
 - Final design solution being completed.

Regeneration - Kintyre

- **Millpark, Southend**
- Part of the Low Demand Strategy. Internal works was carried out by AHFA whilst the external work to the property was carried out by Stewart & Shields. All works are now complete.
- Demolition of the 4 properties at Millpark is yet to take place.
- **ACHA Office**
 - Plans are still being considered for an ACHA office at the former Queen Street area

- Working Group in place to take forward proposals.

SMacK queried if the current office accommodation was rented.
YA confirmed the current office premises is rented from Argyll & Bute Council.

Kintyre & Bute Low Demand Strategy - Dalintober area

- We continue to work on our Low Demand Strategy for the Dalintober area (Dalintober, John Street & High Street)
- A meeting was held on 29th October for affected tenants
 - Confirmed ACHA submitting the pre-application to the Council for approval to demolish properties
- Drop in session being held with affected tenants on 30th January 2020 to discuss future new build options
- Design Team Working Group will be created – a tenant from the area will sit on this Group
- Current plans are to build up to 20 properties to meet the needs of these tenants and applicants on the HOME Argyll waiting list.

SMacK asked if the current tenants would be able to stay in their current homes until the new properties are built.

YA commented that ACHA made a commitment that where possible we would undertake a part-demolish, part-build and we will do our utmost to do this but this may be out with our control and therefore, not possible. Where tenants cannot remain in their homes, they will be decanted until the new properties are built.

TMacP queried if the 4 properties at High Street are also due to be demolished. YA clarified the 4 properties at High Street are also expected to be demolished.

TMacP commented there is a lot of land for 20 properties.

YA advised that plans are still under development and it is imperative we build houses that we can let.

Tenant Participation & Scrutiny “Next Steps” Programme

- No further update at present.

Rent Consultation

- ACHA is currently considering the rental charges for 2020/21
- Tenants were issued with ACHA’s rent increase proposals via post, email and text messaging. This was also posted on our Facebook page.
- It is proposed the rent is increased by 3.4%
- Tenants are encouraged to respond by completing an online survey
- The Rent Consultation will close on Friday, 20th December 2019
- The Board of Management will consider views on 6th February 2020

Your Voice Update

- **Project: Planned Maintenance & Customer Satisfaction**
 - The Board of Management approved the Your Voice Group

	<p>recommendations</p> <ul style="list-style-type: none"> ○ New communication methods will be introduced, to assist tenants whose homes are being improved ○ The Group were congratulated by the Board on the standard of their report <ul style="list-style-type: none"> • Next Project: New Build Design <p>Landlord Report 2018/19</p> <ul style="list-style-type: none"> • ACHA's Landlord report has now been published and is available on our website • Our report is published each year to show how we have performed against the Scottish Social Housing Charter • A copy of the Landlord report was provided to Area Committee members within their Information pack. <p>Housing (Scotland) Act 2014</p> <ul style="list-style-type: none"> • Key changes from 1st November 2019: <ul style="list-style-type: none"> ○ Succession to tenancy ○ Joint tenancies ○ Subletting & Lodgers ○ Assignations • The main change is that tenants must demonstrate that they have lived in the property for a minimum of 12 months, and have notified ACHA that they are living there. <p>Good Neighbour Award 2020</p> <ul style="list-style-type: none"> • We are now looking for nominations of tenants for this award for 2020 • This is a chance to say 'thank you' to an ACHA tenant who goes out of their way to help others, someone who shows kindness & consideration • The winner will be selected by Area Committee representatives • The winner will receive £100 worth of vouchers and a commemorative certificate • Closing date is Friday, 28th August 2020 <p>Tenant & Member Conference 2020</p> <ul style="list-style-type: none"> • Next year's Tenant & Member Conference will take place on Saturday, 8th February 2020 in Inveraray. • Invite letters, emails and texts for the conference were issued on 22nd November. • Anyone interested in attending the conference are asked to complete a booking form and return by 20th December. Booking forms are available to download from our website or from any of our offices. • The conference will take place from 9.45am – 4.30pm and a light lunch will be provided for attendees. Inveraray was the location chosen by attendees at last year's conference and is a central point for all areas. • There will be presentations with interactive sessions and opportunities to give feedback on: <ul style="list-style-type: none"> ○ How to improve performance 	
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	<ul style="list-style-type: none"> ○ Investing in your home ○ Involving young people • There will also be information stands from ACHA services, ACHA Get involved - Tenant participation, Welfare Rights and more to be confirmed • Members to let us know if they wish a place booked. <p>Email Address Winner 2019 This year's winner of the email address prize draw was Mr MacNeill from Ardrishaig. Mr MacNeill said, "I'm delighted to be the winner of this year's email address competition".</p>	
8.	<p>Presentation on ACHA's Rent Monitoring Procedure</p> <p>SC provided members with a presentation on ACHA's Rent Monitoring procedure. This included:</p> <ul style="list-style-type: none"> • Objective of rent monitoring procedure and importance or early preventative action; • Primary Actions: letters, phone calls, home and office appointments; • Affordable arrangement plans that can be maintained by tenants; • Welfare Rights Service; • Pre-Action Requirements & Legal Action procedure; • Eviction Process <p>SMack queried if it often gets as far as eviction. SC commented this doesn't happen often. On most occasions, the tenant has already vacated the property before they are evicted. YA further added that staff do an immense amount of work prior to escalating to eviction.</p> <p>SMack asked what happens if tenants get to the final stage of eviction. SC clarified that if Decree is granted by the Court, ACHA has the right to evict a tenant. We cannot evict a tenant earlier than 28-days from the date decree was granted and from this date we have 24-weeks to arrange to evict the tenant.</p> <p>Once we have a date and time for the eviction, the tenant is written to advising them of this and the total debt outstanding including all rent owed up until the date of the eviction plus the court costs (court costs are usually around £350 but vary). This is the sum that they now need to pay prior to the eviction to prevent ACHA proceeding with the eviction. However, even if the tenant clears all their debt in full ACHA still have the right to proceed with the eviction, although this is not something we would usually do.</p> <p>YA advised that where a tenant is evicted and reapplies for housing, they may be deemed as intentionally homeless. Furthermore, we can suspend their application where they have outstanding debt until they show a commitment to pay it off.</p>	

9.	<p>Review of Estate Management Action Plan (EMAP) Projects 2019/20 (verbal update)</p> <p>SC advised that all works issued to AHFA & Gordon Allen are due to be completed by the end of November. Works issued to Euan Seator are due to be completed by the end of January 2020. We are on schedule to have all works completed by the end of January 2020.</p> <p>FD advised that a neighbour had reported to staff a broken fence, however, this had never been presented as an EMAP. SC agreed to follow up.</p> <p>BR suggested a future fencing project for 33 Brodie Crescent, Lochgilphead. SC to investigate.</p> <p>SC left the meeting.</p>	<p>SC</p> <p>SC</p>
10.	<p>Community Action Fund Applications</p> <p>a) Budget Update</p> <ul style="list-style-type: none"> i. Annual budget: £5,000 ii. Total cost of approved projects: £3,875 iii. Returned CAF grant: £500 iv. Remaining balance: £1,625 <p>b) Consider New Applications</p> <ul style="list-style-type: none"> i. Mid Argyll Transport Volunteers (MATV) Amount Requested: £500 Decision: Unanimously APPROVED by members. <p>c) Correspondence JP confirmed there was no correspondence received.</p>	
11.	<p>Key Performance Indicators - Quarter 2</p> <p>Prior to the meeting, members received the Key Performance Indicator report which detailed performance against objectives and targets set for ACHA, for quarter 1 (April - September 2019). The document was noted.</p>	
12.	<p>Membership Strategy</p> <p>YA advised members the primary aim of the Membership Strategy is to promote membership of the Association in the Mid Argyll & Kintyre area. Membership of ACHA is open to anyone over the age of 16. The '£1 for life' membership entitles members to vote at ACHA's Annual General Meeting (AGM) including the right to vote on the elections to the Area Committee and Board of Management.</p> <p>The Mid Argyll & Kintyre Area Committee last reviewed the Membership Strategy in November 2018.</p> <p>Currently, there is a total of 69 members within the Mid Argyll & Kintyre area (this is an increase of 3 members during last year). Each November, the Area Committee is requested to review the Strategy, to determine any action points for the forthcoming year in terms of promoting membership in the Mid Argyll & Kintyre area.</p>	

	<p>Since the last review, there was an action plan to take forward some ideas for promoting membership, and all actions were completed.</p> <p>YA explained the Area Committee have previously promoted membership by utilising the Tenants newsletter, as well as by word of mouth by existing members and staff.</p> <p>After discussion, members were satisfied with the Membership Strategy but agreed the action plan should be updated to include:</p> <ul style="list-style-type: none"> • Advertisement of membership through Facebook, in May and December each year. This will be monitored to determine if membership increases as a result; • Invite all members to come along to observe a meeting for a better understanding of the Area Committee. It was noted that members cannot participate but can observe. It was agreed this is publicised for the next meeting in January. 	JP
13.	<p>Tenants & Residents Association Strategy</p> <p>YA advised members the primary aim of this Strategy is to support the existing Tenants & Residents Associations in the Mid Argyll & Kintyre area.</p> <p>The Mid Argyll & Kintyre Area Committee last reviewed the Tenants & Residents Association (TRA) Strategy in November 2018.</p> <p>Currently, there is one registered TRA in the Mid Argyll & Kintyre Area:</p> <ul style="list-style-type: none"> • Dalintober & Millknowe Tenants & Residents Association <p>Duncholgan Tenants & Residents Association also meet regularly.</p> <p>The purpose is for the Area Committee to support these groups in the work that they do, help support and promote any new groups that were interested in setting up and attend community events.</p> <p>After discussion, members were satisfied with the TRA Strategy but agreed the action plan should be updated to include:</p> <ul style="list-style-type: none"> • Invite current TRA's to each Area Committee meeting. 	YA
14.	<p>Policy Review - Update</p> <ul style="list-style-type: none"> • Tenant Participation Strategy <p>YA advised there was no update at present but as soon the first draft becomes available, it will be presented to the Area Committee for comment.</p>	
15.	<p>Exemplar Estates - Lochnell Street / Campbell Street</p> <p>ACHA are currently undertaking an Exemplar Estates initiative.</p> <p>YA advised the initiative comes out of feedback from ACHA's Annual Tenants Conferences which highlighted a wish to focus additional resources on areas of poor external environment. As a result of this ACHA's Board of Management approved a sum of £300,000 per year to be invested in such initiatives every year for the next 5 years. Over 30 projects have been identified ranging from back court improvements to new landscaping.</p> <p>YA reported the works had been completed at the back court area of Lochnell Street, which is the first project of the initiative to be completed. This area is maintained by ACHA with a small service charge applied to do</p>	

	<p>this.</p> <p>BR suggested an area of the courtyard could be planted as a small wild flower meadow. YA advised the design of this area was in consultation with the tenants and private owners.</p> <p>SMack asked how many residents were in this block. YA confirmed there were 8 tenants and 1 private owner. YA explained that we are considering introducing more services, e.g. close cleaning, window cleaning, bin store cleaning. However, this will require further consultation and a tender process.</p> <p>BR commented the new front & back doors and entrance light had made such a difference.</p>	
16.	<p>Lochgair Place Sheltered Housing Complex: 40 years</p> <p>This year marked a very memorable occasion for the sheltered housing residents of Lochgair Place and ACHA by celebrating the 40th anniversary of Lochgair Place, Tarbert.</p> <p>A lovely afternoon tea was held in the Tarbert Hotel by the sheltered housing residents, members of the Mid Argyll & Kintyre Area Committee and staff where many stories from the past were shared. Many thanks to BR for providing the personalised cake.</p> <p>FD previously suggested the commemorative plaque could be mounted on a stone cairn within the common ground of the complex. FD offered to donate stone for cairn to display plaque within complex. FD to confirm if she is able to source stone and advise YA.</p>	FD
17.	<p>Governing Body Training Sessions 2020 and 2021</p> <p>Prior to the meeting, members had been issued with a list of the 2020/21 training sessions which were approved by the Board of Management.</p> <p>FD asked if there had been any further update re. training being carried out at Area Committee meetings. YA to follow up.</p>	YA
18.	<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 • Conflict of Interest • Minutes of Previous Meeting – 27th November 2019 • Matters Arising (including information pack) • Correspondence • Chairpersons Report • Regional Managers Update • Key Performance Indicators • Review of Estate Management Action Plan (EMAP) Projects 2019/20 <p>Members were happy to receive a report from SC with an update. The report should be issued with the agenda papers.</p> <ul style="list-style-type: none"> • Community Action Fund Applications <ul style="list-style-type: none"> a) Budget Update b) Consider New/Existing Applications 	SC

	<p>c) Correspondence</p> <ul style="list-style-type: none"> • Lochgair Place - Erection of Plaque • Policy Review - Update • Agree List of Policies for Review 2020 • Proposals for Garden in Bloom / Sunflower Competition • Judging of Employee of the Season - Autumn Award • Tenants Newsletter Article • Agenda Items for the Next Meeting • Any Other Business • Date & Time of Next Meeting 	
19.	<p>Any Other Business</p> <p>FD raised concerns about the decision by the Board of Management on 3rd October to a complete ban on the installation of laminate/tiled flooring with the proviso a further report be brought to the December / February Board meeting. FD commented the issue regarding noise isn't due to laminate/tiled floors but due to factors including the tenant, structure of the properties & acoustics of the building.</p> <p>YA explained that research had been carried out and most Registered Social Landlords (RSL's) do not allow laminate/tiled flooring. The reasoning is to allow easier access to floorboards.</p> <p>All members had concerns with the decision to ban laminate/tiled flooring and commented this type of flooring may be required for health reasons. It was suggested removable laminate flooring could be installed. By doing so, this would still allow access if needed. YA agreed to pass on the concerns raised.</p>	YA
20.	<p>Date & Time of Next Meeting(s)</p> <ul style="list-style-type: none"> • Wednesday, 29th January 2020 • Wednesday, 25th March 2020 • Wednesday, 27th May 2020 • Wednesday, 12th August 2020 (Annual General Meeting) 	

The meeting concluded at 19.45pm