



OBAN, LORN & THE ISLES AREA COMMITTEE

**Monday 9th May 2016
2pm
Menzie's House, Oban,**

Present

Mrs Lorraine-Anne Drysdale **Chair** (LD)
Mr Alister MacIntyre **Vice Chair** (AMI)
Mr Andy Birnie (AB)
Mrs Cecillia Keenan (CK)
Mrs Ann Sanderson (AS)
Cllr Neil MacIntyre (NMI)
Iona MacPhail, Regional Manager (IMP)
Amanda MacKenzie (AMK)

Mrs Ann Sanderson was welcomed onto the Committee as a Co-opted tenant member.

1.	Apologies Mr Stafford Day (SD), Mrs Mary MacAulay (MMA)	Action
2.	Declarations of Interest No conflict of interest declared.	
3.	Minutes of Previous Meeting 7th March 2016 Page 2 – information on longest standing applicants – IMP provided information to Members and advised that there are 12 applicants who have been on the waiting list for housing prior to the year 2000. Page 4 – Catalina & St Oran's Place snagging – IMP provided response from I&R including current process for contractors. The new	

	<p>build handover procedure asks for the contractor make 3 calls to each property and then card or letter the tenant to organise a specific date if access is not available. Committee members advised they'd prefer scheduled appointments to be sent out rather than cold calling. Comments to be taken back to I&R.</p> <p>Page 4 – CK advised the rendering at Taynuilt is still ongoing. One tenant with roof works has had flooding twice – property wasn't left watertight to stop the rain. CK further advised that there were people there today carrying out works, which is the first in 2 weeks. IMP advised she will investigate.</p> <p>Page 4 – LAD advised Gunn's Garage will be getting rebuilt.</p> <p>Page 5 – Development of Local Membership Strategy – IMP asked LAD if she would like to talk to the other Chairs to see if wish to keep this as an agenda item. For Lorn, the only group in place is Soroba Residents Group who are not formally registered. Conversation turned to bins in Soroba and three week collections was discussed. IMP advised for Lorn, specifically Soroba with the large industrial bins and ACHA's Community Care Taker, this would be an issue. NMI advised it may be as soon as a month for a new timetable commencing. IMP will contact Tom Murphy to ask for a breakdown on the new schedule for tenants. NMI asked IMP to be copied into the reply.</p> <p>Page 8 – Coll new builds – LAD asked if any update. IMP advised the new builds are effectively in the garden area of our property at Free Church Manse, and that the project has went out to tender. IMP advised due to the transportation of materials etc to the island, the tenders may be quite expensive.</p> <p>Proposed – AB Seconded – CK</p>	<p>AMK</p> <p>IMP</p> <p>IMP</p>
4.	<p>Correspondence</p> <p>Thank you letter from Oban Sea Cadets providing a copy of their newsletter which includes information on ACHA's donation and ACHA's logo.</p>	
5.	<p>Chairs Report</p>	

Board of Management Update 31st March 2016

- The Board agreed a proposed training programme for Board members for the coming year.
- The Board agreed to continue with membership for GWSF.
- The Chair and CEO provided a report on the outcome of the pilot Roadshows which took place Argyll Wide last year. A total of 25 customers attended the Roadshows which was quite disappointing. Most of the feedback related to Investment, welfare reform and the Refugee Assistance programme. The Board agreed that the Roadshows should not be continued and other methods of local engagement should be explored.
- The Board approved 3 new membership applications and noted 5 cancelled memberships. The current total of Members is 260
- The CEO provided a presentation which covered the following points:-
 - Scottish govt officials have indicated new build grant funding for next year to be around £11million compared to £7million for this year.
 - The Scottish Housing Regulator has finalised ACHA's regulation plan which will be published shortly.
 - A meeting with the Chairs and CEO's of the Argyll & Bute RSL's will take place on 25th April.
 - ACHA has secured £170k from the Scottish Govt for the continuation of the Welfare Rights service for a further year.
 - The Inveraray C.A.R.S. project is due to start on site in April.
 - The Rothesay office development is on course for completion in April

	<ul style="list-style-type: none"> ○ The SHR have approved the new rules following the SGM decision. ○ The “Your Voice” scrutiny panel has carried out its first policy review. ○ Argyll & Bute Council Communities Committee will recommend reducing the Strategic Housing Fund Grant rate from £25k to £12k. <ul style="list-style-type: none"> ● The Board approved the updated Equalities action plan. ● Recommendations in relation to the outcome of the “Your Voice” scrutiny panel review of our void procedures were agreed ● The Board reviewed and noted the outcome of the 2016 Gypsy Traveller Survey which has shown an increase in customer satisfaction levels. ● The Board approved the proposals in relation to further surveys to be undertaken in relation to the results of the 2015 Tenant Satisfaction Survey. ● The Board approved names for the new build development at Glenshellach, Oban to be put forward to the Council and Post office for approval:- Sunderland Drive and Breda Drive. ● The Board agreed a draft framework for new build proposals for the future. However, further discussions will take place. ● The Board noted both the AHFA and ACHA business plan updates. ● The Board noted and approved an updated list of IT priorities. ● The Board updated and approved ACHA’s corporate Risk Register. ● The Board agreed that the Tenant Consultation Register will be consulted on the review of the Rent and Service Charge policies. ● The Director of Finance & IT provided a presentation in relation 	
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	<p>to ACHA's Treasury Management strategy.</p> <ul style="list-style-type: none"> The Board agreed the reviewed Risk register as per the February Strategic planning days. <p>Date of next meeting- Tuesday 24th May 2016, Inveraray.</p>	
6.	<p>Update from Committee Members on Local Issues</p> <p>AMI advised WHHA carrying out some works in Dunollie. Broken fences, gutters and closes in the area haven't been painted in 40 years.</p> <p>NMI spoke with ABC's Employability regarding a clear up of the stairs and area at Dunollie to cut bushes, clear stairs etc. CK advised where she parks her car in Taynuilt, bushes haven't been cut since well before she moved in, although bushes on the opposite end of the cul-de-sac do get cut. NMI advised he'll find out if it is Council. IMP will also get someone to look into it.</p> <p>LAD advised Appin show will be in the same field as last year.</p> <p>AS asked if something different to a plant pot could be used for cigarette ends at Dunmar Court. Two bricks over a notice asking people to put their cigarette butts in the pots. IMP advised ACHA don't provide cigarette bins. AS advised paper and all sorts also congregate at the arch way – rubbish getting blown in. IMP advised it wouldn't have been provided by ACHA and AS if wished, could speak to other residents to see if it could be removed. IMP advised if it's staff from other agencies to advise as we wouldn't tolerate that.</p> <p>AMI apologised and left the meeting.</p> <p>AS advised coffee mornings have started up at Dunmar Court and that last Thursday only 8 attended.</p>	NMI, IMP
7.	<p>Development of Local Membership Strategy</p> <p>Residents groups remain negligible for Lorn. The only group continuing is Soroba Residents Group who are not formerly registered with ACHA.</p> <p>Discussed previously.</p>	

8.	Employee of the Season Award AMK confirmed that there have been no submissions.	
9.	Connel New Builds Members were provided with a report requesting a proposal for the name of ACHA's 2nd stage development at Connel. The development consists of 10 units; 4 three bed houses, 2 two bed houses & 4 two bed flats. Proposals for the name have been submitted by Achaleven Primary School. Discussion took place regarding names. Powell Place after Harry Powell was agreed with 5 votes out of 6. LAD proposed including another choice incase this is not agreeable for the Board and suggested Connel Ferry Place, agreed for a second suggestion.	
10	Community Action Fund Awards OLI funds available for 2016/17 of £2,500. Ross of Mull Lunch Club Request received for £200 to enable group of elderly residents to go to the mainland on a monthly basis for essential shopping and enjoy days out during the summer months and Christmas. Costs would cover 10 vehicle ferry crossings for minibus. AB proposed full £200 – unanimously agreed. IMP provided further information on Mull's lunch club at MacDougall Place.	
11	Estate Management Action Plan Applications The 2016/17 budget for Oban, Lorn and the Isles Estate Management Action Plans is £12,015. For Islay: £4,405. CK raised an area in Taynuilt where a fence is down and asked if ACHA would replace that – IMP advised the tenant should be advised to contact ACHA as in some cases, fences are tenants' responsibility. LAD asked why ACHA owns the wall at the Bealach-An-Righ. IMP advised we also own the garden at the bottom of the Bealach-An-Righ. Discussion arose regarding the wall and the entrance to the town. IMP suggested if Members proceed with the Bealach-An-Righ,	

	<p>it would be good if Bid4Oban could do something, press release or such that identifies that ACHA tenants are paying for this. NMI will pass comments on.</p> <p>LAD suggested passing all – unanimously agreed.</p> <p>Lorn - Bonfire Night Historically Acha have had problems in Soroba Estate on bonfire night of youths causing damage to the estate. A sum of £1,380 to be set aside if any problems were to arise to be used to clean the estate up, if there was to be no incidents we would look to use the money on another project after 5th November 2016.</p> <p>Lorn - Ulva Road To remove the fallen fence and the steel fence posts surrounding a substation to make it a safer area. Total cost of £360.</p> <p>Lorn - Dalrigh Wall Bid 4 Oban have approached ACHA to see if we could tidy the appearance of the wall at the entrance to Oban, along the Bealach–An-Righ. ACHA own the wall: approx 80 LM. The sum of £1,790 is for the top wire to be removed and all vegetation removed from the wall.</p> <p>Islay - 4&5 Campbell Place, Portnahaven To remove partitioning fence between two ACHA properties – approx. 30m and replace with new timber fencing. Cost of £2,100.</p> <p>Islay - Flora Street Bowmore To remove the old timber fence and replace with a new timber fence – approx. 43 meters. Cost of £2,940. IMP added that the pictures may not reflect just how steep the area is and why safety is such an importance.</p> <p>IMP provided information on a new ACHA Office which will be in Flora Street, Bowmore.</p>	NMI
12	<p>Land Disposal Request - Lochawe</p> <p>Members were provided with a report for the disposal of land at Letterwood Schoolhouse, Lochawe. NMI asked if they would get permission to do the works for vehicle access considering this is a dangerous section of road. IMP provided information on where the</p>	

	<p>property was and advised this is quite a steep bank so would believe they would need to put a retaining wall in. IMP also advised there are possibly pipes for the septic tanks to the two properties at Ben Bheir View one of which is ACHAs. IMP asked if Members would consider if ACHA were to sell for instance £1, in the understanding that a parking space is provided for our tenant. NMI suggested deferring and asking the purchaser for the purpose of our tenant, what their intentions are? Agreed sight lines would be particularly hard with this dangerous area of road and may not be approved by planning.</p> <p>SD submitted the following comments in advance of the meeting which I&R will respond to:</p> <ul style="list-style-type: none"> A - Will the 'short' common boundary, marked in red and blue, be fenced? B - Although Benview(1) may not be ACHA, will the blue land be sufficient to give access to Benview? C - Can the sale include a stipulation that the red land be used only for residential access and parking? D - If 1(and 2) do not already have vehicular access, could they be allowed to share the new access? E - Can ACHA stipulate that the purchaser will obtain consent from A& BC to connect to the highway? F - Should the purchaser be required to keep the trees from encroaching or causing nuisance in any event? G - Do you have in mind a general covenant not to cause nuisance or annoyance? H - Do you know who owns the two strips between the green land and the road? <p>Agreed to defer until next Area Committee Meeting. I&R to be requested to confirm the following:</p> <ul style="list-style-type: none"> • Purchaser / purchaser's solicitors to be contacted to determine exactly how they intend to construct the vehicular access and suggested that a diagram is provided to show their intentions. • If they have applied for pre-application planning permission to proceed with any new access route due to this road being quite a dangerous section of road. • If planning was permitted, if the purchaser would consider purchasing the ground for a minimal sum in return for providing 	<p>AMK</p>
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	<p>a parking space for our tenant at 1 Ben Bheir View within the ground.</p> <ul style="list-style-type: none"> • I&R to be advised that there may be pipes for the septic tanks within this area and to request if they can confirm. 	
13	<p>Land Disposal Request – North Connel</p> <p>Members were provided with a report for their information with details for the disposal of land at Lora View, North Connel. The request was approved by the Board at February’s meeting due to the degree of urgency concerning timescale.</p>	
14	<p>9 Year Service Rule</p> <p>Members present were provided with a copy of ACHA’s Governing Body Succession Strategy with their papers. IMP explained there is a 9 Year Service Rule which came into effect from April 2015. It is a Scottish Housing Regulator requirement as set out in Regulatory Standards 6.1 and 6.2 that Governing Body members who have been in place for nine years must be able to demonstrate their continued effectiveness. This means that any member that has served nine or more years will be required to complete a self-assessment and be interviewed, most likely by the Chair, to assess their effectiveness. This has to take place on an annual basis and the SHR have stated they require full compliance with the requirement.</p> <p>IMP further advised that as AMI joined OLI Area Committee in August 2007, that the 9 Year Service Rule will apply to him this year.</p> <p>Addendum: <i>Because AB had a break of less than 1 year, he would also be subject to the nine year rule assessment</i></p> <p>AB asked if there was an appeal process should any interview process result in not being competent. AMK will raise with Lesley Lindsay. With regards to the Governing Body Succession Strategy LAD advised the following:</p> <ul style="list-style-type: none"> • Page 5 – 4.1 Composition of Board of Management – should state 3 Council Board Members. • Page 13 - 11.3 Non-mandatory Training and Development - suggest re-wording. 	AMK

15	<p>HNS Scorecard (KPI Data from July)</p> <p>IMP advised that from July the way KPI information is passed will be different and hopefully easier for Members to read.</p>	
16	<p>Area Committee Tour</p> <p>Members previously agreed for a tour of South Lorn during June.</p> <p>IMP suggested going as far as Luing - agreed. IMP advised that on the island of Luing there is the Atlantic Islands Centre, which the community raised money to build and suggested that we could ask if we could stop there for soup and sandwiches. IMP advised previously we've been able to get a Council mini-bus.</p> <p>IMP asked if members happy to put Christine Cameron through mini-bus test with Argyll & Bute Council – agreed. NMI will check if ACHA require to apply for a permit.</p> <p>AS suggested Wednesday the 29th June. Due to being a bit close to the AGM date, it was suggested Tuesday 21st June. Agreed. IMP proposed 10.00am - agreed</p> <p>IMP suggested there may be spare seats in the mini-bus should there be someone on the Board or AHFA Board that may be interested.</p> <p>Addendum – <i>ACHA do not qualify for the hire of Council mini-buses, therefore Flit Self Drive mini-bus will be used.</i></p>	AMK NMI
17	<p>Regional Managers Report</p> <p>IMP provided a presentation on ACHA's Gypsy Traveller Survey results 2016. IMP provided an overview of Gypsy Travellers and the services provided by ACHA.</p> <p>Residents were visited personally by Housing & Neighbourhood Services Assistants using a new style questionnaire encouraging feedback. Several visits were made to contact as many residents as possible for the widest possible feedback. The survey contained 15 questions, with an opportunity for residents to comment after each one. Each question has a preamble to give respondents the context in which the question is being asked. Strict confidentiality is maintained at all times.</p>	

	<p>IMP provided information and a breakdown on the survey results.</p> <p>84% rated the management of the site as very good or fairly good, a substantial improvement over the 57% rating the same aspect in 2015. This puts us into the top 10 landlords who provide Gypsy Traveller Sites in Scotland.</p> <p>Sheltered Housing Survey 2015</p> <p>IMP advised Satisfaction levels overall are up from 2014. 92% rated the service Very Good or Excellent, compared to 75% last year, a big improvement. Importantly, no respondents rated this aspect as weak, another improvement from 2014.</p> <p>IMP advised that for the statement “We take family members views seriously regarding their family members welfare.” 77% rated this either Very Good or Excellent compared to 72% last year. 81% rated the level of help their family member receives as Very Good or Excellent, up from 77% in 2014.</p> <p>IMP concluded by advising we are headed in the right direction, we are listening to tenants and service users and working with the Care Inspectorate to deliver continuous service improvement.</p> <p>CK asked if ACHA are considering building more sheltered housing complexes. IMP advised nothing currently and would also advise the costs involved in similar complexes like Dunmar, long corridors etc, common areas, running costs are very expensive. Further discussion on elderly accommodation/care ensued.</p>	
18	<p>AOCB</p> <p>Member Training</p> <p>AS advised Member training has been arranged for Inveraray and asked if a hotel could be arranged as she has to rely on public transport where times don't suit. IMP advised we could look at arranging a lift. Agreed AS will contact Lesley Lindsay to confirm which dates she can attend and see what arrangements can be made.</p> <p>AGM Arrangements</p> <p>Proposed date for AGM is Monday the 4th of July.</p>	

	<p>It was proposed to remain with status quo of previous years and hold OLI Area Committee meeting at 10am and return for AGM at 2pm – Agreed.</p> <p>As casual Members, both CK and AS require to stand down along with SD as the longest standing member who previously stood down in 2013. All Members standing down can of course be re-nominated for election to the Committee. Due to changes implemented in 2015, members are required to be nominated by other members.</p> <p>North Connel NMI advised there may be future developments on the land behind Ledaig TP Site and will forward any information to IMP once received in order to keep TP Site tenants involved.</p>	NMI
	<p>Date and Time of Next Meeting</p> <p>Monday 4th July 2016 at 10am. Committee will then break and return for AGM to be held at 2pm.</p>	