

## Argyll Community Housing Association

### Board of Management Meeting

Thursday 25<sup>th</sup> May 2017 at 10.00am in Inveraray Inn, Inveraray

#### Minute

##### Present:

Jim Milne (Chair)  
Councillor Roddy McCuish (Secretary)  
Douglas Prophet (Chair of Audit Committee)  
Malcolm Campbell  
David Carmichael (Item 7 onwards)  
Danny Kelly  
Neil Mackay (Items 1 – 21)  
Councillor Donnie MacMillan  
Bruce Marshall  
John Muir  
Bob Munro  
Councillor Iain Paterson

##### Not in Attendance:

##### In Attendance:

Alastair MacGregor, Chief Executive  
Bruce West, Director of Finance & IT  
Colette Benham, Director of Human Resources & Corporate Services  
Christine Johnston, Director of Housing & Neighbourhood Services  
Matthew MacAulay, Regeneration Manager  
Gayle Stead, Governance & Compliance Manager  
Lesley Lindsay, PA to Board of Management

The Chair advised that seven weeks had passed since the last Board meeting in which time a lot had happened including the bombing tragedy in Manchester. The Chair advised that a national minute of silence would be held at 11.00am. The Board agreed to participate in the one minute silence as a mark of respect to victims of the bombing.

The Chair congratulated Councillors Roddy McCuish and Donnie MacMillan on their re-election and welcomed new Council nominee Councillor Iain Shonny Paterson onto ACHA's Board. The Chair asked Board members to introduce themselves to Iain over lunch and offer their support.

The Chair stated Councillor Richard Trail had not been re-nominated onto ACHA's Board. The Board agreed Richard had provided five years good service to the Association. The Chair asked the Board whether they wished to introduce inviting Councillors to join members for lunch and be presented with a Quaich. The Board of Management **AGREED**. Councillor Richard Trail will be invited to attend a future Board meeting.

The Chair advised that as a result of Councillor Richard Trail's departure from ACHA's Board

there was a vacancy on the Audit Committee. Volunteers for the vacancy should contact the Chair or the Chair of the Audit Committee.

The Chair advised that due to health conditions, he would clarify with the Vice Chair whether she wished a leave of absence from the AHFA Board of Directors which would create a temporary position on AHFA's Board of Directors. Due to conditions set by Companies House directorship on the AHFA Board required to be reported formally. The Chair asked for volunteers to come forward over lunch to serve on the AHFA Board on a temporary basis.

1.	<b>Apologies</b> Cameron Grant, Sandra Glazsher, Lorraine-Anne Drysdale	<b>Actions to be completed by 29/06/17</b>
2.	<b>Minute of Previous Meeting – 30<sup>th</sup> March 2017</b>  The Board of Management approved the minute as an accurate record.  Proposed by: Douglas Prophet Seconded by: Bob Munro	
3.	<b>Matters Arising</b> Page 2 – Item 3 – the Director of Finance & IT advised the IT Working Group would meet during the first week in June. He further advised the intention was to proceed with tablets for the eight or so Board members who had indicated their preference to receive electronic Board papers. The Director of Finance & IT advised a further report would be presented to the June Board meeting.  Page 2 – Item 3 (Page 15 – Item 21) John Muir asked for clarification on what information the Director of Investment & Regeneration was awaiting from Argyll and Bute Council. The Regeneration Manager stated the Director of Investment & Regeneration had written to the Council regarding ACHA's Board's decision in relation to shared equity. ACHA advised Argyll and Bute Council they would continue with affordable tenure but would not include shared equity properties. The Regeneration Manager stated no response had been received from the Council.  Page 2 – Item 3 (Page 16 – Item 24) the Director of Finance & IT stated Argyll and Bute Council had not reached a decision in relation to the land at Grahams Point, Kilmun. Bruce Marshall stated the Conservative elected member had promised to resolve the matter within 100 days if part of the Council's administration, which they are. Bruce Marshall stated the community were pleased with ACHA's grass cutting service at Grahams Point.  Page 2 – Item 3 (Page 17 – Item 25) the Chair of the Audit Committee advised there had been no further update from Cameron Grant in relation to a potential new member on the Tenants Panel. The Chair of the Audit Committee advised that Raymond McIntosh Walley was a new independent member on the Mid Argyll & Kintyre Area Committee.  <u>Post Meeting Note</u>	<b>Bruce West</b>



	<p>properties at Ardenslate, Dunoon. The Regeneration Manager advised that matters remained ongoing. He further advised he had discussed the matter with the Association's lawyers, BTO. BTO advised they were not in a position to take the acquisition forward at this time. The Regeneration Manager advised he would contact the Scottish Government to establish the reason for the delay.</p> <p>Page 20 – Item 27 – AOCB – Fire at Salisbury Terrace – the Chief Executive advised the tenant of the fire damaged house had been fully supported by the Association.</p>	Matthew MacAulay
4.	<p><b>Conflict of Interest to Declare</b> None</p>	
5.	<p><b>Correspondence</b> None</p>	
6.	<p><b>New Membership Applications</b> The Board of Management <b>APPROVED</b> two new membership applications.</p> <p>The Board of Management <b>NOTED</b> the current membership total of 256 members as at 17<sup>th</sup> May 2017.</p>	
7.	<p><b>Chief Executive Presentation</b> The Chief Executive congratulated Councillors Roddy McCuish and Donnie MacMillan on their re-election and both welcomed and congratulated Councillor Iain Paterson to the Board of Management.</p> <p>The Chief Executive gave a presentation covering:</p> <ul style="list-style-type: none"> <li>• Key Issues Update</li> <li>• External Updates</li> </ul> <p>The Board of Management <b>NOTED</b> the contents of the presentation.</p> <p>Members in attendance were provided with a copy of the presentation.</p> <p>John Muir asked whether the Syrian refugees due to arrive would be placed alongside existing refugee families. The Chief Executive advised they would be housed on Bute and the arriving families were relatives of the families already on the Island. He further advised two new families had already arrived.</p> <p>Councillor MacMillan asked what would be happening with the old ACHA office at Chalmers Street, Ardrishaig. The Director of Human Resources &amp; Corporate Services advised that the property was due to be leased to Premier Laundry Services once a change of use had been obtained.</p> <p>The Secretary stated many of the new Councillors appointed did not realise the extent of social housing or ACHA's investment plans. He asked whether it would be possible for ACHA to meet with new and existing Councillors to highlight the ongoing work ACHA is doing. The Chief</p>	

	<p>Executive advised he had made enquiries of the Council to meet with Councillors to deliver a presentation on ACHA's aims and objectives. He stated that Councillors were currently undertaking a high level of induction training but once that had concluded he would be welcome to attend a meeting in Kilmory to deliver a presentation.</p> <p>The Chair of the Audit Committee congratulated the Secretary on his appointment as Deputy Provost.</p> <p>Danny Kelly asked where the Growing Our Own posts would be based. The Director of Human Resources &amp; Corporate Services advised currently three of the four posts had been advertised. She confirmed the Housing &amp; Neighbourhood Services post could be based anywhere in Argyll and Bute, the Corporate Services post would be based in Helensburgh and the Investment &amp; Regeneration post would be based in Lochgilphead. She further advised the fourth remaining post in Finance &amp; IT would be based in Lochgilphead. Danny asked if the posts were age specific. The Director of Human Resources &amp; Corporate Services stated there was no age specification. The Chief Executive stated it was his expectation the age range would be between 16 – 24.</p>	
8.	<p><b>Regulation Plan</b></p> <p>The Board of Management <b>NOTED</b> the contents of the Regulation Plan.</p>	
9.	<p><b>Stock Restructure Report</b></p> <p>The Director of Housing &amp; Neighbourhood Services advised a high level of consultation had taken place hence the number of appendices to her report.</p> <p>The Director of Housing &amp; Neighbourhood Services reminded Board members of the reasons for the stock restructure, highlighting low demand properties in Rothesay and certain parts of Kintyre, despite offering incentives and investing in the properties the Board had taken a difficult decision in December to progress with sale, demolition or other options following consultation.</p> <p>Board members were advised that since January consultation had been undertaken and a number of options for various areas had been put forward to communities. Consultation had been carried out with tenants and owners directly affected by the stock restructure and in addition the consultation had been extended to local communities, Argyll and Bute Council, the Scottish Housing Regulator and ACHA's lenders Lloyds Banking Group. The Director of Housing &amp; Neighbourhood Services stated that full details of all consultations, along with slightly amended proposals were contained within the appendices of her report.</p> <p>The Board were advised that in the main the consultation had been well received with tenants and owners understanding the reasons for the restructure. The Director of Housing &amp; Neighbourhood Services advised there was one area of slight issue, the Dalintober area in Campbeltown which contained listed buildings. Following consultation it was the view of tenants and owners the building had a lovely façade and different options</p>	

	<p>should be considered. She further advised that due to the listed status of the building, the Council's planners were nervous to agree to the mothballing of the properties.</p> <p>The Board were advised that a number of enquiries had been received during the consultation process but there were few changes to the original proposals; the original proposal for Kintyre related to 49 properties, which was now reduced to 35 and Rothesay increased from 49 to 50. The biggest change being not to mothball Dalintober but to look at redevelopment opportunities into possible office accommodation.</p> <p>The Board were advised that prior to consultation, the level of owners affected was an unknown quantity. Following the consultation process it had been established there would be three outright sales and five would accept a property exchange. In addition there was one commercial property, a watch repair shop at the corner of Princes Street. The owner would be willing to accept a swap but there are no commercial properties in that area.</p> <p>The Director of Housing &amp; Neighbourhood Services advised there were still negotiations requiring to take place but Board approval was being sought to allow progression to take place.</p> <p>The Chair of the Audit Committee again queried the calculation on the summary page in relation to Columshill, Rothesay. He questioned whether the stock reduction figure should be 14 as opposed to 15. The Director of Finance &amp; IT stated that in December there were 39 properties, as part of stock rationalisation there would be a reduction of 24, leaving 15 properties. He confirmed the Association has started and ended with the correct number. He advised that further analysis of the numbers would take place.</p> <p>The Secretary asked in relation to 3.6 on page 5, if approved by the Board of Management, would negotiations commence as soon as possible. The Chief Executive advised he had attended the consultation and stated Councillors raised concerns if the demolition took place, what would be done with the sites. The Chief Executive advised he had provided an assurance that it would not be in the Association's interest to allow the land to lie derelict. He confirmed that housing on sites at a future time would not be ruled out.</p> <p>Bruce Marshall stated it was his recollection the flats within the listed building at Dalintober were not of a particularly high standard and asked what stock restructure would entail. The Director of Housing &amp; Neighbourhood Services advised the properties at Dalintober would be removed from the stock restructure programme and further consideration given to use. She stated from the outside the building looked nice but inside the rooms were very oddly shaped which meant little could be done to them. She added that the odd shapes of the rooms were the main reason families did not want to live there. The Board were advised that consideration would be given to renovating into office accommodation.</p>	
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	<p>Danny Kelly referred the Board to page 7 of the report and asked whether consent to retain receipts from sales would be required. The Director of Housing &amp; Neighbourhood Services advised the purpose of the meeting with BTO were reminders of actions required. She confirmed the Disposal Clawback remained in place. The Board were advised consultation with the Council and the Scottish Government would be required on that matter and various other matters. The Director of Finance &amp; IT stated that following initial enquiries the Scottish Government had advised the Association should not apply on an individual basis but present a package of what was being bought and sold. He added there may be no issue with the Disposal Clawback as the final figure may be less than £5,000.</p> <p>The Chair stated that after reading the report he was of the view that the Scottish Government were being very helpful.</p> <p>The Chief Executive stated that the Council were keen for the Association to retain Dalintober for the wider dynamic of community regeneration. He added that he was keen to meet with Council officials to establish whether they would give consideration to investment into the buildings at Dalintober.</p> <p>Malcolm Campbell asked how the market value is established. The Regeneration Manager stated the District Valuer would value the properties. Malcolm asked how the District Valuer reached a figure. He was advised that staff within the District Valuer are well versed in such issues, followed guidance and were experts in their field. The Regeneration Manager advised the Association would engage regularly with the District Valuer.</p> <p>Councillor MacMillan stated he was happy with the proposals.</p> <p>The Chair stated that pages 8 and 9 of the report were the most important as they contained the revised proposals.</p> <p>The Chair stated that as there were no further questions he would move to the recommendations contained within the report:</p> <ol style="list-style-type: none"> <li>1. Change the proposal as recommended in Section 5.0 – <b>APPROVED</b></li> <li>2. Consult on future of Watson Place, Ardbeg play area – <b>APPROVED</b></li> <li>3. Proceed with operational tasks in section 7.0 - <b>APPROVED</b></li> </ol>	
10.	<p><b>Annual Return on the Charter</b></p> <p>The Governance &amp; Compliance Manager stated the return was a huge document that staff had populated.</p> <p>She stated that in summary there were a lot of positives and improvements.</p> <p>The Board were advised that C13 on the covering report should state negative as opposed to positive.</p> <p>The Governance &amp; Compliance Manager advised that if approved, the</p>	

	<p>document would be submitted to the Scottish Housing Regulator today. She further advised the deadline for submission was 31<sup>st</sup> May 2017.</p> <p>The Chair of the Audit Committee stated it was a huge piece of work well done. The Chair seconded the comment.</p> <p>The Chair stated that contained within the return the level of membership was recorded as 250 but as at today the membership total was 256. The Governance &amp; Compliance Manager stated the membership level could change on a regular basis.</p> <p>The Chair advised that once submitted, the figures would appear on the Scottish Housing Regulator's website and would also be used to populate the Landlord Report.</p> <p>The Chair advised that the Scottish Housing Network would attend a future meeting of the Board (September/October) to provide analysis.</p> <p>The Board of Management <b>APPROVED</b> submission of the Annual Return on the Scottish Social Housing Charter to the Scottish Housing Regulator.</p>	
11.	<p><b>Board Away Day – 5<sup>th</sup> October 2017</b></p> <p>The Chair took the Board through his report and stated the visit to Bute would afford the Board an opportunity to undertaken a stock tour, combined with a Board meeting.</p> <p>He stated that while the event would not be as formal as the event that took place in Campbeltown he was aware for distance and transport reasons some Board members and staff may require an overnight stay.</p> <p>Bob Munro stated that to allow him travel from Islay for the event, he would require to be away from home for two nights.</p> <p>The Chair asked the Board for approval to allow plans to commence for the event. The Board of Management <b>APPROVED</b> a Board Away Day to Rothesay.</p>	
12.	<p><b>KPI Scorecard</b></p> <p>The Chair stated the figure for repairs completed first time had dropped since the last quarterly figures and asked for the reason. The Chief Executive advised he would liaise with the Director of Investment &amp; Regeneration on her return.</p> <p>The Chair also asked for clarification on the figure of zero against repair appointments kept.</p> <p>The Director of Housing &amp; Neighbourhood Services stated the KPI information were the unvalidated end of year figures and clarified the Annual Return on the Charter contained the validated figures.</p> <p>The Board of Management <b>NOTED</b> the content of the KPI Scorecard.</p>	<p><b>Alastair MacGregor</b></p> <p><b>Alastair MacGregor</b></p>



13.	<p><b>ACHA Management Accounts at 31 March 2017</b> The Director of Finance &amp; IT advised the Management Accounts had been run just after 31<sup>st</sup> March 2017. He took the Board through his report.</p> <p>The Director of Finance &amp; IT stated that from a forecasting point of view the Board should take comfort from the Management Accounts.</p> <p>The Board of Management <b>NOTED</b> the contents of the ACHA Management Accounts at 31<sup>st</sup> March 2017.</p>	
14.	<p><b>AHFA Management Accounts at 31 March 2017</b> The Director of Finance &amp; IT advised the Management Accounts were based on the provisional position as at 31<sup>st</sup> March 2017 and advised there were still accruals of income and expenditure to be processed. He advised the Management Accounts were a good indicator of AHFA's financial position.</p> <p>The Board of Management noted that overall AHFA had a beneficial impact on the overall Group.</p> <p>Danny Kelly stated it was important ACHA work with AHFA to improve the position.</p> <p>The Secretary advised he remained optimistic and the two areas of issue within AHFA were a challenge but ACHA's Board would work with AHFA's Board to ensure the red areas turn to green. Bruce Marshall advised he fully agreed with the Secretary's comments.</p> <p>The Chair of the Audit Committee suggested the ACHA Office Bearers meet with AHFA's Board to discuss the way forward in terms of the shared objectives. This was <b>AGREED</b> by the Board of Management.</p> <p>The Board of Management <b>NOTED</b> the contents of the report.</p>	<b>Office Bearers</b>
15.	<p><b>Review Options on Provision of an Annual Rent Statement</b> The Director of Finance &amp; IT took the Board through his report and advised the recommendation of issuing an annual rent statement had been raised following an internal audit of the rent setting and collection arrangements.</p> <p>The Board were advised the report set out the costs attached to issuing an annual rent statement to each tenant and it was noted the cost could be up to £9,500. The Director of Finance &amp; IT advised there were currently many ways tenants could access the information; local offices, phone, text messaging. He further advised it was hoped within the next few years ACHA would have a facility which would allow tenants to access their rent accounts online.</p> <p>The Director of Finance &amp; IT advised he was not aware of any strong demand from tenants to receive an annual rent statement but his report set out the pros and cons to allow a decision to be taken by Board members.</p> <p>The Secretary stated that the information was available to tenants as and</p>	

	<p>when they requested it and it was his view a high number of tenants would not benefit from receiving an annual statement.</p> <p>After consideration, the Board of Management <b>AGREED</b> not to proceed with producing an annual rent statement.</p>	
16.	<p><b>Investment &amp; Regeneration Update</b></p> <p>The Regeneration Manager asked the Board to consider the two recommendations contained within the report.</p> <p>He advised that section 1a contained information on the target spend and units and actual progress and took the Board through the figures contained within the table.</p> <p>Section 1.4 – CARS project Inveraray. The Regeneration Manager advised that works remain ongoing and a claim for extension of time had been submitted by the contractor. The Chair of the Audit Committee asked for the reasons why an extension claim had been submitted. The Regeneration Manager stated the claim was yet to be fully assessed.</p> <p>Section 2 Regeneration Update</p> <p>2.5 – Ardenslate acquisition remains on hold. Further discussions with the Scottish Government required to allow BTO to make meaningful progress.</p> <p>2.7 – North Connel one off adapted house designed to meet the needs of a family with specific needs. Planning approval awaited. If approval gained ACHA wish to start on site in autumn.</p> <p>The Secretary commented that ACHA have invested millions of pounds which had a positive impact on the overall economy but felt the Association did not receive the credit deserved.</p> <p>Bruce Marshall stated he was delighted to see over quarter of a million pounds in owner contributions which offset what might have been a deficit.</p> <p>The Board of Management <b>NOTED</b> the progress of the Investment and Regeneration Programme against targets.</p> <p>The Regeneration Manger took the Board through the proposed new build in Tarbert. He advised that further detailed analysis had been carried out and based on the balance of risk it was being proposed to reduce the number from six units to four x three bedroom properties. He advised the project timeline be changed to completion in 2019/20 subject to agreement with SHIP partners in the Scottish Government and Argyll and Bute Council. The Chief Executive confirmed that representation had been received from former Councillor McAlpine and Councillor Horn. He stated he would be happy to contact Councillor Horn with the outcome of the decision. Bruce Marshall questioned whether there was demand for housing in Tarbert. The Chief Executive advised there was overall demand in Tarbert, less so for one and two bedroom properties but higher demand for three bed properties.</p> <p>The Board of Management <b>APPROVED</b> the recommendation of four x</p>	

	three bedroom units and the project be planned to complete by 2019/20.	
17.	<p><b>Land Disposal Report – Letterwood, Lochawe</b></p> <p>The Regeneration Manager took the Board through his report and advised the disposal had been considered and agreed by the Area Committee subject to the conditions set out in Appendix A.</p> <p>The Regeneration Manager advised that the capital receipt would be received.</p> <p>The Chair of the Audit Committee asked for clarification on which property had been sold. He was advised Letterwood School House. The Regeneration Manager confirmed that ACHA still has a tenant at Ben Bheir View.</p> <p>Neil Mackay stated he was concerned about the interpretation of one parking space. The Regeneration Manager stated the parking space would solely for the use of ACHA's tenant.</p> <p>The Chair asked why the Association could not dispose of the sliver of land highlighted in blue. The Regeneration Manager advised the area contained access paths and would be beneficial for ACHA to retain ownership and control.</p> <p>The Board of Management <b>APPROVED</b> disposal of a parcel of land at Letterwood Schoolhouse, Lochawe adjacent to an ACHA property at 2 Ben Bheir View.</p>	
18.	<p><b>Gypsy/Travellers Survey 2017</b></p> <p>The Director of Housing &amp; Neighbourhood Services advised the information contained within her report is used for the purposes of the Annual Return on the Charter. The Director of Housing &amp; Neighbourhood Services took the Board through the outcomes of the survey and highlighted the improved satisfaction rates.</p> <p>The Chair asked whether any feedback had been received following the closure of Torlochan. The Director of Housing &amp; Neighbourhood Services advised no further negative feedback had been received. She stated that the site at Torlochan had been regarded as 'on way to nowhere' and the tenants of Ledaig and Dunchologan had no interest in using Torlochan. Bruce Marshall stated he took exception to the term 'on way to nowhere' as it was en route to Dunoon. The Director of Housing &amp; Neighbourhood Services noted his comment.</p> <p>Neil Mackay asked for information on the long term plans in relation to the site at Ledaig. The Director of Housing &amp; Neighbourhood Services advised new site standards had been introduced. She further advised that tenders had been returned and accepted and it was hoped to have a pre-start meeting with the contractor in June/July. She further advised that ACHA had given a commitment to have the improvements completed by December 2017. The Board were advised there would be substantial remedial works carried out on the two remaining sites. Neil stated the area</p>	

	<p>of land Ledaig was situated on was prime real estate but noted the long term plans for investment of the site.</p> <p>The Board of Management <b>NOTED</b> the improvement in satisfaction rates. The Board of Management <b>APPROVED</b> the survey results be made available to the ACHA Gypsy/Traveller Site tenants and published on the Association's website</p> <p>The Board of Management <b>APPROVED</b> the information be made available to Argyll and Bute Council's Local Housing Strategy Team for the purpose of their research.</p>	
19.	<p><b>Estate Management Action Plan – Eton Avenue, Dunoon</b></p> <p>Following discussion it was <b>AGREED</b> to defer decision until the June Board meeting.</p>	
20.	<p><b>2015 Tenant Satisfaction Action Plan Update</b></p> <p>The Director of Housing &amp; Neighbourhood Services took the Board through the quarterly update on the action plan.</p> <p>The Board of Management <b>NOTED</b> progress on the action plan.</p>	
21.	<p><b>2016 Tenant Satisfaction Action Plan Proposals</b></p> <p>The Director of Housing &amp; Neighbourhood Services advised that once the 'ARC' questions have been answered, additional contextual questions are asked which enables the Association to find out the reasons why tenants were or were not satisfied. As a result of additional information the overall outcome of the survey was very positive with significant improvements shown across five of the six indicators.</p> <p>The Director of Housing &amp; Neighbourhood Services took the Board through the recommendations contained within the report:</p> <ol style="list-style-type: none"> <li>1. The 2015 Satisfaction Action plan is 'refreshed' to take into account ongoing service development and any new feedback from the 2016 survey. This will include outcomes from the 4 indicators not included in the main Tenant Satisfaction Survey (3.2 and 3.3_</li> <li>2. The Board will continue to review the updated Action Plan on a quarterly basis (3.4)</li> <li>3. The Target for satisfaction levels remains at 'to at least meet or exceed the Scottish average by March 2018' (3.5)</li> <li>4. Satisfaction surveys for 6 indicators (1, 2, 6, 10, 17 &amp; 29) take place every two year (3.6)</li> <li>5. Feedback on how we use the information/comments provided will be provided via newsletters, landlord report, website etc. (3.7)</li> </ol> <p>The Secretary asked how frequently the survey required to be carried out. The Director of Housing &amp; Neighbourhood Services advised it was required to be undertaken every three years but was common within the sector to be carried out every two years. The Secretary stated it was a huge piece of work.</p> <p>Bruce Marshall stated the dampness/mould figures (2f) and heating</p>	

	<p>complaints figures (3c) remained at an unsatisfactory level. He asked whether the introduction of small expel fans may assist with dampness/mould issues. The Director of Housing &amp; Neighbourhood Services advised the Association would continue to work on the action plan to resolve any issues raised.</p> <p>Neil Mackay left the meeting.</p> <p>The Chair took the meeting through each of the recommendations contained within the report.</p> <p>The Board of Management <b>APPROVED</b> all the recommendations as outlined above.</p>	
22.	<p><b>Complaints Update</b></p> <p>The Director of Human Resources &amp; Corporate Services took the meeting through the number of complaints received throughout the year and the details contained within the report. She advised that a separate annual complaints report was available to the public.</p> <p>The Chair asked if Board members would find it beneficial to receive a training session on the complaints handling process. Board members <b>AGREED</b> it would be useful.</p> <p>The Board of Management <b>NOTED</b> the contents of the report.</p>	
23.	<p><b>Notifiable Event – SPSO Complaint Upheld</b></p> <p>The Director of Human Resources &amp; Corporate Services advised a complaint had been upheld by the Ombudsman and took the Board through the three recommendations made. She advised that complaints upheld by the Ombudsman are Notifiable Events.</p> <p>The Chief Executive stated that a roughcast survey had been carried out by an independent surveyor and the result of the survey had been consideration should be given to a major overhaul of the roughcast in four to five years' time.</p> <p>The Chair of the Audit Committee stated the Association should be adhering to the recommendations put forward to the Ombudsman and should learn from the obvious lapse.</p> <p>The Board of Management <b>NOTED</b> the content of the report.</p>	
24.	<p><b>Coll New Build Names</b></p> <p>The Director of Housing &amp; Neighbourhood Services advised the Association had approached Arinagour Primary School to assist with the naming of the two new build properties.</p> <p>The Oban, Lorn &amp; Isles Area Committee agreed to submit the proposed suggestions of Bac Mor (meaning big) and Bac Beag (meaning small) to the Board of Management for consideration. The Director of Housing &amp; Neighbourhood Services advised that if approved, the Association would</p>	

	<p>require to consult with the Post Office and Argyll and Bute Council.</p> <p>The Chair of the Audit Committee stated it was his view the names were appropriate.</p> <p>The Board of Management <b>APPROVED</b> the proposed names of the two new build properties on the Island of Coll.</p>	
25.	<p><b>A.O.C.B.</b></p> <p>The Chief Executive stated the BBC had commissioned a series last year called The Council which had focussed on Fife Council. As the programme was successful the BBC hope to run a similar programme focussing on Argyll and Bute Council. Due to the houses being transferred to ACHA the BBC contacted ACHA to establish if they would be willing to work with them to allow viewers to see real lives in housing and communities etc. The Chief Executive advised he was relaxed about working with the BBC and it was his view if an appropriate opportunity existed it should be explored. The Board of Management <b>AGREED</b> to working with the BBC.</p> <p>The Director of Human Resources &amp; Corporate Services apologised for the size of the Board Information Pack but added all the information was relevant.</p>	
26.	<p><b>Date &amp; Time of Next Meeting</b></p> <p>Thursday 29<sup>th</sup> June 2017 at 10.00am in the Inveraray Inn, Inveraray</p>	