



**HELENSBURGH AND LOMOND AREA COMMITTEE
MINUTES OF MEETING
Friday 4th March 2011
at 11.00 a.m.
in
Kirkmichael Centre Helensburgh**

Present:

Ann Trotter (Chair) (AT) – Tenant
Bill McIntyre (BM) – Tenant
Sonja Aitken (SA) – Independent
Michael Brown (MB) – Tenant
Maisie Dunlay (MD) – Tenant
Joan Roy (JR) - Tenant
Sandra Glazsher (SG) - Tenant
Councillor Kelly (CK)

Staff Members Present:

Yvonne Lister (YL)
Wendy Nicholson (WN)

1.	Apologies: George Douglas Christine Johnston Director of HNS	
2.	Minutes of Previous Meeting – 03.12.10 Proposed: Michael Brown Seconded: Bill McIntyre	
3.	Matters Arising from Previous Minutes 03.12.11 None	
4.	Conflicts of Interest to Declare No Conflicts of Interest were declared by members.	
5.	Correspondence - none	

6.	<p>Board of Management Update Feb Presented by AT</p> <p>Alastair MacGregor updated the Board on the following issues:-</p> <ul style="list-style-type: none"> • The Scottish Budget:- Final budget passed on 9th Feb. £16 million more for housing than in the original draft budget. Affordable Housing Budget is now predicted to be £409 Million. • Wider issues:- Council's Budget has meant a 33% cut in funding for Quarriers and HELP projects which may impact on ACHA and tenancy sustainment of young people. Rural and Islands Housing forum wish to encourage a research study in Scotland into rural poverty. Government has announced £16 million will go into helping first time buyers. • Ongoing issues:- Survey work is now underway for the relaunch of the heating and rewire programme Grounds maintenance consultation has been completed and paper will be brought to Board in March The Care Commission has graded ACHA's Sheltered Housing Service as "very good" in the recent inspection. Invites have been sent to all political candidates for briefings on housing in advance of may elections. The acquisition of land at Ardenslate, Dunoon has gone through. <p>Scottish Government's Innovation and Investment Fund</p> <ul style="list-style-type: none"> • A new method of financing new build has been proposed. There are a number of concerns on how the new scheme will work in practice. Further discussions to take place and the Board will be updated thereafter. However, it would appear that it could be more difficult to plan for New Build in the future. <p>Homes Fit for the 21st Century</p> <ul style="list-style-type: none"> • The Scottish Government have produced a new strategy paper on the above. Comments from Board members to go back to Alastair Macgregor. <p>Rent /service chare increase 2011/12</p> <ul style="list-style-type: none"> • The Board approved an increase of RPI+ 1% = 5.8% for rent and mainstream service charges. • Sheltered Housing service charges will be charged on an actual cost basis rather than a % change. 	
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	<p>Budget for 2011/12</p> <ul style="list-style-type: none"> The Board approved the Association's Budget for the coming year. <p>Annual Pay Award 2011/12</p> <ul style="list-style-type: none"> The Board approved a pay award for staff. <p>Date of next Board Meeting</p> <ul style="list-style-type: none"> 10th March 2011. <p>Area Committee members had no comments on Board Minutes dated 11.11.10 and 13.01.11</p>	
7.	<p>Regional Managers Report: Presented by YL</p> <p>Investment Programme:</p> <p><u>Kitchen & Bathrooms (Contractor – Carillion)</u></p> <ul style="list-style-type: none"> Year 4 of the Programme ahead of schedule Some quality issues <p><u>Windows & Doors (Contractor – Carillion)</u></p> <ul style="list-style-type: none"> Surveys being carried out for extra doors <p><u>Heating & Rewiring</u></p> <ul style="list-style-type: none"> Programme will not start until March 2011 <p><u>Roof & Roughcast</u></p> <ul style="list-style-type: none"> Still awaiting information on future contracts <p>Garage Lock Up Strategy:</p> <ul style="list-style-type: none"> Refurbishment of garages at Garelochhead and Rhu will be complete end March 2011. Demolition of garages at Garelochhead and Roseneath have been completed with the exception of one Block <p>Play Parks</p> <p>Hood Court – Play area is to be removed</p> <ul style="list-style-type: none"> Not well used Poor location Equipment in very poor condition <p>Policy & Procedural Development</p> <ul style="list-style-type: none"> <u>Anti Social Behaviour Policy</u> <ul style="list-style-type: none"> 3 Year Review Period Legislation being checked <u>Estate Management Working Group</u> <ul style="list-style-type: none"> New Policy being drafted Staff Procedural Manual under way 	

- Consultation to take place

Good Neighbour Award

- Nominations are invited for this new award
- Introduced to give neighbours a chance to say “thank you”
- The winner will receive £50 shopping voucher & certificate
- Closing date – Friday, 19th August
- Further information available at area offices or website

Scottish Social Housing Charter – Discussion Paper

- Charter to come into force next year
- Will set the outcomes and standards that social landlords should achieve for all their customers
- Views in terms of what social landlords should achieve for their customers is being sought
- Closing date for responses – **16th May 2011**

Tenants & Residents Associations

- AGM Season due to start next month
- Our student is engaging with Craigendoran T&R
 - Seeking to develop wider activity of the T&R in the community.

Housing Management & Maintenance

- All burst pipes and damaged houses that are tenanted are now complete, all work was paid through insurance.
- Gutter cleaning contract is under way
- EMAP fencing is also underway
- Close Painting is nearing completion

All High Risk trees attended to.

House Fire Luss:

Fire took place on 4th January and affected one ACHA property and sadly there was a fatality.

The works for the property are commencing on Monday, 7th March and we hope to have it returned to us within 3 weeks.

Fire Maitland Court Helensburgh:

Fire was started deliberately in the common area on 7th February at 2.30am. It affected 18 flats, 6 of which were ACHA tenants. No-one was injured and no-one required decanting. It would appear that mattresses and furniture and bins were set alight.

	<p>Ground Maintenance Contract</p> <ul style="list-style-type: none"> • 28 Companies registered an interest • 16 responded with 7 being invited to tender • ISS FACILITY SERVICES LANDSCAPING were awarded contract • Contract includes <ul style="list-style-type: none"> – Grass cutting, lifting and edging – Hedge trimming – Maintenance of shrub beds – Planting and maintenance of flower beds – Tree Management – Play Park Sweeps – 3 year contract <p>Attendance at Board Meetings</p> <ul style="list-style-type: none"> • Area Committee Members are reminded that they can attend Board meetings in an observatory capacity. • Although not able to take part in the meeting, Committee Members are welcome to attend. 	
8.	<p>Review of Key Performance Indicators</p> <ol style="list-style-type: none"> 1. Void Relet Times (Not Low Demand) – 20 days against target of 31 days. Placing Lomond in 4th position. 2. Repairs Urgent – 98.5% against target of 95% (IHRT achieved 100%). Placing Lomond in 3rd position. 3. Repairs Routine – 100% against target of 95%. Placing Lomond in 1st position. 4. Repairs Satisfaction – 98.9% satisfied against target of 95%. Placing Lomond in 2nd position. 5. Current Rent Arrears – 1.85% against target of 2.5%. Placing Lomond in 3rd position. 6. Void Repairs – 94.4% against target of 95% (IHRT achieved 100%). This equates to 3 repairs being out of target. 7. Repairs Emergency – 96.9% against target of 100% (IHRT achieved 100%). Out of 744 jobs 12 jobs were not completed. This is possibly due to Admin error and is currently being investigated. 8. Qualifying Repairs – 95.5% completed on target. Admin error which is currently being investigated. 9. Post Inspection Rate – 8% against target of 20%. Target of 20% should be reached by end of March 2011. <p>Homelessness Applicants – 57% against target of 50% Direct Waiting List Applicants – 29% against target of 25% Transfer Waiting List Applicants – 14% against target of 25%. This is due to the fact that where properties were vacant there were no applicants wishing transferred to area.</p>	YL

	<p>SA requested the number of actual applicants rehoused through the Homeless Waiting List rather than a % figure. YL will advise SA of this figure and will provide this information at future Area Committee meetings.</p> <p>Post Meeting Note – The figures up to January 2011 are as follows: Homeless Waiting List – 43 (61%) Direct Waiting List – 21 (31%) Transfer Waiting List – 7 (10%)</p> <p>SA also advised members that West Dunbartonshire Council have currently closed their list on a temporary basis which was causing Dunbritton Housing Association to have an influx of Housing Applications. At the present time ACHA has not reported a significant increase in Home Argyll applications.</p>	YL
9	<p>TENANTS PANEL MINUTES – 16.11.10</p> <p>MB advised that on page 3 of the Minutes Section 6: that the timescale for completing the questionnaire was slightly behind schedule.</p>	
10.	<p>HEALTH AND SAFETY MINUTES – 18.11.10</p> <p>BM asked for more information regarding Page 2 Point 4:3 of Minutes. YL advised that ACHA staff currently have time allocated specifically for Training requirements. This is a 1 hour Session once per month from 9 am to 10 am. With each Area Team allocated a separate day to allow phones to be answered during the office closure by colleagues in another area.</p> <p>JR advised that with regards to Health & Safety she was impressed by the standard of safety incorporated in the new front doors now being fitted.</p>	
11.	<p>Estate Management Action Plans – Progress to Date</p> <p>WN circulated update on works carried out during 2010/2011 and monies which were currently committed/spent from the annual budget.</p> <p>Annual Budget: £19624.00 Expenditure: £ 6562.29 Balance: <u>£13061.71</u></p> <p>BM asked why Lomond In House Repairs Team carried out the scraping/clearing of pathways during the severe winter weather and not Argyll and Bute Council.</p> <p>YL advised that ACHA were working in partnership with Argyll and</p>	

	<p>Bute Council in ensuring that priority was given to those people that were most in need. The areas in which the In House Team carried out these works were of high priority due to the amount of vulnerable tenants residing within these areas. CK further advised that Argyll and Bute Council did supply the grit for this work. It should also be noted that during severe weather it is not always possible for tradesmen to carry out their normal day to day duties.</p> <p>CK also advised that during the severe weather Argyll and Bute Council had a shortage of staff that could drive “heavy goods” vehicles. This issue has now been resolved with drivers of bin lorries being able to drive vehicles for gritting to allow more vehicles on the road.</p>	
12.	<p>AGM – Date to be agreed</p> <p>Members agreed that the AGM will be held on Friday 1st July 2011 in the Braeholm Helensburgh from 11 am to 12 noon. Following the AGM the new Committee will hold their first meeting following the election of the Office Bearers for the coming year.</p> <p>WN will advise at the next meeting on the 06.05.11 which members will be due to step down from the Lomond Committee.</p>	
13.	<p>A.O.C.B.</p> <p>YL updated members on day 1 of the Strategic Planning Days which were carried out on 2nd & 3rd March 2011.</p> <p>Guest speaker for day 1 was Maureen Watson, Policy & Strategy Director, SFHA.</p> <ul style="list-style-type: none"> • Maureen gave a presentation on the pace of change in the operating environment which face Housing Associations today. • Budget cuts in England will be replicated in Scotland – this includes cuts in Welfare Benefits, spending on affordable housing etc. • SFHA have a number of briefing documents on the website along with consultation forums on changes to Housing Benefit etc.(www.sfha.co.uk) • Maureen highlighted SFHA concerns about the proposed changes to the benefit system , including the way benefit is claimed (proposed that claims made on line only) • The Welfare Reform Bill was introduced in February- SFHA will post a briefing note on the website by the end of next week. These changes will have significant implications for our tenants and for ACHA as an organisation. • SFHA currently lobbying for:- <ul style="list-style-type: none"> ▪ Adequate investment in housing to keep it affordable- the spin off for investment is that it has a positive impact on the economy 	

- Wider role funding

The SFHA have also commented the £20 million earmarked, by the Scottish Government, for investment is useful but it does not address the issue with supply and demand adequately and puts the onus on RSL's to raise additional funding, in the private sector, to provide new houses – this makes the provision of new affordable homes more expensive. In reality there is no or little “new” money coming into the RSL sector and certainly not enough to meet demand.

Subsidy levels for RSL to build new houses is a £40K benchmark- this is likely to mean that RSL's will have to self fund the majority of cost for new build- the knock on effect will mean that rents have to be higher to fund the additional private finance required to build new homes. With proposed welfare benefit reforms will this mean the end of the provision of “affordable” housing?

The Scottish govt strategy for the next 3 years states-“For 2020, our vision is for a housing system which provides affordable homes for all”. However, the strategy also states that a decision will be made to change the way investment in housing is dealt with and seeks to look at other ways to invest (private finance?). The Scottish Govt strategy rejects the proposals for investment in housing and welfare reform in England.

With Scottish elections taking place in May the future of the Scottish Housing Agenda may again change. Regardless as to who may be in power there is challenging times ahead.

- **Health and safety- overview of 2010**

George Farquhar (Board rep on Health and Safety committee) and Colette Benham provided a brief overview of H&S issues from the previous year.

The overview provided details of absence, accidents, incidents, safety and fire risk inspections etc.

During 2010 there were a total of 1686.5 work days taken as non work related absences. A further 167.5 days were taken as work related absence.

There were 5 reported incidents of verbal abuse from members of the public on ACHA staff.

Fire risk assessments were carried out on various offices, Sheltered Housing complexes and Traveller sites- no high risk areas were identified.

George outlined some of the H&S issues for the future which include joint working with the Council on Fire risk assessments for leased

	<p>premises, Lone working survey and further training for staff on various H&S issues.</p> <ul style="list-style-type: none"> • Review of strategic Risk Matrix <ul style="list-style-type: none"> ▪ Board members participated in a session to identify any new areas of Risk to the Association. Comments will be fed into the Corporate Strategic Risk Matrix. • Priorities for the future- Presentation by Alastair MacGregor <p>Alastair provided an overview on how staff involvement has helped inform the process and revise objectives for the future. Staff have provided comments and suggestions on each of ACHA's 4 aims and objectives. Some new areas of development have been identified and the Senior Management Team will incorporate into our future service delivery.</p> <p>Priorities for the future- Board discussion on proposed objectives set</p> <ul style="list-style-type: none"> • Aim 1- to implement our Investment and Regeneration plans:- • Aim2- to deliver great services to our customers:- • Aim 3-to develop our organisation and systems to deliver business performance:- • Aim 4 – to develop and improve our people:- <p>The Board agreed the proposed objectives set.</p> <ul style="list-style-type: none"> • Review of SWOT analysis- Strengths, Weaknesses, Opportunities, Threats. <ul style="list-style-type: none"> ○ Board members participated in a session to review. • Review of PEST analysis- Political, Economic, Social , Technical. <ul style="list-style-type: none"> ○ Board members participated in a session to review. <p>Day 2 – Workshops</p> <p>Each member attended the following workshops, delivered by ACHA staff, throughout the day: HOME Argyll, Factoring, Void Management and Anti Social Behaviour.</p> <p>MB raised awareness that during the Strategic Planning days it was highlighted that Housing Benefit cheques, which can currently be paid direct to the Landlord, will now in fact be paid direct to the applicant giving the onus to the applicant to then use this money to pay rent. YL agreed that this gave cause for concern and that ACHA were aware of the issues ahead.</p>	
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	<p>MB advised that he found the Factoring Session of interest which highlighted the many issues facing the Association in determining ownership of land. Following on from this MB then went on to ask if ownership had been established for the Lock Ups at Darleith Road which have now been lying empty for 2 years.</p> <p>YL advised that she had not received any update, however, as soon as the information is received she will update the Committee.</p> <p>MB raised the issue of “football nets” at Cardross Playpark. These nets have now been removed due to Health and Safety regulations, as they cannot be left on the goal posts over night .</p> <p>YL requested that WN contact the Admin Officers with this information to ensure that local Area Teams are aware of this and that the information can be passed to relevant Groups.</p> <p>MB asked how long the warranty cover was when a new front door had been fitted as he thought that warranty cover for doors would have been 5 years.</p> <p>YL advised she understood the warranty cover was for 1 year, however, will seek clarification and confirm at the next meeting.</p> <p>CK advised members that Rosneath Library and Primary Schools in Rosneath and Kilcreggan will remain open. These were currently highlighted for closure by Argyll and Bute Council.</p> <p>CK advised members that the old Community Centre in Rosneath will now be demolished allowing the area to be utilised for parking.</p>	<p>YL</p> <p>WN</p> <p>YL</p>
14.	Date and Time of Next Meeting: 6th May 2011 @ 11 am	