



**HELENSBURGH AND LOMOND AREA COMMITTEE
MINUTES OF MEETING
Friday 7th August 2009
at 10.00 a.m.
in
“Braeholm” 31 East Montrose Street Helensburgh**

Present
George Douglas (Vice Chair) (GD)
Mary Dunlay (MD)
Sandra Glazsher (SG)
Joan Roy (JR)
Sonja Aitken (SA)
Ann Trotter (AT)
Kenneth Bendall (KB)
Yvonne Lister (YL)
Christine Johnston (CJ)
Jane MacQueen (JM)
David Rae (DR)
Wendy Nicholson (WN)
Janet Buchanan Inspection Team
Lindsay Strother Inspection Team
Claire Newton Tenant Assessor – Inspection Team
Nadja Wagland Tenant Assessor – Inspection Team

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| 1. | <p>Apologies:</p> <p>Bill McIntyre Councillor Kelly</p> <p>GD introduced members of the Inspection Team.</p> | |
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| 2. | Minutes of Previous Meeting – 05.06.09 Agreed Proposed: Sonja Aitken Seconded: Ann Trotter | |
| 3. | Matter Arising from Previous Minutes 05.06.09 <ul style="list-style-type: none"> • Page 5 A.O.C.B. property referred to in Garelochhead has now been removed from grass cutting contract. • Large items left in some Closes in Kilcreggan has been dealt with by the Housing Management Team. • Page 4 EMAPS: DR advised that Phase 1 on the Williamson Drive project is now complete with the bins in situ. Phase 2 is presently under development. | |
| 4. | Correspondence: GD asked that all members please respond to the letter sent regarding training on “Governance” Schedule 7 in September 09 and stressed the importance of attending this course. | |
| 5. | Board of Management Update: Presented by Christine Johnston <ul style="list-style-type: none"> • Last Board meeting was held on 2nd July and was attended by Johnathon Grant and Janet Buchanan from the Inspection tea. A copy of their presentation was included in the information pack sent to Committee Members. The inspection team have already carried out a tour of the areas and will be on site, in the offices, at the end of August/beginning of September . • Alastair has met with Alan Reid MP regarding the problems we are experiencing in respect of eligibility of Housing Benefit for Service charges in sheltered housing. Mr Reid has agreed to support ACHA by | |

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| | <p>writing to the DWP asking for flexibility in relation to the assessment of HB.</p> <ul style="list-style-type: none"> • Stewart MacGregor, Secretary, has resigned from the Board. Councillor Roddy McCuish was nominated as new Secretary. • John Morris and George Farquhar have been appointed onto the Audit and Finance Committee. • Housing Bill Consultation- the Associations draft submission will be considered by the Board on 13th August. The Tenants Panel have already submitted their comments • Alastair met with the leader of the Council, Dick Walsh, on 2nd June as part of his regular engagement with partners. A number of joint initiatives were discussed including the Pressured Area Designation submission. • The Board have approved a new service charges policy. • The Board approved to commit funding for the provision of Welfare Rights Officers (as part of the FISH project) the approval is subject to match funding being available. • The Board approved the development of a Tenancy Sustainment feasibility study- outcome reports will be brought to Board and Area Committee when available. • News from around the areas:- <ul style="list-style-type: none"> ▪ Our Travelling person site at Torlochan (Cowal) has received grant funding of £240,000 . This will allow the much needed improvements to take place . | |
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| | <ul style="list-style-type: none"> ▪ ACHA's first new build site was opened on 19th June at Whistlefield Garelochhead. ▪ The Campbeltown new build site will be handed over to the local office in stages from September. ▪ Oban office development has now started. <p>Alastair visited Islay recently and was able to witness first hand the difference the Investment Programme have made to an area which was significantly neglected pre transfer. Alastair has also attended Argyll and Bute Council Area Committees and has provided local Councillors with updates of ACHA's investment works to date and any local initiatives we are currently involved in.</p> <p>GD asked if Alistair responded to articles made in the Helensburgh Advertiser. CJ advised that Alistair receives copies of all newspaper articles relating to ACHA from across the whole of Argyll and Bute. However, not always are his responses to articles about ACHA printed.</p> | |
| 6. | <p>Regional Managers Report:</p> <p>Presented by Yvonne Lister with key points as follows:</p> <p><u>Kitchen & Bathrooms:</u></p> <p>Progress of Works - Year 3 of the investment program is reaching end of month 4 timetable; the program is being delivered on time with no great issues.</p> <p>Quality of works - the quality is good this reflects in the contractors opening and closing times</p> <p>Contractor is employing more staff to accommodate the extra 200 installations that will be getting carried out starting next month.</p> <p><u>Window and Door Programme - Contractor - Carillion</u></p> <p>The contractor is mainly keeping to the program, small issues with door delivery however contractor is taking these issues up with the supplier.</p> | |

Heating and Rewire, Contractor - Gas Call

The program has restarted, openings and closing seem to be on target, no problems to report.

Roofing and Roughcasting – Contractor – Connaught

The contract has started in Kilcreggan and Cardross, progress is good and quality is acceptable

The appointment of our Site Supervisor has allowed for better supervision of our contracts and this has resulted in quicker closure rates.

Regeneration:

Our open day for ACHA's first completed project took place on 19th June 09.

Jackie Baillie, MSP officially opened the development.

Jackie Baillie was very supportive during ACHA's successful ballot campaign in November 2005 so the Association were delighted when she agreed to open the development.

Our 4 new tenants were there to collect their keys from Jackie and our Chair of the Area Committee, Bill McIntyre.

Following the opening ceremony guests were invited to look around the properties and thereafter followed a light lunch in the Gibson Hall in Garelochhead.

Phase 2 of Whistlefield is progressing to timetable.

Garage Strategy

- Consultation exercise now completed with regard to the remaining lockups.
- Consulted on future of lock up garages at Cardross, Rosneath, Rhu, Garelochhead and Helensburgh.
- Questionnaires have now been fully analysed and a report will be submitted to the Board of Management in August.

EMAP / Wider Role Projects

See Agenda item 10 for EMAP project.

The Scottish Government wider role team have agreed in principle to fund a further two years (up to March 2011) of

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| | <p>the project. Projects have to be labour focussed as no funding available for materials. Projects are being identified by the Area Housing Team.</p> <p><u>Housing Management and Maintenance</u></p> <p>Home Argyll</p> <ul style="list-style-type: none"> • Consultation with service users and stakeholders took place in July 09. Outcome to Board of Management in September 09. • New Policy to be implemented 1st Dec. 09. • Currently re-registering all applicants on the HOME Argyll waiting list (over 5000). <p>SA asked if consultation papers are being posted out during the summer months that a longer response time be used as she unfortunately missed the deadline for the HOME Argyll Policy review consultation due to holidays.</p> <p>Inspection & Regulation – As members are aware ACHA is being inspected by the Regulator this year. Site visits have already taken place during June and the submission document was returned early July 09. Assessors are due to be on-site beginning of September and will meet with our tenants, staff and service users.</p> <p>Pressurised Area Designation (PAD) All information has now been submitted to ABC for a PAD submission. This is to allow us to protect some of our properties from the RTB. Only new tenancies created will be eligible within certain pressurised areas.</p> | YL |
| 7. | <p>Review of Key Performance Indicators</p> <p>YL explained our new ranking system to the Committee as this was the first time it had been used and to explain what the “faces” represent.</p> <p>KPI information was then presented by YL and discussed by all.</p> | |

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| | <p>YL advised that our Post Inspections will be monitored closely and a marked improvement is expected next month in terms of performance.</p> <p>The Committee agreed this new format was user friendly and easier to understand.</p> | |
| 8. | <p>AGM</p> <p>Our AGM will be held on Thursday 20th August in the Braeholm at 10.00 a.m. All members have been notified and the Agenda papers were sent out on 03.08.09.</p> <p>Our longest serving members due to stand down at the AGM are:</p> <p>Bill McIntyre Sonja Aitken Joan Roy</p> | |
| 9. | <p>EMAPS: Dog Grid at Cardross Playpark</p> <ul style="list-style-type: none"> ▪ DR advised that he wished to amend the report from “Approval” to “For Noting”. ▪ After the Agenda papers had been issued the HNS Team were advised that this project may attract funding from Wider Role and that the full cost for the project might not be required. A further presentation will be given at the next meeting when this has been established. ▪ Meantime GD asked if a site visit to the play park could be arranged to allow members to see the site for themselves. WN will organise this and contact members in due course. ▪ It was noted that Argyll and Bute Council no longer have Dog Wardens and Street Scene Officers are in place. Although fines are made to people caught allowing their dogs to foul in the park the problem appears to be catching perpetrators. Publicity is also not readily available with regards to fines. ▪ DR will discuss with the Cardross Tenants and Residents Association if they will advertise the problems with dog fouling and the fines that can be implemented | DR |

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| | in their next Newsletter. | |
| 10. | <p>Factoring Presentation: Delivered by Jane MacQueen</p> <p>Hand outs were distributed and JM went onto explain how the Factoring Service has progressed and what the intentions for the future are.</p> <p>Jane advised the Committee that the SFHA recognised our Factoring Service as “Good Practice”.</p> <p>SA raised a point that in the Factoring Leaflet distributed to owners should also state that the 5% Administration Charge is in actual fact 12.5% if you do not participate in the Scheme. To allow owners to see the financial benefit. JM took this point on board.</p> <p>All members agreed that JM worked hard to achieve results and that there were many obstacles in her way.</p> | |
| 11. | <p>A.O.C.B.</p> <p>GD advised that Kirkmichael Tenants and Residents Associations received £300 through the Community Action Fund for help with their play park initiative. Enable also received £300 for help with the hire of halls.</p> <p>KB asked if the stairs at our new build site in Whistlefield had been fixed with handrails as he had previously requested at the site visit. YL advised she would check it out.</p> | YL |
| 12. | <p>Date and Time of Next Meeting</p> <p>AGM Thursday 20th August 2009 at 10.00 am in the Braeholem 31 East Montrose Street Helensburgh.</p> <p>Committee Meeting 02.10.09 at 10.00 a.m. in Kirkmichael Centre.</p> | |