



**HELENSBURGH AND LOMOND AREA COMMITTEE**  
**MINUTES OF MEETING**  
**Friday 5<sup>th</sup> June 2009**  
**at 10.00 a.m.**  
**in**  
**Kirkmichael Centre Townhead Road Helensburgh**

Present  
 Bill McIntyre (BM)  
 Mary Dunlay (MD)  
 Sandra Glazsher (SG)  
 Joan Roy (JR)  
 Sonja Aitken (SA)  
 Ann Trotter (AT)  
 Kenneth Bendall (KB)  
 Yvonne Lister (YL)  
 Christine Johnston (CJ)  
 Jenna Shaw (JS)  
 David Rae (DR)

1.	<b>Apologies:</b>  <b>George Douglas</b> <b>Councillor Kelly</b>	
2.	<b>Minutes of Previous Meeting – 03.04.09 Agreed</b>	
3.	<b>Correspondence: None</b>	
4.	<b>Matters Arising from Previous Minutes 03.04.09:</b>  <ul style="list-style-type: none"> <li>▪ <b>Page 6 A.O.C.B. (cont.)</b> YL has confirm that the road at Whistlefield will be adopted.</li> <li>▪</li> </ul>	

5.	<p><b>Board of Management Update: Presented by B. McIntyre</b></p> <ul style="list-style-type: none"> <li>▪ The HAG benchmark has been reduced by £1000.</li> <li>▪ Swine Flu has been diagnosed in some Dunoon residents. All movements have been suspended with relation to staff travelling to and from the area. CJ is hoping that this is a short time measure as it is affecting ACHA business quite significantly.</li> <li>▪ Planning Permission is being sought for properties at Croft Avenue Oban.</li> <li>▪ SFHA conference at Ibrox on Factoring proved informative with ACHA being used as benchmark for Good Practice in this area.</li> <li>▪ Auditors are close to completing the year end accounts.</li> <li>▪ Campbeltown Phase 2 are working with other partners to allow development on their land to allow for further development of the area.</li> <li>▪ ACHA will be providing Womens Aid with 16 furnished lets for their use. CJ advised that this is something that there is a great need for as out of 3500 referrals in the Argyll and Bute area alone accommodation could only be provided for 23.</li> <li>▪ We are working on a submission for Pressurised Status.</li> <li>▪ Key Inspection Dates are as follows: <ul style="list-style-type: none"> <li>▪ Request Inspection Submission 15<sup>th</sup> June 2009</li> <li>▪ Inspection Submission returned June/July 2009</li> <li>▪ Key Briefing Session with Staff/Members June/July.</li> <li>▪ Review Inspection Submission 13<sup>th</sup> July – 28<sup>th</sup> Aug.</li> <li>▪ On Site Period 31<sup>st</sup> Aug. – 11<sup>th</sup> Sept.</li> </ul> </li> </ul>	
6.	<p><b>Regional Managers Report:</b></p> <p>Presented by Yvonne Lister with key points as follows:</p> <p><b><u>Investment and Regeneration</u></b></p> <ul style="list-style-type: none"> <li>▪ A further 200 elements have now been added to the programme.</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Charlie Woods is the new Site Supervisor working alongside our Contractors.</li> </ul> <p><b><u>Community and Regeneration</u></b></p> <ul style="list-style-type: none"> <li>▪ Jackie Baillie will be opening the new build properties at Smiddy Court Whistlefield on the 19<sup>th</sup> June at 11.30 am.</li> <li>▪ Pictures were shown of our site visit on the 26<sup>th</sup> May 2009.</li> <li>▪ A consultation exercise is underway in relation to the Garage Strategy with a questionnaire being issued to all current tenants of lock ups, people on the waiting list and residents in the vicinity of where our lock ups are situated.</li> </ul> <p><b><u>EMAPS</u></b></p> <p>There is an available budget of £22,949 and projects will be coming to the Area Committee for approval in due course.</p> <p><b><u>Other Relevant Business</u></b></p> <ul style="list-style-type: none"> <li>▪ TPAS Accreditation – First RSL to receive this award.</li> <li>▪ We have submitted our application for Pressurised Status to Argyll and Bute Council.</li> </ul>	
7.	<p><b>Review of Key Performance Indicators</b></p> <p>A full discussion took place regarding the above and all relevant handouts posted prior to the meeting. This was an over view of our last year of business.</p> <p>BM advised that with regards to our Arrears Figures that in comparison to other RSL`s we are in the higher bracket. CJ advised that as our figures had not decreased this was also significant due to the current economic climate.</p> <p>YL advised that with relation to Repairs a huge effort is going into improving out statistics and that the Committee should see this reflected in future reports.</p>	

	<p>SA was advised that we receive on average 30% returns on our Customer Satisfaction Cards which is relatively good.</p> <p>MD asked about painting contracts being introduced. CJ acknowledged this was currently being drafted with a long term planned maintenance programme being introduced next year.</p> <p>MD asked about compensation for improvements to properties. CJ advised there is a “Right to Compensation” leaflet available which advises if you leave the property you can under certain guidelines claim compensation.</p>	
8.	<p><b>EMAPS: Bins at Williamson Drive Helensburgh</b></p> <ul style="list-style-type: none"> <li>▪ After a presentation by David Rae the Committee approved funding for this project.</li> </ul>	
9.	<p><b>Regulator Inspection: Update</b></p> <p>Discussed by BM through Chairs Report, however CJ further advised that notification will be given prior to any visit to the Committee or indeed the tenants panel meetings and what must be stressed is that staff and members must be honest and open.</p>	
10.	<p><b>Health and Safety Minutes</b> 19.02.09 distributed with paperwork: No Comments made.</p> <p><b>Tenants Panel Minutes</b> for March and April distributed at meeting with any comments being raised at our next meeting on the 7<sup>th</sup> August.</p>	
11.	<p><b>Area Committee August Meetings:</b></p> <p>7<sup>th</sup> August meeting will be held in the Braeholm and the Committee also agreed that the AGM will be held in the Braeholm on Thursday 20<sup>th</sup> August due to remedial works being carried out in the Kirkmichael Centre.</p>	

11.	<p><b>A.O.C.B.</b></p> <p>JR advised that a property in Garelochhead is being cut through our Garden Scheme in error. CJ advised that our Investment and Regeneration Department will need to be notified to remove this property immediately.</p> <p>YL advised that Minutes will now be sent within 14 days of the meeting and not with Pre Agenda papers. This is a statutory requirement of our Governance and Compliance process.</p> <p>Following on from discussions at David`s report on the Bins at Williamson Drive, KB advised that bins are regularly kept in the close which he believes is common practice for residents in Fairfield Gardens. YL was concerned regarding the risk of fire and DR was asked to make prompt enquiries into establishing the situation and notifying tenants of the fire risk involved/and to cease this practice with immediate effect.</p>	<p><b>WN</b></p> <p><b>DR</b></p>
12.	<p><b>Date and Time of Next Meeting</b></p> <p>Friday 7<sup>th</sup> August 2009 at 10.00 am in the Braeholem 31 East Montrose Street Helensburgh.</p>	