



HELENSBURGH AND LOMOND AREA COMMITTEE **MINUTES OF MEETING**

Thursday 14th January 2016 @ 11.00 am
Lamont House 9-19 Stuckleckie Road Helensburgh

Present:

Danny Kelly (DK) - Independent
 Stephen Allcroft (SAL) – Tenant
 Cameron Grant (CG) – Tenant
 Robert Beggs (RB) – Tenant

Staff Members Present:

Yvonne Angus, Regional Manager, Housing & Neighbourhood Services (YA)
 Wendy Nicholson, Administration Officer (WN)

Members of the Public

Jim Milne Board of Management Chair (JM)

1.	<p>Welcome & Apologies: CG welcomed members to the first meeting of the New Year and thanked everyone for coming. Meeting started slightly later than scheduled at 11:15am.</p> <p>Apologies: Mike Brown Malcolm Campbell Councillor A Morton Sonja Aitken</p>	Action
2.	<p>Minutes of Previous Meeting with Matters Arising 5th November 2015</p> <p>Page 3 Item 4 – Using Group Approved Companies: YA advised members that the department of HRCS had discussions with the department of Finance & IT regarding a portal for members so in the future each member would be able to log in and extract the information. However, at the moment the Board decided that as the Portal is not available, and as the information is updated on a regular basis it would not be prudent to provide paper copies at this time. As per the guidance, members will need to contact G Stead until such time as the intranet is up and running.</p> <p>Page 3 – Displaying photographs of Staff: CG made comment</p>	

on the location of the photo display of the local Customer Service Assistants questioning if this was the best place. Short discussion took place that members had noticed the photo display in its current location. YA also advised that the design of the reception desk was due to change and that its position could be reconsidered when this had taken place.

Page 4 – Jutland Court: CG asked YA if there was any update to the planning application at Jutland Court. YA confirmed this formed part of the Regional Managers report and would be discussed under agenda item 5.

Page 4 – Your Voice: CG asked YA if there was any update on the “Your Voice” Scrutiny Panel. YA confirmed this formed part of the Regional Managers report and would be discussed under agenda item 5.

Page 5 – Refugee Resettlement Programme: CG asked if the Resettlement Programme in Bute was progressing well.

YA: confirmed it was and that a fuller update would be given to members in the Regional Managers report under agenda item 5.

Page 5 – Customer Satisfaction Surveys: CG asked YA if there was any update on the Customer Satisfaction surveys. YA confirmed this formed part of the Regional Managers report and would be discussed under agenda item 5.

Page 6 – Estate Management Action Plans: YA confirmed that a full update will be given to members on the gate at Nursery Street and the fencing at 13 to 15 Ben Bouie Drive under agenda item 6.

Page 7 – Key Performance Indicators (KPI): YA confirmed that the KPI update will be given under agenda item 9.

Page 7 – Repair Satisfaction Figures: CG requested that we publish the number of cards Not Returned by tenants for repairs customer satisfaction so that members were aware just how many were not being returned.

YA confirmed that that this could be carried out for members and can be included in the KPI update.

Page 8 Item 12 – Policy Consultation: YA confirmed still no update on the consultation process for the Restraint Policy and Customer Care Charter.

Page 9 – Gas Safety Inspections: YA provided members with an update provided by the Director of Investment and Regeneration: The boiler at the property was confirmed as operationally safe after completing tests.

The following defects were noted:

- (1) Meter box damaged
- (2) Pipe sleeving sealed at point of entry.
- (3) CO detector Dated July 2008. Manufacturer recommends sensor is replaced after a period of 6 years.

YA/WN

The tenant stated they did not receive a copy of the Landlord Certificate.

An appointment was made for the defects to be addressed 16th November. AHFA confirmed that they sent a LGSR to this property but they are sending copy. We have asked AHFA to put another check in place on the daily report in the form of a column entitled "LGSR sent" this is to be ticked when the LGSR has been printed and posted.

We have asked AHFA to make appointments with the other tenants at this address to check the dates on the CO Detectors. However we have checked the current LGSR's and all are in date and operational according to the paperwork.

We have also asked that the AHFA engineers are given a stock of replacement sensors, as well as CO Detector head units, to carry with them that can be changed during the services as necessary. In respect of the safety of gas heating systems, the Gas Servicing contract requires the contractor to service the gas installation in line with the Gas Safety (Installation and Use) Regulations 1998. Below is an extract from the Gas Safety (Installation and Use) Regulations 1998 concerning the use of CO detectors. These items are regarded as a backup, in ensuring the safety of the appliance user and only the correct maintenance of the appliance is a sure way to cancel out the chances of CO leakage. It is the servicing of the gas boiler that is of primary importance.

‘Carbon monoxide (CO) alarms

21. CO alarms are not covered by GSIUR or this ACOP. Although CO alarms are a useful back-up precaution they must not be regarded as a substitute for proper installation and maintenance of gas equipment by a Gas Safe registered engineer. Such alarms should comply with BS EN 50291 and carry the appropriate conformity marking. CO alarms should be installed, checked, maintained and serviced in accordance with manufacturers’ instructions.’

The way we can identify that the checks on the CO Detectors have been completed is that on the Landlord Gas Safety Record certificate, there are three boxes under CO Alarms that require the engineer to confirm “Location”, “In Date” and “Working”. If these are all completed with “Yes” then this confirms the checks have been completed. These checks are backed by our 3rd party checks on 10% of gas serviced properties by NEICEIC who check that the servicing and the paperwork is in order. The auditor checks the CO detectors in the properties when he carries out his audits. We also keep records of the gas engineers and that their qualifications are up to date.

The current report from NEICEIC confirm that AHFA’s percentage compliance on the work is 95-100% against an industry standard

	<p>benchmark of 90%. In respect of correct documentation, the industry benchmark is 60% and this year the AHFA % has varied from 65% to 100% with the trend being one of improvement. The auditor does a satisfaction survey with the tenants and these report 100% satisfaction. The audit reports are discussed at every contract meeting.</p> <p>The minutes of the meeting held on 5th November 2015 were proposed by: RB Seconded by: SAL</p>																			
3.	<p>Conflicts of Interest to Declare</p> <p>No conflicts of interest were received.</p>																			
4.	<p>Correspondence</p> <p>No correspondence received for the meeting.</p>																			
5.	<p>Regional Managers Report</p> <p>Key topics discussed are detailed below:</p> <p><u>Investment and Regeneration</u></p> <table border="1"> <thead> <tr> <th>Investment Works Package</th><th>Estimated Target 2015/16</th><th>To end Nov 15</th></tr> </thead> <tbody> <tr> <td>Windows/Doors</td><td>193</td><td>2</td></tr> <tr> <td>Kit/Bath</td><td>23</td><td>11</td></tr> <tr> <td>Heat/Re-wire</td><td>30</td><td>7</td></tr> <tr> <td>Roof/Rough</td><td>161</td><td>148</td></tr> <tr> <td>Totals</td><td>407</td><td>168</td></tr> </tbody> </table> <p>Q: DK asked in relation to the heating and rewiring if individual addresses were available.</p> <p>A: YA advised that Area Teams are aware of what properties are included within all programmes but this information had not been provided to Members. DK went onto advise that he was aware of one tenant that could not use their heating system due to high cost. YA advised DK that she would take the details once the meeting had finished. YA further added that it may be possible to make a referral to the appropriate agencies to assist the tenant with running costs and/or check with our Investment and Regeneration team if the property has been upgraded with a new system or if it is part of an up and coming programme. To be discussed further after the meeting.</p> <p><u>Jutland Court Helensburgh</u></p> <ul style="list-style-type: none"> Planning Application being submitted in January 2016. 	Investment Works Package	Estimated Target 2015/16	To end Nov 15	Windows/Doors	193	2	Kit/Bath	23	11	Heat/Re-wire	30	7	Roof/Rough	161	148	Totals	407	168	
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- The site will comprise of 16 units with further units being built for sale and private rent.

Multi Agency Meeting – Kirkmichael Helensburgh

- 3rd Multi Agency meeting now been held
- Presentation given on “Public Reassurance Scheme” in West Dunbartonshire
 - High profile campaign to determine the concerns of the community
 - Involves partnership working
 - Significant reduction of serious criminal activities
- Partners are keen to consider introducing this in Kirkmichael
- Community Newsletter to be distributed in February within the Community Advertiser

Syrian Refugee resettlement programme

- Refugee families arrived on Isle of Bute early December
- 4 families rehomed by ACHA
- Staff welcomed them to their new homes
- Integrating well into the community
- 2nd phase of resettlement to Bute due this month
- Will bring total rehomed by ACHA to 8
- Planning for Phase 3 underway – 5 families to Kintyre

Care of Garden Scheme

YA updated members that currently Lomond have 53 tenants being assisted by this scheme with 3 currently on the waiting list.

Your Voice Scrutiny Panel

YA felt that it would be beneficial for the 2 Your Voice Panel members to provide the update this month. It was agreed this would be taken under Agenda Item 15 – AOB. CG asked that in future there is an Agenda Item specifically for Your Voice.

Customer Satisfaction

▣ Tenant Satisfaction Survey

- Interim Report being submitted to Board of Management with findings

	<ul style="list-style-type: none"> • Over 1,600 tenants contacted • 450 tenants took part • Tenant in Oban was the lucky winner of the T.V • Initial findings are positive in terms of improvement in satisfaction ▣ <u>Factoring Satisfaction Survey</u> <ul style="list-style-type: none"> • Now complete • Figures currently being analysed ▣ <u>Gypsy Traveller Survey</u> <ul style="list-style-type: none"> • Face to face survey due to be undertaken during February <p>Q: JM asked in relation to the tenant satisfaction survey figures if staff spoke with the 1600 tenants contacted.</p> <p>A: YA confirmed that this figure includes all attempted contacts made which includes where staff attempted contact but failed to obtain it. YA will , check to see if it is possible to establish how many tenants actually refused to take part in the survey.</p> <p>In terms of reporting purposes, CG asked that actual figures are also supplied as well as the percentages to allow for a better perspective.</p> <p>YA agreed.</p>	YA
6.	<p>Estate Action Management Plans</p> <p>Papers were included in members packs with the following information being confirmed by YA.</p> <p><u>EMAP work at 12 Nursery street</u> – confirmation that the play area at Nursery Street is closed off from the tenant at No. 12.</p> <p><u>Divisional Fencing at 13/15 Ben Bouie Drive</u> – the owner has confirmed that he was unhappy at the cost of the works quoted by ACHA for this work to be carried out. They would therefore not agree to ACHA proceeding with the works. The Owner did, however, indicate that they would look to repairing the fence themselves at their own cost.</p> <p><u>2 Stuckleckie Road:</u> Replace a rotted timber gate – AHFA have been asked to proceed with the works.</p> <p>Q: SAL asked if the costs recorded for 10 and 12 Hope Street should read as committed costs rather than estimated.</p> <p>A: WN confirmed this was the case and would update papers for the next meeting.</p>	WN
7.	Proposal for 2016 Garden in Bloom	

	<p>Members are asked to approve the Garden in Bloom competition.</p> <p>YA also asked members to re-consider adding in the category for best container. This category was set up primarily to ensure tenants living in flats and common areas also had the opportunity to enter the competition. There is also an available budget to allow for this category to be re-introduced.</p> <p>Members debated the re introduction of the best container category and agreed that it should remain as it was with the Best Garden category covering all types and designs of gardens. A key element of their decision was the fact that no applications had previously been received from tenement flats with window boxes for example.</p> <p>Members, however, did emphasis that publicity is key and it should be made very clear to tenants that the Best Garden category accepts all types and styles of gardens in the this category.</p> <p>Closing Date will coincide with the AGM this year and members had previously agreed this would be judged at the AGM scheduled for the 4th August 2016.</p> <p>CG to email WN with quote for the Press Release.</p> <p>To summarise the following was agreed:</p> <ul style="list-style-type: none"> a) The Garden in Bloom competition will continue with the Best Garden category. b) The Sunflower Competition will continue c) Closing date approved d) Press Release approved 	CG
8.	<p>Community Action Fund Applications</p> <p>Members received the paperwork for x1 Application with the outcome as detailed below:</p> <p><u>Helensburgh Addition Rehab Team</u></p> <p>Members discussed the application and agreed to award the full £500, however, this was with the following condition:</p> <p>The Helensburgh Addition Rehab Team provide confirmation that their accounts for 2014/2015 have been audited.</p>	

	<p>This was unanimously agreed by all members.</p> <p>YA advised that the community action fund application designed by the Mid Argyll and Kintyre Committee had been approved by the Chief Executive and would come into circulation April 2016.</p> <p>WN to enquire if the press release advertising our Community Action Fund to charities had been used by the Helensburgh Advertiser.</p>	WN
9.	<p>Key Performance Indicators (KPI) Report</p> <p>The KPI report was included in members papers and the following issues were raised:</p> <p>YA asked members for their thoughts on the following:</p> <p>In terms of the repairs data Investment and Regeneration have advised that they provide the Board with the following “exception” report, and would suggest the same information is provided to the Area Committee:</p> <ul style="list-style-type: none"> • Emergency • Urgent • Routine • Voids <p>Members discussed this and agreed for the time being that they would accept the Exception Report for the categories above with WN supplying the data on the further KPI categories previously requested by members, listed below. Members agreed to monitor this to ensure they were receiving adequate information.</p> <ul style="list-style-type: none"> • Right First Time • Appointment Kept • Qualifying Repairs • Post Inspection rates 	
10.	<p>Contents for Tenants Newsletter – Spring 2016</p> <p>Members reviewed all previous articles that they had submitted, along with those of all other Area Committees.</p> <p>Members went onto discuss what should be included for the up and coming article:</p> <p>RB will be bring proposal to the next meeting detailing his first year as a Committee member. This follows a previous article written by</p>	

	<p>RB which was published in the Spring of 2015.</p> <p>YA to check to see if Garden in Bloom is being covered in the main body of the Newsletter.</p> <p>A further proposal was to cover the Jutland Court redevelopment.</p> <p>These will be discussed and one will be agreed at our next meeting on the 3rd March 2016.</p>	YA
11.	<p>Land Disposal Request</p> <p>Members packs contained a Land Disposal request from our Investment and Regeneration Team. Members were asked to consider the proposal 2 Park Grove Cardross to purchase a parcel of ground to the front (south) of his property.</p> <p>Unanimous decision from Lomond Area Committee - approved.</p>	
12.	<p>Agenda Items for meeting 3rd March 2016</p> <p>CG had requested "Your Voice" Scrutiny Panel be included as a standard agenda item. YA will remove it from Regional Managers report and the x2 members that form part of the Your Voice panel will update the Area Committee.</p>	
13.	<p>Chairs Update</p> <p>CG advised that many meetings are scheduled around the Festive period and therefore there was not much to report, however, the following was noted.</p> <p>The Scottish Housing Regulator is formally consulting on its proposed approach to appealing regulatory decisions. The following are now available on the SHR website:</p> <ul style="list-style-type: none"> • Consultation Paper • Draft Procedure Note - Reviews • Draft Procedure Note - Appeals • Revised Complaints Handling Procedure <p>The Tenants Panel meeting is scheduled for Tuesday 19th January. Cardross Tenants and Residents Association is scheduled for 28th January.</p>	
14.	<p>Policy Review</p> <p>Members considered the list of Policies due for review during 2016.</p> <p>Members agreed that they wished to be consulted on the following:</p>	

	<ul style="list-style-type: none"> • Repairs and Maintenance Policy • Group recruitment and Selection Policy • Accessible Housing Policy • Complaints Handling Procedure Information Leaflet <p>DK had requested Former Tenant Arrears/Credits Policy. However, YA advised this would be superseded by our new Policy on Debt Recovery which is currently being developed. YA will pass onto the writer of the Policy that members wish to be consulted on this new policy.</p> <p>YA will supply members with a copy of the current policies to allow them plenty time to familiarise themselves with them. Comments can be collated at future.</p> <p>Members agreed to prioritise the Repairs and Maintenance Policy and this will be on the Agenda for the March meeting.</p>	<p>YA</p> <p>YA</p>
15.	<p>AOCB</p> <p>SAL updated members on the work the Your Voice Scrutiny Panel were undertaking in terms of ACHA's Minimum Letting Standard:</p> <ul style="list-style-type: none"> • Phone consultation has now been completed and interviews have taken place with tenants and staff with the results being passed for collation and discussion at the next meeting scheduled for 20th January 2016. • Members were impressed with staff attitude towards the void procedure and their vision in moving forward and also in recognising the weaknesses and addressing them. • Members have enjoyed the exercise and felt it was to the benefit of everyone involved. <p>YA stated that she enjoyed working with the Scrutiny Panel. It was a strong and enthusiastic group and it is hoped that a scheduled press release will encourage more tenants to consider getting involved.</p> <p>DK asked members to consider changing the start time of meetings to earlier in the morning to allow members to have more of the afternoon free.</p> <p>Members discussed this and agreed that meetings would now start at 10am starting with our next meeting on the 3rd March.</p> <p>DK asked if it was possible for our Ground Maintenance Contractors to advertise they are cutting the grass on behalf of ACHA as public perception remains that Argyll and Bute Council cut all grassed areas. DK felt ACHA should be doing more to</p>	

	<p>advertise the good work they carry out in relation to grounds maintenance.</p> <p>YA confirmed she would take this forward with our colleagues in Investment and Regeneration for consideration.</p> <p>YA advised members that we have a tenant due to turn 100 years old at the beginning of February. As Chair of the Board of Management JM has been asked to present our tenant with flowers to mark the occasion.</p>	YA
16.	<p>Date and Time of next Meeting:</p> <p>Thursday 3rd March 2016 at 10am Lamont House Stuckleckie Road Helensburgh</p>	All
17.	<p>Members of the Public in Attendance</p> <p>JM asked for an update on the Scrutiny Panel be included in the Area Committee updates which are passed to the Board of Management.</p>	WN