



**HELENSBURGH AND LOMOND AREA COMMITTEE  
MINUTES OF MEETING  
Thursday 9<sup>th</sup> May 2019 at 10am  
Lamont House 9-19 Stuckleckie Road Helensburgh  
Present:**

Cameron Grant (CG) – Tenant  
 Sonja Aitken (SA) – Independent  
 David Phillips (DP) – Tenant  
 Sandra Glazsher (SG) - Tenant  
 Councillor Hardie – (CH) Council Representative  
 Isaac Owens (IO) – Tenant  
 Bobby Beggs – Tenant (BB) Vice Chair

**Staff Members Present:**  
 Yvonne Angus Regional Manager HNS (YA)  
 Paul Monaghan, HNS (PM)

**Members of the Public**  
 None present

<b>1.</b>	<p><b>Welcome &amp; Apologies</b>          Bobby Beggs, Vice Chair (BB) chaired the meeting in the absence of Danny Kelly (DK). BB opened the meeting with a humorous poem which was well received by the members.</p> <p>Apologies were received from DK. Members wished DK well and passed on their best wishes to DK for a speedy recovery.</p> <p>BB advised that he had been asked in the absence of Jim Milne, Chair of the Board of Management to thank Sandra Glazsher (SG) for her services to the Board following her retirement. BB presented SG with a gift in recognition, which was gratefully received by SG, who passed on her thanks to the Board and wished them every success.</p>	
<b>2.</b>	<p><b>Approve Minutes of Previous Meeting (7th March 2019)</b></p> <ul style="list-style-type: none"> <li>• Page 1 – Isaac Owen name should be spelt Owens.</li> <li>• Page 1 – Kirsteen McGinn initials showing differently throughout the minutes (KMcG &amp; KM). This is to be changed to KMcG.</li> <li>• Page 2 – Cameron Grant (CG) asked for the minutes to clarify that the mention of the utilities company is in reference to multi tenure blocks.</li> <li>• Page 9 - minutes state that the May meeting would commence at 9.30am, but it actually started at 10am. YA clarified that the time of 9.30am was correct at the time of writing the minutes. As the time was changed at a later date it was noted that minute was correct.</li> </ul> <p>Following the above amendments the minutes from 7<sup>th</sup> March 2019 were agreed</p>	<p>WN</p> <p>WN</p> <p>WN</p>

	<p>as a true and accurate record.</p> <p>Proposed by: Cameron Grant (CG) Seconded by: Councillor Hardie (CD)</p>	
<b>3.</b>	<p><b>Matters Arising (Including the Information Pack)</b></p> <p><b>Page 3 – Cardross Trees</b> – YA confirmed that letters had been sent to tenants and owners to ask if they favoured leaving as is or replacing with 3 more manageable trees.</p> <p><b>Page 5 – Cardross Development</b> – YA confirmed that colleagues from our Regeneration team had met with Taylor Wimpey towards the end of last year. No further information is available.</p> <p><b>Page 5 – Underspend in the Painting &amp; Pre-Painting Budget</b> – YA confirmed that the underspend on the contract was due to the volume of work completed against the contract value and not down to Private Owner blocks or owner engagement issues. It was confirmed that ACHA do not include any properties which are due to or currently undergoing Investment works (roof / roughcasting / external wall insulation). They would be surveyed at a later date and included in future programmes following completion of the investment work. Often during these works the timber is removed and UPVC soffit and fascia are substituted which removes the need to paint.</p> <p><b>Page 9 – Weekly Press Reports</b> – YA confirmed that BB &amp; CH were now included within the email circulation list. SA receives a copy by post.</p>	
<b>4.</b>	<p><b>Conflicts of Interest to Declare</b></p> <p>CG advised that he wished it to be noted that he is now Vice-Chair of the Board of Management.</p>	
<b>5.</b>	<p><b>Correspondence</b></p> <p>YA confirmed that no correspondence had been received.</p>	
<b>6.</b>	<p><b>Regional Managers Report</b></p> <p>YA provided Members with an update on the following</p> <ul style="list-style-type: none"> <li>• Progress in relation to Investment works during 2019/20</li> <li>• Cyclical and Planned Maintenance programme</li> <li>• Update on Regeneration, including: <ul style="list-style-type: none"> <li>○ Phase 1 Castle Wood Court</li> <li>○ Phase 2 Castle Wood Court</li> <li>○ Garelochhead (Passivhaus Standard) development</li> <li>○ Update on Kintyre demolitions</li> </ul> </li> <li>• Warm Home Fund – update on successful bid</li> <li>• Update on Exemplar Estate Project – Old Luss Road</li> <li>• Next Steps Programme – update on progress</li> <li>• Housing (Scotland) Act – update on progress</li> </ul>	
<b>7.</b>	<p><b>Prioritisation of Estate Management Action Plans (EMAP) 2019/20 (papers attached)</b></p> <p>P Monaghan (PM) was welcomed to the meeting. PM presented the proposed 7 Year EMAP Programme to Members (Years 2018 – 2025). Members noted that Year 1 (2018) approved projects had all been completed. PM explained that he had scheduled in proposed projects for Year 2 to Year 7.</p>	

<p>The scheduling of the works were based on condition, budget availability and the impact in terms of improving the aesthetics of the area. He reminded Members that they could change the priority of the proposed works.</p> <p>Following discussion Members approved the following Year 2 Projects:</p> <ul style="list-style-type: none"> <li>• 9 Edge Lane, Garelochhead – Fencing Repair/Replacement</li> <li>• 8 &amp; 9 Princess Way, Rosneath – Fencing Repair/Replacement</li> <li>• 5 &amp; 6 Park Avenue, Garelochhead – Fencing Repair/Replacement</li> <li>• 5 Kirkfield Place, Arrochar – Fencing Repair/Replacement</li> <li>• 9 Glenloinn Crescent, Arrochar – Fencing Repair/Replacement</li> <li>• 21 &amp; 23 Kirkfield Place, Arrochar – Fencing Repair/Replacement</li> <li>• 15/16 McFarlane Place, Arrochar – Fencing Repair/Replacement</li> <li>• 2 Baird Avenue, Helensburgh – Fencing</li> <li>• 17 McFarlane Place, Arrochar - Fencing Repair/Replacement</li> </ul> <p>PM will proceed with obtaining quotes for the works and carry out consultation with tenants and owners. He will aim to have prices brought back to the August meeting for Members to consider.</p> <p>Members asked if communal bins could be considered in future, rather than individual bins. PM agreed to include this in the consultation with residents and discuss, where relevant, with the Local Authority.</p> <p>IO queried the proposed project at Feorlin Way in relation to the location of the communal bins. PM will look at this.</p> <p>CG felt that the community should be involved in designing improvements to communal areas, which might lead to less vandalism.</p> <p>CH asked that completed projects are advertised in the local paper.</p> <p>IO queried who identifies EMAP projects. PM confirmed that projects are normally identified by local staff, but residents within communities can also put forward ideas.</p> <p>SA queried if there is an issue with fly tipping. PM confirmed that he had met recently with Police Scotland regarding this issue, to discuss CCTV provisions that could be utilised better by moving cameras to hot spots.</p> <p>IO observed that most EMAP projects relate to fencing and felt there were issues that need attention, such as walkway maintenance, flooding and areas of grass that do not get cut. There was a particular issue with flooding at the car park at Clachan Road.</p> <p>PM advised that he would need to establish who owned the car park. He explained that there are pockets of areas where flooding is an issue, however, it is often as a result of water coming from land above the area. Often not owned by ACHA.</p> <p>He explained that walkway maintenance would be dealt with via our Repairs Service.</p> <p>SA again raised the issue of the hedge on Buchanan Road, along with her concerns at the condition of the garden. PM agreed to look at this.</p>	<p>PM</p> <p>PM</p> <p>PM</p> <p>PM</p> <p>PM</p> <p>PM</p> <p>PM</p>
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<p><b>8.</b></p>	<p><b>Community Action Fund Applications –</b></p> <p><b>a) Budget Update 2019/20</b> YA advised members that the Board of Management agreed from 2019/20 onwards, the CAF budget had increased to £20,000 per annum, this is an allocation of £5,000 per Area Committee. YA explained that this information was not available at the time of issuing the Agenda papers.</p> <p><b>a) Consider New Applications</b> The following applications were considered:</p> <ul style="list-style-type: none"> <li>• Helensburgh &amp; Lomond Highland Games – full amount unanimously agreed</li> <li>• Rosemath peninsula – full amount unanimously agreed</li> <li>• Fun first – full amount unanimously agreed</li> </ul> <p>CG queried if charities could now apply more than once in any financial year. YA confirmed that there had been no change to the Policy other than the budget being increased.</p> <p>It was agreed that ACHA should use all platforms to promote the award of the CAF funds and subsequent outcomes from the Charities following their award.</p>	
<p><b>9.</b></p>	<p><b>KPI Report – 4<sup>th</sup> Quartile</b> Prior to the meeting, members received the Key Performance Indicator report which detailed performance against objectives and targets set for ACHA, up to quarter 4 (April 2018 - March 2019).</p> <p>YA advised members the year-end figures are currently being validated but are due to be signed off at the end of this week. As a result, the performance figures are subject to change.</p>	
<p><b>10.</b></p>	<p><b>2019 Policy/Strategy Review Update:</b></p> <p><b>Tenant Participation Strategy</b> – the work being carried out for the “Next Steps” programme will help inform the new draft policy. As soon as it is available, the first draft will be presented to the Area Committee for comment.</p> <p><b>Service Charge Policy</b> – draft policy not yet completed, therefore, it is not available yet for consultation</p> <p><b>Membership Policy</b> – Members reviewed the Draft Policy and confirmed that they were happy with what has been proposed.</p>	
<p><b>11.</b></p>	<p><b>Consultation: Landlord Report 2018/19</b> Members were asked to provide their views and preferences on the information they wish to be included in ACHA’s Landlord Report 2018-19. Prior to the meeting, members were provided with a copy of last year’s report and the feedback document.</p> <p>CH queried if the report was localised to Lomond. YA explained that ACHA are required, by the Scottish Housing Regulator, to produce an annual Landlord Report which contains meaningful information, as chosen by our tenants and other customers, in relation to our progress towards meeting the outcomes and standards of the Scottish Social Housing Charter. The figures are ACHA wide.</p>	

	<p>IO advised that he was very impressed with the report. He advised that he would make the report available to the Community Council, who he thought would find it interesting.</p> <p>IO felt it was helpful to demonstrate via pictures how some tenants leave their homes.</p> <p>CG advised that ACHA's report was one of the best that he had seen.</p> <p>YA thanked Members for their input and advised that their comments would be fed into the review of the Landlord Report.</p>	YA
12.	<p><b>Customer Satisfaction Action Plan</b></p> <p>Prior to the meeting, members were provided with:</p> <ul style="list-style-type: none"> <li>• A summary of the themes of comments received during the 2018 survey</li> <li>• The outcomes of the Satisfaction Survey by Indicator (2015-2018)</li> <li>• 2019-2021 Action Plan</li> </ul> <p>YA firstly apologised to Members for the inaccurate front page report that they had received in their Agenda papers.</p> <p>She explained the 2018 Tenant Satisfaction Survey (TSS) took place during August last year. Over 1,300 telephone calls were made by staff in order to achieve the required participation rate of 400.</p> <p>YA further explained an Action Plan had been developed to take into account all ongoing development work and any relevant comments from participants in the survey. The Board of Management had recently approved the 2019-21 Satisfaction Survey Action Plan, which had been circulated for information. Members were asked to note the contents of the report.</p> <p>Members requested that the Action plan be brought to each Area Committee, after the Board had reviewed the Plan.</p>	YA
13.	<p><b>Agree Promotional Material for inclusion in AGM Letters</b></p> <p>The promotional poster was approved and agreed it should be issued within the AGM papers.</p> <p>Members requested that the AGM be promoted on Facebook.</p>	YA
14.	<p><b>Agenda Items for Office Bearers meeting on 1<sup>st</sup> August 2019</b></p> <p>Member approved the proposed Agenda, with no further items to add.</p> <p>Approved.</p>	
15.	<p><b>Retirement of Members prior to AGM</b></p> <p>In accordance with the Rules of the Association, section 61.3 states, "At the conclusion of every subsequent annual meeting of the Area Associations, one third (<math>\frac{1}{3}</math>) (or the nearest whole number thereto) of the Area Committee Members shall retire. The retiring Area Committee Members should be those who have served longest on the Area Committees since the date of their last election. If two or more members have served equally long, they should agree among themselves who will retire, or otherwise be selected by lot.</p> <p>As the longest serving members the following retired from the Area Committee:</p>	

	<ul style="list-style-type: none"> <li>• Sonja Aitken (SA) – Independent</li> <li>• Sandra Glazsher (SG) - Tenant</li> </ul> <p>After discussion, the following member also formerly retired from the Helensburgh &amp; Lomond Area Committee:</p> <ul style="list-style-type: none"> <li>• Cameron Grant (CG) – Tenant</li> </ul>	
16.	<p><b>Updates from Committee Members</b></p> <ul style="list-style-type: none"> <li>a) <b>Your Voice</b> – BB advised that they have almost completed their exercise on communications relating to planned maintenance works. They are also involved in the Next Steps consultation.</li> <li>b) <b>Tenants Panel</b> – CG advised that the last meeting on 19<sup>th</sup> March did not proceed as it was not quorate. The next meeting is due to take place on 19<sup>th</sup> May in Campbeltown.</li> <li>c) <b>Regional Network</b> – meeting taking place tomorrow.</li> <li>d) <b>Cardross AGM</b> – AGM takes place next week. CG advised that has had to stand down due to being the Vice-Chair of the Board of Management. He can still attend meetings, but not as an Office Bearer.</li> <li>e) <b>Cardross Gala Day</b> – BB confirmed that he will be on the ACHA stand, along with S Cameron from ACHA.</li> <li>f) <b>Meeting with SHR</b> – next meeting is due 4<sup>th</sup> June.</li> </ul>	
17.	<p><b>AOCB</b></p> <p>There was no other competent business raised.</p>	
18.	<p><b>Date, time of next meeting:</b></p> <p><b>Annual General Meeting</b> – 1<sup>st</sup> August 2019 11am</p> <p><b>Office Bearers Meeting</b> – 1<sup>st</sup> August 2019 1pm</p> <p><b>Proposed Stock tour</b> – 5<sup>th</sup> September 2019</p>	

*The meeting concluded at 12.35.*