



HELENSBURGH AND LOMOND AREA COMMITTEE MINUTES OF MEETING

Friday 6th May 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:

Christine Johnston (CJ)

David Rae (DR)

Wendy Nicholson (WN)

1.	Apologies: George Douglas (GD)	
2.	Minutes of Previous Meeting – 04.03.11 Proposed: Michael Brown Seconded: Joan Roy	
3.	Matters Arising from Previous Minutes 04.03.11 <ul style="list-style-type: none"> • Page 6 No: 8 – CJ confirmed that the figures are now produced to show the actual applicants rehoused rather than a % figure. • Page 10 No: 13 – the garages at Darleith Road Cardross are still an ongoing issue. DR advised that Argyll and Bute Council have established the owner of the land in question, however, difficulties have arisen in this respect. • CJ further advised that this is part of a wider ongoing issue relating to Title Deeds to which we are actively working with Argyll and Bute Council to resolve. The Solicitor from the Council has indicated the matter is now close to being resolved. 	

	<ul style="list-style-type: none"> Page 10 No: 13 – Warranty for Doors. DR advised that he did not have the information requested. DR will liaise with PS to ensure that this is available for the next meeting. 	DR
4.	Conflicts of Interest to Declare No Conflicts of Interest were declared by members.	
5.	Correspondence <ul style="list-style-type: none"> A Community Action Fund was agreed by the CEO for Cardross Tenants and Residents Association for £150 to allow the purchase of games/hospitality to enable the community flat to be opened one day a week for residents to “drop in”. GD had requested “Special Leave” for a period of 4 months. This was agreed by members, however, clarity was required if this request was for 4 meetings as the Committee meet bi monthly. WN to contact GD to establish timescale. GD has also advised that he would be unable to attend meetings on Monday/Wednesday/Friday`s. This has been deferred for discussion at the AGM on 01.07.11. 	WN
6.	Board of Management Update Feb Presented by AT The Board noted and paid their respects to Ronnie Finneghan who sadly passed away at the end of March The Chief executive provided an update on the following:- <ul style="list-style-type: none"> Briefings have been given to a number of Scottish Parliamentary candidates on issues ACHA is concerned about relating to housing policy- particularly Investments funding and cuts to Aids and Adaptations budgets. The Council has agreed to provide a loan and grant from the Strategic Housing Fund for our proposed development at Campbeltown. The Council have finally agreed to pay part Housing benefit for Sheltered Housing services Charges. £46,000 has been backdated to ACHA tenants. ACHA’s first allotments were opened in Campbeltown on 7th April. The Scottish Housing Regulator has issues the association with its new regulation plan. We will continue to have a “medium” engagement with the regulator. <u>Other Issues</u> 2011/12 Business plan The Director of Finance provided the Board with a draft, updated Business plan, which was approved by the Board. The key risks to the Business plan are continued low inflation rates plus high interest rates.	

	<p>Legal services The Board agreed to continue to contract with Brechin Tindal Oatts (BTO) to provide the Associations legal Services for a further year.</p> <p>Annual pay award All staff to be awarded 1.6% annual pay increase.</p> <p>Park Square, Campbeltown The Board approved a tender report which allows the redevelopment of Park Square to move forward SUBJECT TO TEH Scottish Govt confirming when exactly HAG will be available.</p> <p>Debt Advice project The Board approved a contribution to the above project which will provide a worker, dedicated to ACHA tenants, for 20 hrs per week.</p> <p>DATE OF NEXT MEETING- 12TH MAY 2011</p>	
7.	<p>Regional Managers Report: Presented by DR</p> <p>Investment Programme: <u>Kitchen & Bathrooms (Contractor – Carillion)</u></p> <ul style="list-style-type: none"> • Year 4 of the Programme now completed • Additional properties added – due to be complete end June • Tenders have been returned for new Contract – as yet no-one appointed <p><u>Windows & Doors (Contractor – Carillion)</u> Carillion continuing to work through this Contract, and are now continuing with Year 5 Works</p> <p><u>Heating & Rewiring</u></p> <ul style="list-style-type: none"> • Surveys are ongoing • Works not yet commenced – awaiting Building Warrant <p><u>Roof & Roughcast</u></p> <ul style="list-style-type: none"> • Still awaiting information on future contracts <p>Housing Management & Maintenance:</p> <ul style="list-style-type: none"> • Grounds Maintenance Contract for 2011/12 well underway. • New Contractor ISS performing well. • Area Office has received a large number of enquiries from Tenants & Residents as a result of the GM outcome letter and common drying area letter. We are offering assistance when requested. <p>JR/SG expressed concern over the grass cutting contract for communal areas. Especially elderly residents of Feorlin Way and Rosebank Cottages Garelochhead who may not have applied for the Assisted Grass Cutting Scheme. AT requested that DR respond, in writing, to JR/SG after investigations into the applications that have been received and relevant maps can be checked.</p>	

	<p>DR confirmed that common drying areas are not being cut where tenants share their drying green area. Tenants/Residents are being encouraged to work together and Area Office staff are happy to assist if requested.</p> <p>SA mentioned article in the Helensburgh Advertiser referring to the grass cutting service.</p> <p>CJ advised that a response had been written by the CEO. It was also noted that since transfer this had been the largest consultation exercise that ACHA had carried out with over 11,000 letters being sent and a survey posted on our website. However, the response rate to the consultation exercise was very poor at around 3%.</p> <p>Housing Management & Maintenance: Comings & Goings:</p> <ul style="list-style-type: none"> – Christine Milby retired – over 25 years service – Trudi Tokarczyk – new Housing & Neighbourhood Services Assistant <p>Scottish Social Housing Charter – Discussion Paper</p> <ul style="list-style-type: none"> • 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 <p>Tenants & Residents Associations</p> <ul style="list-style-type: none"> • Cardross: AGM held on 30.03.11 Committee constituted for coming year. • Kirkmichael: AGM held 03.05.11 meeting was inquorate Area Office will try to encourage attendance at rescheduled AGM date to be agreed. • Craigendoran: AGM due 10.05.11 <p>Area Committee Chairs – Working Group</p> <ul style="list-style-type: none"> • Meeting with Chairs took place 30th March. Discussed: <ul style="list-style-type: none"> – What Works Well for Area Committees – What Can be Improved – Do the current structures work • There are currently 9 Different Committees in place! • Should the Association move to Charitable Status, then subsidiaries would be required • Other RSL's are to be contacted regarding their Committee Structures • It was agreed that Area Committees need to be made more attractive to encourage members! 	<p>DR</p>
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Press Releases

- Throughout the year ACHA issued a total of 49 press releases.
- These generated 80 (33.76%) of the 237 news stories
- This means that 157 stories were published independently of ACHA, 137 of which were neutral or positive in nature.
- For future meetings we will provide members with examples of positive, negative and neutral press releases for this area.

CJ advised that the press contacted ACHA in relation to the Play Area in Tarbet which is very encouraging. It is hoped that ACHA will have more “good news” stories printed in future.

8. Review of Key Performance Indicators

	2009/10	2010/11	Variance
Arrears	1.7%	1.41%	0.29% improvement
Void Relet Times	28 days	10 days	18 days improvement
Repairs – Emergency	96% completed within target	97.5% completed within target	+1.5% improvement
Repairs – Routine	99% completed within target	99.2% completed within target	+0.2% improvement
Repairs – Urgent	94% completed within target	98.6% completed within target	+4.6% improvement
Allocation to Homeless Applicants	56%	58%	+2% improvement
Repairs Satisfaction	98%	98.3%	+0.3% improvement
Nº of New Tenancies Created	138	101	-37 from previous year
Nº of Properties Abandoned	9	5	-4 from previous year
Nº of Neighbourhood/ Nuisance Complaints	102	67	-35 from previous year

- DR advised members that our “Average Relet” figure of 10 days was an excellent achievement from Area Team.
- Void Repair figures were excellent for the In House Repairs Team, however, the Gas Contractor, in particular, had under achieved with an overall 16 jobs out of target.
- Emergency Repairs again In House Repairs Team figures were excellent, Contractors had under achieved with 35 jobs out of target.

	<ul style="list-style-type: none"> • Ann Trotter • George Douglas • Bill McIntyre 	
13	Date and Time of Next Meeting: AGM 1st July 2011 @ 11 am	

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