



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

Friday 1st July 2011 @ 12.45 pm

In “Braeholm” 31 East Montrose Street Helensburgh

Present:

Sandra Glazsher (SG) - Tenant
Maisie Dunlay (MD) - Tenant
Michael Brown (MB) - Tenant
Bill McIntyre (BM) - Tenant
Sonja Aitken (SA) – Independent

Staff Members Present:

Christine Johnston (CJ)
Yvonne Lister (YL)
David Rae (DR)
Wendy Nicholson (WN)

1.	Apologies: George Douglas (GD) Joan Roy (JR) Councillor D Kelly (CK)	Action
2.	Election of Office Bearers: YL requested Area Committee Members to nominate Chair of the Committee. BM nominated Michael Brown for Chair which was proposed by SA and seconded by SG. YL requested Area Committee Members to nominate Vice Chair of the Committee. MB nominated Sonja Aitken which was proposed by BM and seconded by MD. Chair of the Helensburgh and Lomond Area Committee for 2011/2012 is Michael Brown. Vice Chair of the Helensburgh and Lomond Area Committee for 2011/2012 is Sonja Aitken.	

3.	<p>Schedule of Area Committee Meetings:</p> <p>Members were asked to consider the possibility of changing scheduled dates for the two remaining Area Committee meetings due to member GD being unable to attend meetings scheduled for Monday/Wednesday/Friday.</p> <p>Committee members discussed this possibility and checked previous commitments for the coming year.</p> <p>It was agreed that unfortunately at this time members were unable to change the meeting day at this time. However, it was agreed that at our last meeting of this year in November members would revisit this as meeting dates would be getting finalised for 2012.</p>	
4.	<p>Minutes of Previous Meeting 06.05.11</p> <p>Proposed: SA Seconded: MD</p>	
5.	<p>Matters Arising from Previous Minutes: 06.05.11</p> <ul style="list-style-type: none"> • Page 1 – YL highlighted that her apologies were not noted in the Minutes of 06.05.11. • Page 3 – “Warranty for Doors” YL confirmed the contractor carrying out the installation covers the installation warranty for one year. The guarantee states that we are protected against any defects in design or manufacture for a five year term. Therefore, any issues that fall within the guarantee will be referred to the installing contractor within the 1st year, and for the next 4 years ACHA will deal with the manufacturer direct • Page 3 – “Annual Pay Award” MB thought it should be noted that all Directors refused to accept a different pay award to that awarded to all staff. • Page 3 – “Communal Area Rosebank Cottages”, SG asked for an update on progress as the grassed area had not improved from last meeting. DR advised that after looking into this issue all qualifying tenants were now registered with the Assisted Grass Cutting Scheme. However due to staffing issues within the ISS company late editions to the scheme had to date not been cut. DR has discussed these issues with the Site Supervisor and it is envisaged the back log will be dealt with shortly. YL advised that staff would carry out a site inspection of the area to ascertain the exact communal area and the hedges adjoining that SG has concerns with and report back to the next meeting on 2nd Sept 2011. • MD queried whether or not ACHA work alongside Argyll and Bute Council with regards to cutting cycles as grass verges were becoming very high. CJ responded that ACHA work to a more frequent time table than Argyll and Bute Council. However, historically 	YL

	<p>Argyll and Bute Council cut verges in early July. However we do liaise where we have odd pockets of land where dividing lines mean both parties have liability to maintain the land to ensure the communal area is not left half cut for example.</p> <ul style="list-style-type: none"> Page 6 – “Football Nets at Cardross Playpark”, YL confirmed the following: For background, PS carried out a risk assessment on the nets, he deemed it a high risk for children involving strangulation, entrapment and fall from height risk. He advised M Crow that he should have them removed and stored by the Tenants and Residents Association, PS advised that the nets can be put up by the Tenants and Residents Association when they would be getting used and supervised. M Crow does not agree with PS findings and it is understood that he is not removing the nets. ACHA have written a letter to the Tenants and Residents Association to advise that ACHA will not take any responsibility for the supervision or the maintenance of the football nets 	
6.	<p>Conflicts of Interest to Declare</p> <p>No conflicts of interest were declared by members.</p>	
7.	<p>Correspondence – none</p>	
8.	<p>Board of Management Update presented by MB</p> <p>The Chief executive provided a presentation which covered the following main points:-</p> <ul style="list-style-type: none"> The front funding issues for the Campbeltown and Dunoon new builds have been resolved and work will commence on site shortly. The Scottish govt have changed their mind regarding Aids and adaptations funding (it was proposed that the first £1000 of costs would have to be paid by the Housing Assoc). A review group has been set up within Scottish Govt to look at this matter .however at the moment ACHA will still receive around £200,000 of funding for Aids and Adaptations. The Refurbishment of properties at Millknowe, Campbeltown is nearing completion and includes some supported accommodation for young people. Preparation for Charitable status and rule changes are ongoing. Site launch for 4 ACHA new build properties at lochgailhead scheduled for July. <p>Other matters</p> <ul style="list-style-type: none"> An amendment to the Scheme of Delegated Authority to allow Area Committees t meet a 	

	<p>minimum of 4 times per year was approved. However at this time Area Committees will continue to meet 6 times- this change simply gives some flexibility in case meetings have to be cancelled – eg due to bad weather etc.</p> <ul style="list-style-type: none"> • Linda Haig presented ACHA's Energy Efficiency and Sustainable Development Strategy which outlined the challenges ahead for ACHA and our tenants. In general ACHA will endeavour to improve energy efficiency in our tenants homes and ensure that new build properties are as energy efficient as possible. • The Scottish Govt has finally confirmed when grant will be available for the development of the sites at Ardenslate, Dunoon and Park Square, Campbeltown. This means that work can start on site around August. • The Board approved the recommendation to enter into discussions with the Kintyre Cultural Forum for the development of an Arts and Cultural Centre at our Park Square Development. • The Board approved letting 4 properties at Millknowe, Campbeltown to Blue triangle to provide support services for young people. • The Board agreed that we should not pursue the joint office accommodation proposal with Argyll & Bute Council in Helensburgh. Alternative options, including utilising the shops at Stuckleckie Road are still under consideration. • Michael Brown and Bill McIntyre, Board members, attended an SFHA conference recently and provided a briefing of the sessions they attended. 	
9.	<p>Key Performance Indicators</p> <ul style="list-style-type: none"> • Void Relet Times (Not Low Demand) – Target 31 days – May 14 days. • Void Relet Times (Stock Low Demand) – Target 49 days – May 27 days. • Repairs Urgent – Target 96% - May 98 % • Repairs Routine – Target 96% - May 98.2% • Qualifying Repairs – Target 100% - May 97.9% • Repairs Satisfaction – Target 95% - May 97.5% • Post Inspection – Target 20% - May 26% • Repairs Emergency – Target 99% - May 95.7% (5 out of target). • Void Repairs – Target 100% - May 98.2% (1 out of target). • Allocation to Homelessness – Target 50% - May 80% (8 properties). • Allocation to Waiting List – Target 25% - May 10% (1 	

	<p>property).</p> <ul style="list-style-type: none"> Allocation to Transfer List – Target 25% - May 10% (1 property). <p>YL reminded members that the Allocation to Homelessness, Waiting List and Transfer List is a rolling target for the year and will fluctuate throughout the year.</p> <p>MB raised the figure of 30 “Right to Buys” in the AGM was the correct figure. YL agreed this figure appeared to be high and will clarify at meeting on the 02.09.11.</p>	YL
10	<p>Tenants Panel Minutes 19th April and 17th May 11</p> <p>Minutes previously circulated to members.</p> <p>MB made a point to note that Milton West Tenants and Residents Association had now folded.</p> <p>SA advised that it was hoped the Kirkmichael Tenant and Residents Association would be fully operational by August/September.</p>	
11	<p>Health and Safety Minutes – no Minutes approved.</p>	
12	<p>Estate Management Consultation</p> <p>DR delivered a presentation to the Committee which will be enclosed with the Minutes. Consultation papers were also distributed to members with a copy of the Estate Management Policy. Any comments members have need to be passed to DR prior to the closing date of Friday 12th August.</p> <p>Q: MB asked what strengths the amended Policy has. A: DR responded that more guidance is available to staff with specific staff training being given on identifying risks also the Policy and Procedure are now separate documents offering a more streamlined approach to staff.</p> <p>Q: MB asked about the monitoring procedure in place and would criticism be welcomed. A: DR advised this would include rolling surveys to ascertain local opinion whereby fair criticism would be welcomed and a means to always improve our service. DR also advised that all responses to the survey would be taken before local Area Committees.</p> <p>Q: MB asked if the owner/tenant relationship was addressed whereby work can be stopped due to no owner participation. MB felt it was particularly important that all tenants/owners were kept up to date of how things were progressing and the outcome. A: DR advised that this should always be the case, and that tenants and owners should always be given a point of contact.</p>	All

13	<p>Governance Update</p> <p>Amendment has been made to the Scheme of Delegated Authority. Members should note that:</p> <ul style="list-style-type: none"> • The minimum meeting number required per annum has reduced from 6 meetings a year to 4 meetings. • There no longer requires to be a tenant majority at Area Committee meetings. <p>Members have been provided with these updates and should insert them into their Governance manual.</p>	
14	<p>Gypsy/Traveller Strategy Consultation</p> <p>YL advised that this is ACHA's first Gypsy/Traveller Strategy and initial consultation took place with the Gypsy Traveller Site Managers Association.</p> <p>At the moment consultation is taking place with the Tenants Panel and ACHA staff. Work is commencing to record the draft strategy onto a CD to enable all travellers to have an input if they wish.</p> <p>The aim of the strategy it to better understand the many issues around the provision of services for the gypsy traveller community, both within the three travelling persons' sites that ACHA manage, and also within our mainstream housing. This strategy also seeks to explore mechanisms for the continual improvement of services.</p> <p>The Area Committee are asked to provide any comments or views that they may have to Gillian McInnes no later than 19th July 2011.</p> <p>Q: SG asked if ACHA actually own any sites. A: CJ confirmed that ACHA were in actual fact the only RSL that owned sites.</p> <p>Q: BM asked where the lease agreement referred to on page 15 would need to be amended if Charitable Status was approved. A: CJ advised the lease agreement content would remain unchanged.</p> <p>Q: MD asked why ACHA were considering Charitable Status. A: CJ advised that the request came from our Finance Department due to ACHA being unable to incur the liabilities that could be administered. CJ also advised it would allow access to Grants which ACHA have previously not been able to access.</p>	All
15	<p>Community Involvement Day Update</p> <p>The Customer Involvement Day followed the AGM last year and</p>	

	<p>although a lot of effort was put into organising and advertising the event the turnout was poor.</p> <p>This year it was agreed that ACHA should participate in organised events and manned a stall at the Helensburgh and Lomond Highland Games on the 4th June 2011. This proved more successful although the site of the pitch could have been a bit better to help encourage people to visit the stall.</p> <p>MB advised that the Cardross Tenants and Residents held an open day last year also which proved to be very successful with a high turnout on the day. However, was disappointed to note that money from the Tenant Participation Fund would not be available this year.</p> <p>YL advised that monies for projects such as these should be directed through the Community Action Fund.</p>	
16	<p>Garden in Bloom Competition</p> <p>Unfortunately due to the poor weather and lack of sunshine only 1 application for the competition was received.</p> <p>AC members decided to increase the closing date to be Friday 26th August 2011. This will also allow Area Teams to advertise the deadline.</p> <p>No applications were received for the Sunflower Competition from the 16`s and under age group. It was felt that a different approach should be taken in the advertising of this competition possibly approaching local primary schools. This will be fully discussed at the next Committee Meeting in September.</p>	YL
17	<p>A.O.C.B.</p> <p>SA asked whether tenants received a personal visit prior to the rewiring programme starting.</p> <p>CJ advised that yes, tenants would be visited by staff and contractors to allow a survey to be carried out on the property. Tenants would be advised of the details of the works that were to be carried out. An information pack would also be left with tenant which would include contact names and phone numbers if tenants wished to contact any member of the team.</p> <p>BM noted that Board Minutes from 12th May 2011 were included in the Committee Packs but were not an Agenda item.</p> <p>YL advised this was the case as these Minutes were enclosed for information and the Chair of the Committee gave his Chairs update at each meeting.</p>	
18	<p>Date and Time of next Meeting</p> <p>Friday 2nd September 2011 @ 11 am in the Kirmichael Centre.</p>	