



	<p>A nomination form was duly completed by S Glazsher (SG) and committee member SA and members were asked to consider the nomination.</p> <p>It was unanimously agreed to <b>co opt</b> S Glazsher (SG) onto the Lomond Area Committee for the year 2016/17.</p> <p><b>Following post meeting discussion this should read "casual vacancy"</b></p> <p>WN to contact SG to advise that the nomination was successful.</p>	WN																		
6.	<p><b>Regional Managers Report</b></p> <p><b>Investment and Regeneration</b></p> <table border="1"> <thead> <tr> <th>Investment Works Package</th><th>Estimated Target 2016/17</th><th>To end July 16</th></tr> </thead> <tbody> <tr> <td>Windows/Doors</td><td>150</td><td>40</td></tr> <tr> <td>Kit/Bath</td><td>9</td><td>6</td></tr> <tr> <td>Heat/Re-wire</td><td>75</td><td>8</td></tr> <tr> <td>Roof/Rough</td><td>160</td><td>0</td></tr> <tr> <td></td><td>394</td><td>54</td></tr> </tbody> </table> <ul style="list-style-type: none"> <li>• Drumfork Court Balcony Upgrades have been confirmed as going ahead with a start date due shortly.</li> <li>• <b>Jutland Court Helensburgh</b> <ul style="list-style-type: none"> <li>• New Proposal – 32 Units.</li> <li>• Revised Planning application now submitted</li> <li>• Will include 4 private units for the developer</li> <li>• Start date is proposed to be December 2016/January 2017</li> <li>• Bat Survey is now almost complete</li> </ul> </li> <li>• <b>Kirkton Farm Cardross</b> <ul style="list-style-type: none"> <li>• Developers proposals for site being considered at Planning Hearing in October.</li> <li>• Avant Homes propose to build 140 new homes with 25% affordable requirement on this site.</li> </ul> </li> </ul> <p><b>Ending of Right to Buy</b></p> <ul style="list-style-type: none"> <li>• One of the most prominent pieces of housing policy in Scotland for the past 36 years ended on the 31<sup>st</sup> July</li> <li>• From ACHA's perspective this is something we have campaigned for since 2007</li> <li>• It will assist us in stock stabilisation and meeting housing need</li> <li>• We have seen a substantial increase in applications in the run up to the 31<sup>st</sup> July</li> <li>• The Association received 91 applications since the 1<sup>st</sup> April this year. Contrast that with 86, 60 and 61 in the whole of the last three years</li> <li>• There will be a considerable amount of close out work over the next few months.</li> </ul>	Investment Works Package	Estimated Target 2016/17	To end July 16	Windows/Doors	150	40	Kit/Bath	9	6	Heat/Re-wire	75	8	Roof/Rough	160	0		394	54	
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## **Syrian Refugee resettlement programme**

- Between ourselves and Fyne Homes 15 families, 68 people, have resettled on Bute
- A further 5 families were to come to Campbeltown.
- This is not now going to happen
- It is likely the additional 5 families will come to Bute
- This will bring the number of families to 20 which was the Council's agreement with Government

## **Scottish Social Housing Charter - update**

- Landlord Report
  - reaching final draft
  - On target for publishing in October
- Special Edition Newsletter
  - Due to be issued shortly
  - Will cover outcomes from the 2015 satisfaction survey
- Customer Satisfaction Survey 2016
  - Work underway to prepare for survey
  - Likely to commence during the month of October

The following questions were raised as a result of YA's report:

Q: SAL asked for clarification on the Investment and Regeneration summary table to check if the percentages had a base of April 2016

A: YA confirmed Yes this was the case.

Q: SAL asked if the properties in Jutland Court were going to be of mixed tenure and if so what was the tenure of the properties the Association would be receiving.

A: YA advised that no plans had yet been finalised, however, this information would be brought to the Committee when available.

Q: SAL asked if there were any plans available for Kirkton Farm in Cardross regarding the development of the site.

A: YA confirmed that this project was at the very early stages and as updates were made available they would be taken to the next Committee meeting.

Q: SAL asked that with the abolition of the Right to Buy scheme will this cause tenure related issues.

A: YA advised that Yes this will be a challenge for the Association in moving forward, however, work is on going in this regard.

Q: SA asked if there was anyway that the Association could contact the Scottish Housing Regulator to have their backing in buying back properties that would assist with the issue of tenure, in particular, with properties in very poor disrepair and require significant upgrading.

A: CG advised that unfortunately the Scottish Housing Regulator would be unable to assist with this issue.

DK commented that Glasgow City Council and the Scottish Government are currently working together to buy back properties which are under significant

	<p>disrepair to try and create more desirable homes.</p> <p>MC commented that the Association was approached to buy back a property in Kintyre which the Association turned down. MC felt that the Association should be taking advantage of these opportunities when they arose.</p> <p>YA confirmed that the Association has to ensure that there is a housing demand for an area before any consideration can be made. However there was a success in Kintyre where the Association moved an owner occupier to a similar valued property within the area to allow for a full block of properties to be modernised.</p> <p>Q: SA asked whether staff can enforce the Tenements Act.</p> <p>A: YA confirmed that ACHA have worked closely with Argyll &amp; Bute Council in the past where their intervention assisted ACHA in taking forward large modernisation works to multi-tenured buildings. She reminded Members that this has a cost implication to the local authority.. .</p> <p>CM commented that Argyll and Bute Council are currently working with a number of initiatives in all parts of the region to encourage partnership working with owner occupiers and advise of grants and funding which maybe available.</p> <p>Q: CG asked if the Association would have any influence over the type and size of properties at the Kirkton Farm new build development.</p> <p>A: YA confirmed that Yes,however, new build design is is dependent on the footprint of the area, funding and the current demand for that particular area. All this was taken into account when deciding if a new build project would proceed.</p> <p>Q: CG asked if there was a complete list of the properties left to the Association after the abolition of Right to Buy.</p> <p>A: YA confirmed that Yes this would become available in due course as applications were still being processed due to the high volume received before the abolition.</p> <p>Q: DK asked if the whole site on Jutland Court was being demolished.</p> <p>A: YA will double check with our Investment and Regeneration Team.</p>	YA
7.	<p><b>Key Performance Indicators (KPI's)</b></p> <p>The new Scorecard was presented to members for the first time at this meeting. It had been agreed at the meeting of 12<sup>th</sup> May that this layout of reporting would be used in line with the Board of Management format.</p> <p>This information was supplied to members prior to the meeting in their packs and the following was discussed:</p> <p>YA went through the KPI report and explained each Performance Indicator and how the colour and arrow and system worked.</p> <p>SAL objected to the use of the word "Tolerance" as he feels it is an inaccurate use of the word.</p> <p>YA confirmed that his comments would be noted, however, as this was a decision made by our Board of Management it cannot be changed, however,</p>	

	<p>to avoid further misconception the word Target would be inserted in brackets beside "Tolerance" for the next KPI report.</p> <p>Q: SA asked if we could include all figures that the percentage is based on A: YA confirmed she could include this in future reports.</p> <p>Members requested that the Arrows and Colours would be set against the previous quartile information. They also requested that report is brought to the Committee every quarter.</p> <p>YA confirmed that a request had been made to our Investment and Regeneration department to have the repairs data compiled locally for the Area Committee and YA will update members on the outcome at our November meeting.</p>	<p>WN</p> <p>WN</p> <p>YA</p>
8.	<p><b>Estate Management Action Plans (EMAPS) Update</b></p> <p>a) Budget for 2016/2017 – members were provided with an updated budget spend for the coming year based on the proposals agreed at their meeting of the 12<sup>th</sup> May 2016.</p> <p>b) YA advised that RB would be bringing a more detailed update to the next meeting in November showing all works that have now been completed along with photos and any other relevant information.</p> <p>WN to amend the Budget spend for 2016/17 to reflect the committed spend against the actual spend.</p>	<p>WN</p>
9.	<p><b>Community Action Fund Application</b></p> <p>No community action funds were received for this meeting.</p> <p>CG advised members that he had discussed the issue of what happens to the budget if it is not all spent with the Director of Finance and was advised that the money goes towards Association debt.</p> <p>CM reiterated previous comments that she finds it very disappointing that this money is not being fully spent within the Lomond area and that it is restricted to organisations with Charitable Status when the local food bank for example could benefit.</p>	
10.	<p><b>Agree Autumn/Winter Newsletter Content – paper attached</b></p> <p>Members discussed the content for the newsletter.</p> <p>It was agreed that SA would create an article sign posting to the Kirkmichael Multi Agency and the benefits it brings to the area. SA was asked to bring the article into the local office for the attention of YA.</p> <p>It was noted the deadline is 19<sup>th</sup> September 2016.</p>	
11.	<p><b>Review Membership Strategy</b></p> <p>Members reviewed the Strategy and some minor changes were requested to update the paper.</p> <p>Page 3 Objective 2 Item 5 reworded to show meetings now held in Lamont House.</p> <p>Page 3 Objective 2 Item 6 reword to show that meetings are advertised in the</p>	

	<p>local community magazine and the website.  Page 3 Objective 2 Item 07 should be removed as no longer required.  Page 3 Objective 2 Item 10 should be removed as members decided not to pursue this task.</p>	YA
12.	<p><b>Review Tenants &amp; Residents Association Strategy</b></p> <p>Members reviewed the Strategy and some minor changes were requested to update the paper.</p> <p>Page 3 Objective 2 Item 2.1.1 remove Craigendoran and Kirkmichael Tenants and Resident Associations from the list and they are no longer in operation and remove any reference within the Strategy.</p>	YA
13.	<p><b>Sunflower Competition Results for 2016</b></p> <p>Members were advised by WN that the Mulberry Bush Elephant Group were the winners for 2016 competition with a sunflower height of 231cm being recorded.  WN to contact the Nursery and organise the presentation of their Prize with BB.</p>	WN
14.	<p><b>Your Voice Update</b></p> <p>SAL provided the update.  Next meeting scheduled for the 14<sup>th</sup> September 2016</p> <p>Consultant now supporting the Your Voice Group is the Tenant Information Service (TIS) who will be in attendance at the meeting. A range of options will then be discussed to take forward the repairs and maintenance scrutiny exercise. Due to this being such a large area to cover TIS will be able to assist members in breaking it down to decide on what area of repairs and maintenance they should scrutinise.</p>	
15.	<p><b>Agenda Items for meeting 3<sup>rd</sup> November 2016</b></p> <p>Members agreed to the paper issued in their packs and WN to format agenda with the items listed and the addition of the following:</p> <ul style="list-style-type: none"> <li>Members requested that the Director of Finance be invited to the November meeting to give an overview of our current business plan.</li> </ul>	WN
16.	<p><b>Chairs Update</b></p> <ul style="list-style-type: none"> <li>Cardross Tenants and Residents Association due to meet on the 15<sup>th</sup> September.</li> <li>CG met with the regulator last week to discuss changes in the current Housing Bill whereby it states that the definition of a Registered Social Landlord will be changing to be a public sector body. This has the potential to cause issues in the future and CG will keep members updated.</li> <li>The future of the Regional Networking Groups is under review in the sense of its current format. Consideration is being given to reducing the amount of Groups from 9 to 4 due to lack of membership.</li> <li>Landlords Report is now available on the Scottish Housing Regulator website.</li> </ul>	

	<ul style="list-style-type: none"> <li>• National Panel of Tenants and Service Users have their annual report available on the Scottish Housing Regulator website</li> <li>• CG confirmed that 12 Tenant Advisers were now in post with the Scottish Housing Regulator.</li> <li>• The Scottish Housing Regulator has updated its website on the complaints process and has provided a fact sheet detailing amongst other things what is classed as a Significant Performance failure.</li> </ul>	
17.	<p><b>AOCB</b></p> <p>Q: SA asked if there were any more refugees coming into the Bute area after seeing increased figures being reported in the media of further refugees arriving in Britain.</p> <p>A: YA confirmed that there was no change to the figures of 20 families being housed in Bute at this current time.</p> <p>CM commented that it was the National figure that had increased with Scotland potentially having the allocation increased.</p> <p>CM highlighted an issue regarding the bin collection cycle of Argyll and Bute Council and advised she was attending a meeting with YA on this subject. This change will have potential issues in the Maitland Court area, amongst others as the bin collection timetable is being changed for waste up lifts. As it is residents that are responsible for their own household waste and with the uplifts being reduced it could have a significant effect on the bin stores and back courts of many areas.</p> <p>YA confirmed that Association staff have been conducting an exercise as to how this may impact in the Lomond area and looking at possible solutions.</p> <p>CM also highlight that this was a cost saving exercise by Argyll and Bute Council as currently the Council pay £2 million in landfill tax, however, this is due to rise rapidly over the coming years therefore the decision has been reached to reduce the current uplift cycles. It is important to note that the onus is on the community to negotiate together to work out a solution which works for their own particular needs.</p> <p>CM advised that at the moment the Helensburgh and Lomond area is the only area with food waste collection and that for an overall global picture some European countries are required to take their own waste to the recycle centres.</p>	
18.	<p><b>Date and Time of next Meeting:</b> 3<sup>rd</sup> November 2016 at 10am in Lamont House</p>	