



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

Thursday 1st November 2018 at 10am

Lamont House 9-19 Stuckleckie Road Helensburgh

Present:

Danny Kelly (DK) – Independent – Chair
Cameron Grant (CG) – Tenant
Sonja Aitken (SA) – Independent
David Phillips (DP) – Tenant
Councillor Hardie – (CH) Council Representative

Staff Members Present:

Yvonne Angus Regional Manager HNS (YA)
Wendy Nicholson Administration Officer Lomond (WN)
Paul Monaghan Housing (HNS) Local Manager Lomond (PM)

Members of the Public

No one in attendance

1.	Welcome & Apologies: DK welcome CH to meeting and members introduced themselves. Apologies: Robert Beggs (RB) Sandra Glazsher (SG) Isaac Owen (IO)	Action
2.	Approved Minutes of Previous Meeting with Matters Arising – 2nd August 2018 Page 2 Item 08: SA asked if Jackie Baillie, MSP's name could be written out in full for clarity, rather than referred to as "JB". Following this amendment the Minutes were agreed as an accurate record of the meeting. Proposed by: CG Seconded by: DP Matters Arising: Page 3 Item 14: Additional Information on Estate Action Plans - YA advised members that this would be discussed in full detail under Agenda Item 08 Page 3 Item 15: CG asked if there had been any publicity in relation to the Garden in Bloom winners for 2018. WN confirmed that all winners will be included in the Autumn edition of the Tenants Newsletter.	WN
3.	Conflicts of Interest to Declare Members declared no conflicts of interest for the November meeting.	
4.	Correspondence Nothing received for the November meeting.	

5. **Regional Managers Report**

YA provided an update on the following:

Investment and Regeneration

Investment Works Package	Estimated Target 2018/19	Completed (end Sept 18)
Windows/Doors	7	7
Kitchen / Bathroom	10	3
Heating / Re-wire	16	9
Roof / Roughcast	28	10

Q: CH queried if these were ACHA wide figures of those for Helensburgh & Lomond

A: YA confirmed these were Helensburgh & Lomond figures, however, we can request ACHA wide figures for future meetings. YA to organise for next meeting.

YA

- **Gas Contract:** 100% properties have a Valid Landlord Gas Safety Record (LGSR)
- **Solid Fuel:** New Cycle started for 2018/19. Aiming to meet the target of 100% properties serviced.
- **Gutter Cleaning:** ongoing
- **Painting and Pre Paint:** ongoing
- **Electrical Period Testing Contract (EPI):** slightly behind target but expect to resolve by end of year.

Castle Wood Court (former Jutland Court site)

- Phase 1 expected Handover January 2019
 - Allocation of 3 x Adapted properties underway
 - Allocation of 13 mainstream properties due end November
- Phase 2 expected Handover August 2019

Demolished Church, Garelochhead

- Planning Approval has been received
- Proposal to build 10 units on this site
- This project is proposed to be a Passivhaus standard
 - Rigorous, voluntary standard for energy efficiency
 - Reduces the building's ecological footprint
 - Building will require little energy for space heating or cooling
 - Results in very low energy bills
- Subject to funding & approvals, site may be acquired before end of 2018/19

Blairvadach, Shandon

- Argyll & Bute Council propose to re-market the site
- Proposal will include:
 - conversion of existing building to flats
 - Private & affordable housing built on the site
- Closing date to be set by Argyll & Bute Council

Other Issues

Housing (Scotland) Act 2014

- All tenants advised of the changes to their Scottish Secure tenancy rights
- Key Changes:
 - Succession
 - Subletting
 - Assignment
 - Joint Tenancy
- To ensure tenancy rights are protected tenants:
 - Must advise ACHA of any changes to their household
 - Anyone who has moved into or out of their home
- Other Key changes:
 - Ending Scottish Secure Tenancies by Court Order
 - Ending Short Scottish Secure Tenancies by Court Order
 - Adapted Properties
 - Right to Buy
 - Conversion to a Short Scottish Secure Tenancy due to Anti Social Behaviour

2017/18 Landlord Report

- Measures our performance against the Scottish Social Housing Charter
- Tenants were consulted on the information they wanted within the report
- Front cover designed by Ethan Hughes, aged 7 from Inveraray

2018 Tenant Satisfaction Survey

- 2018 Survey undertaken during August 2018
- 400 tenants surveyed
- 10 questions asked
- Analysis underway and report being produced for Board of Management for December meeting

An update was given on the winners of the **Annual prize draws**

Good Neighbour Award 2018

Mr McFadzean was this year's Good Neighbour Award winner for the fantastic support he has shown fellow residents at Sealladh Na Mara in Islay.

Q: CG asked if Universal Credit was posing any issues due to its recent implementation within the Argyll and Bute Area.

A: PM advised that numbers are starting to increase with the main source of applicants arising through changes in Housing Benefit. PM advised members that customer service staff have received significant training in Universal Credit to assist our tenants and we also have our Welfare Rights Officer available for advice.

Q: CH commented on the condition of some of the ACHA properties he has seen and asked if the maintenance of buildings was carried out through customers contacting ACHA or if planned inspection visits were carried out.

A: YA confirmed that tenants can report issues directly. She explained that various staff also carry out planned estate inspections. A Stock condition survey has been carried out within the areas. .

6.	Judging Employee of the Season – Summer Award No nominations were received for the Summer award.	
7.	Key Performance Indicators (KPI) – Quarter 2 Report Approval for the new layout of the KPI information was agreed by members. YA guided members through the KPI report detailing the performance of the Helensburgh and Lomond Area in the following topics. <ul style="list-style-type: none"> • Tenancy Offers • Average Time to Relet Properties • Low Demand Properties • Not Low Demand Properties • Void Rent Loss • Tenancy Sustainment • Anti Social Behaviour • Arrears Figure • Former Tenant Arrears CH commented on the high level of former tenant arrears, discussion took place on how this money can legally be recovered. YA also advised the Director of Housing & Neighbourhood Services (HNS) was currently working on a debt management policy which will assist staff in tackling this debt.	
8.	Estate Action Management Plans a) Budget Update – Members noted the budget provision. b) PM provided a verbal update of progress on the following projects: <ul style="list-style-type: none"> • 13-15 Kirkmichael Road –PM confirmed to members that this was a wooden fence. • 18-20 Buchanan Road – PM reminded members that this project had been postponed pending further information. PM confirmed that the fencing was wooden and more specifically that the fence would be a dividing fence between 18/20 Buchanan Road and 14/16 Buchanan Road. Members approved the works. • 19 Benbouie Drive – PM requested that members remove this project from the 2018/2019 Programme. This was approved c) New Project – 25 Benbouie Drive – Members approved this project. d) New Project – 67 Buchanan Road – Members approved this project.	
9.	Community Action Fund Applications a) Budget for 2018/19 – Members noted the available budget and spend to date b) Application(s) to be considered – No community action funds were received.	
10.	Membership Strategy Members were asked to review the Membership Strategy. Members agreed the strategy with no amendments.	

11.	Tenants and Residents Strategy Members were asked to review the Tenants & Residents Strategy. Members agreed the strategy with no amendments.	
12.	Updates from Committee Members <ul style="list-style-type: none"> • Your Voice Update YA provided the update in the absence of RB. The group are looking at communication in relation to Investment and Regeneration works, taking into account the Association's own tenants and factored owners. The Scrutiny Group will look at all aspects of communication, prior to works, during works and post works including letters, visits, staff involved and also including information available to tenants/owners on the website or by direct enquiry to the Association. • Tenants Panel Update provided by CG <ul style="list-style-type: none"> ○ CG confirmed that the Tenants Panel will meet again in Dalriada House on 20th November 2018. He advised that they had a successful turnout in at the last meeting which was held in Kintyre. ○ CG advised that the Scottish Housing Regulator were advertising on their website for Board members which were to be preferably tenants from social housing. ○ CG will be attending a Pre Agenda meeting with the Scottish Housing Regulator on 6th November to discuss several publications which have recently been issued. ○ CG advised that that the last meeting of the Cardross Tenants and Residents Association was held on 26th October 2018. ○ CG advised that at the Contractors request the proposed new Cardross Housing Development had been deferred for 3 months. 	
13.	Agenda Items for meeting January 2019 Members agreed agenda items or the next meeting.	
14.	AOCB <ul style="list-style-type: none"> • Area Committee Interview for Tenants Newsletter – YA asked if members would like to participate in a short 2 minute interview for a future newsletter. DP volunteered. • Members were asked to complete Photo Consent Forms to provide authorisation for their photo's to be used in publications. • Induction Training for new members is being carried out towards end November. Both new and existing members were encouraged to put their names forward. • SA advised that the association had received a positive mention from the Helensburgh & Lomond Carers in their Newsletter following them receiving a Community Action Fund. 	
15.	Date and Time of Next Meeting Thursday 10 th January 2019 at 10am Lamont House Helensburgh	