



HELENSBURGH AND LOMOND AREA COMMITTEE MINUTES OF MEETING

Thursday 2nd May 2013 @ 11.00 am
Cardross Community Flat, 1 Kirkton Road, Cardross

Present:

Michael Brown (MB) - Tenant
Stephen Allcroft (SAL) – Tenant
Sandra Glazsher (SG) – Tenant
Sonja Aitken (SA) – Independent
Daniel Kelly (DK) – Independent

Staff Members Present:

Colette Benham Director of Human Resource & Corporate Services (CB)
Yvonne Lister, Regional Manager, Housing & Neighbourhood Services (YL)
David Rae, Local Manager HNS (DR)
Wendy Nicholson, Administration Officer (WN)

1.	Apologies: Bill McIntyre Cameron Grant	Action
2.	Minutes of Previous Meeting: 14 03.13 Agreed <ul style="list-style-type: none"> Page 3 all references made to Argyll Homes for All should be abbreviated to AHFA and NOT AFHA. Page 2 Garage Sales MB pointed out that this should read sold rather than “bought”. <p>Proposed: Stephen Allcroft Seconded: Sonja Aitken</p>	
3.	Matters Arising: <ul style="list-style-type: none"> Page 1 YL confirmed to members that M Dunlay had received a letter thanking her for her contribution to the Area Committee. Page 2 YL confirmed that an update on the Darleith Road Garages would be addressed under Agenda Item 6. MB raised an issue with the Key Performance Indicator paperwork enclosed in the information pack where it would appear that the figures for Void Turnover and Low Demand had a discrepancy. <p>YL confirmed that the figures on Page 2 were localised figures for the Helensburgh area and the figures on Page 7</p>	

	<p>were actually ACHA wide figures. After discussion it was further agreed that these figures would be separated into each area of the Association for example, Lomond, Bute, Cowal and provided to the Area Committee.</p> <ul style="list-style-type: none"> • MB asked for an updated on the Hand Held Terminals which are to be piloted in the Mid Argyll Office and the Customer Service Centre. <p>YL confirmed that this should be getting rolled out within the next 2-3 weeks this had been delayed due to configuration problems with the chip and pin which our IT department are trying to rectify.</p>	YL
4.	<p>Conflicts of Interest to Declare</p> <p>SA declared an interest in Agenda Item 9 as she currently volunteers for the Helensburgh and Lomond Highland Games. SA will be required to leave the room when the decision on the Community Action Fund is discussed.</p>	
5.	<p>Correspondence:</p> <ul style="list-style-type: none"> • Email received from Argyll and Bute Council advising that our representative will be appointed at their meeting on 11th June. 	
6.	<p>Regional Managers Report presented by Y Litster</p> <p>Key Points discussed being:</p> <p>Investment and Regeneration</p> <p>Kitchen & Bathroom (Carillion)</p> <ul style="list-style-type: none"> • Mop up in progress quality of work remains high. <p>Window & Doors (Sidey)</p> <ul style="list-style-type: none"> • 17 Properties being fitted with windows • 19 Properties being fitted with doors <p>Heating & Rewire (Carillion)</p> <ul style="list-style-type: none"> • 9 Heating systems being Installed • 7 Rewires being worked on <p>Roofing & Roughcasting (Morrison Spottiswood)</p> <ul style="list-style-type: none"> • Kilcreggan Site now underway • Buchanan Road almost completed <p>Non Trads – Stewart & Sheilds</p> <ul style="list-style-type: none"> • Few snagging works with sign off imminent <p>Garage Lock Up Strategy</p> <ul style="list-style-type: none"> • Pre Planning Application Submitted end 2012 • Building Warrant for demolition secured. • Full Planning Application for demolition submitted mid March • Meeting on Site with Planning Officer – Objections 	

- discussed and minor modifications agreed.
- Now awaiting Planning Approval

Customer Complaints Update from 03.10.12 to 31.03.13:

In October ACHA implemented the new recording system, 112 complaints from the old method of recording were still ongoing and had the potential to progress to Stage 3 Appeal or be looked at by the Scottish Public Service Ombudsman. Over the course of 2012/2013 our Appeal Committee reviewed 19 complaints, they found in favour of 2 complainants, recommending the appropriate action. The committee upheld the decisions of staff in 16 complaints, with the outcome of one complaint still to be decided.

Over the same period of time the Scottish Public Service Ombudsman was asked to review 8 complaints made against the association. Of the 8 complaints reviewed the ombudsman upheld 1 complaint, and partially upheld two others, recommending changes to our processes. Two complaints were not upheld and two did not fall within the ombudsman's jurisdiction. As at time of reporting the ombudsman was still reviewing one complaint that they had received in September 2012.

Key Performance Indicators

Papers previously issued to members in their information packs.

7 Key Performance Indicators were met over the course of 2012/13 these were:

- Void Turnover
- Arrears
- Urgent and Routine Repairs
- Qualifying Repairs
- Repair Satisfaction
- Post Inspections

3 targets were partially met:

- Transfers to the waiting list
- Void Repairs
- Emergency Repairs

2 targets we did not meet:

- Lets to Statutory Homeless and Direct Waiting List

Housing Management:

Estate Management Policy

- currently being reviewed due to costs of consultation

Home Argyll Review

- Consultants have now completed the 1st Draft of the Policy

Factoring Policy

- passed to Policy Committee for Approval

<p>Scottish Housing Charter The Scottish Social Housing Charter (SSHC) sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities</p> <ul style="list-style-type: none"> • 7 sections covering equalities; the customer/landlord relationship; housing quality and maintenance; neighbourhood and community; access to housing and support; getting good value from rents and service charges; and other customers • It contains a total of 16 Outcomes and Standards – significant amount of work will take place during 2013/14 to ensure we meet these outcomes • Completed work to ensure new Charter Indicators are in place from 1st April <p>Welfare Reform</p> <ul style="list-style-type: none"> • Main focus has been on Under Occupation (bedroom tax) • Latest figures suggest 583 ACHA Tenants affected. • Anticipating around £310,000 annual loss of housing benefit • 63% of affected ACHA tenants failed to pay rent last week. • Welfare Rights staff contacting these tenants. <p>Argyll Home for All (AHFA)</p> <ul style="list-style-type: none"> • AHFA now fully operational throughout our areas of operation • Some initial teething problems • Internal Processes have been reviewed – ensuring minimal disruption to customers • Customer Service Centre has now been relocated to 31 James Street. <p>Interesting Facts – Cardross</p> <ul style="list-style-type: none"> • Robert the Bruce once lived in Cardross and it is believed he lived and died there in 1329. • The Mains of Cardross field is thought to have been the location of his royal manor • The ruined 15th century Kilmahew Castle that was built by the Napier Clan is situated just north of the village. • Hazel Irvine the popular BBC Sports Presenter • A J Cronin the celebrated doctor and writer, was born in Cardross in 1896. <p>Q: SG asked if any Roofing and Roughcast work was planned for the Garelochhead Area. A: YL responded that she would look into this and report back at the next meeting.</p> <p>Q: SAL asked if a cyclical painting programme had been implemented in the Lomond area yet. A: YL will include this information in her next Regional Managers report which will also clarify if owners are given the opportunity to</p>	<p>YL</p>
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	<p>participate and what correspondence is issued to tenants and residents on this.</p> <p>Q: SAL asked if this is something that AHFA might be undertaking the cyclical painting programme.</p> <p>A: YL confirmed that this is potentially something that will be considered in the future, however, at this time AHFA would not be carrying out the cyclical painterwork.</p>	YL
7.	<p>7 Year Estate Management Programme:</p> <p>DR requested members consider year 2 proposals. These proposals were previously agreed by the committee to be completed during year one. However, no funds became available and therefore the proposed works were not carried out.</p> <p>All Members agreed that the costs should be resubmitted for the following works and once they had been agreed works should commence as quickly as possible. DR confirmed that costs would be submitted to the Meeting on the 4th July 2013.</p> <ol style="list-style-type: none"> 1. Replacing the Concrete Bollards at Johnson Court Helensburgh 2. Demolish the Bin Store at 5 Drumfork Court Helensburgh. 3. Construct Bin Enclosures at 1 & 2 Drumfork Court Helensburgh <p>DR further confirmed that fencing is not being met by the routine repair budget and it is difficult to see how demand for this can be met if the Committee to not prioritise it in the EMAP programme. Fencing improvements greatly enhance the appearance of our estates.</p> <p>The seven year EMAP plan was reviewed by members and agreed.</p> <p>It was agreed that the budget for the EMAP would be provided to the Area Committee at their next meeting.</p>	<p>YL</p> <p>WN</p>
8.	<p>Future of Area Committees</p> <p>MB advised members that at the Area Committee Chairs Meeting in March 2013 the future of the Area Committees were discussed. Members views were being sought in relation to what they feel the committee achieves for the community and what Members feel isn't achieved. Members were also asked to consider if the Committee could link with the community better.</p> <p>Discussion took place and the following key points were raised.</p> <ul style="list-style-type: none"> • More local decision making should be made by Area Committee`s, should consider taking more decision making away from the Board. However, it was felt that this could potentially mean longer/more meetings to do this and also training would be required for each member to carry out these decisions fairly and adequately. Members noted that 	

	<p>items had been devolved already – Community Action Funds, Membership Strategy and Tenants & Residents Association strategy.</p> <ul style="list-style-type: none"> • It was further noted that the Member involvement in the strategies was limited and that YL had carried out the majority of the work/ • In terms of meeting venues, although moving around to all the Helensburgh & Lomond areas in theory was a good idea community residents did not actually attend and that maybe the Committee should consider the same venue for each meeting. However, it was noted that the community should have a voice through the Area Committee and they can do this by localised meeting venues. • Members also discussed that residents did only show an interest when things were going wrong on a personal basis with ACHA and would only then wish to attend a meeting when really complaints of this nature should be dealt with by the local area offices. • The point was raised that the Committee should be working on a strategic basis which was difficult to do as operational matters were also key to decision making. <p>MB asked that members please think further about this and email WN any comments they wished taken to the next Chairs meeting in June. All comments should be received by WN by the end of May for collation and passing onto YL/MB.</p>	<p>ALL WN</p>
9.	<p>Community Action Fund Applications:</p> <p>Members were issued with the funding applications from 2 Charities with their papers.</p> <ul style="list-style-type: none"> • Helensburgh and Lomond Highland Games • Cove and Kilcreggan Youth Cafe <p>All members agreed on proposals to phase the budget over the financial year to ensure we can assist as many local Charities as possible.</p> <p>WN to ensure accurate account of spending is recorded and distributed to members at each meeting.</p> <p>SA left the room as members discussed the first proposal from Helensburgh and Lomond Highland Games.</p> <p>The majority of members agreed to award £250 WN to progress payment.</p> <p>SA returned to the room for the vote on this proposal.</p> <p>2nd Proposal was from Cove & Kilcreggan Youth Cafe.</p> <p>Members unanimously agreed to award £200 and WN again to progress payment.</p>	<p>WN</p> <p>WN</p> <p>WN</p>

10.	<p>Membership Strategy</p> <p>All members unanimously agreed to the amended Membership Poster and Application that was produced by the Mid Argyll & Kintyre Area Committee. It was agreed that the poster and leaflet should be localised for each Area Committee.</p> <p>YL distributed the Action Plan for the Lomond Membership Strategy and asked members if they would still like to draft a survey for non members of the Association to seek their views. Members requested that this be put on hold for the time being and will be revisited at a later date.</p> <p>YL advised that this meant the Strategy was now complete and the final draft would be sent out to members in their papers for the meeting on the 4th July. YL request that the papers please be read prior to the meeting in order that it can be signed off to allow the Chair to present it to the Board Meeting on 8th August.</p>	YL
11.	<p>Development of the Tenants & Residents Association Strategy</p> <p>YL distributed the Action plan showing progress to date.</p> <p>YL advised that only DK had produced a list of active committees/organisations operating in his area and that to progress this strategy further all members would have to supply this information at the next meeting. This information can then be analysed and the final draft of the strategy circulated for approval.</p> <p>WN will remind members in the covering letter sent out with the papers what information would be needed for the meeting.</p>	WN
12.	<p>Guest Speaker Colette Benham: Director of Human Resource & Corporate Services</p> <p>Presentation previously circulated to members.</p> <p>CB advised members that the purpose of this session was to give a strategic overview on general progress made since the February 2012 planning days in respect of objectives for which HRCS are responsible or have input to.</p> <p>The 5 main objectives are as follows:</p> <ol style="list-style-type: none"> 1. Achieving the Scottish Housing Quality Standard by 2015 and addressing housing need in Argyll & Bute, through development 2. Providing quality customer care across all our services 3. Developing the Financial strength and capacity to meet current and future objectives 4. Meeting legal and good practice standards to deliver business performance 	

	<p>5. Promoting equal opportunities for all service users and employees</p> <p>In addition CB advised that Information Technology (IT) was being discussed in relation to social networking for example Facebook was used very well by local residents in Kintyre during the severe weather conditions earlier in the year with accurate and right up to minute information being shared.</p> <p>MB asked about the staff feedback received after training courses were delivered on Customer Care.</p> <p>CB advised that on the whole the feedback was very positive and that continued support and development would be provided for staff in this regard to ensure high levels of customer service.</p>	
13.	<p>Agenda Items for meeting on 4th July 2013</p> <p>SG stepped down from her position as tenant member as she is the longest serving member at this time.</p> <p>The AGM is scheduled for 4th July 2013 at 11.30am and YL/MB will liaise on presentation and what format the meeting should take. It was noted that last year's AGM was well attended and consideration will be given this year to a longer question and answer session..</p> <p>Office Bearers meeting will take place after the AGM with a short agenda to close of the membership strategy, agree any community action funds and agree Estate Management costs which will be provided by DR.</p>	
14.	<p>AOCB</p> <p>Letter was passed to YL from SA which was received from a tenant. As matters of this nature are not for discussion at Area Committee meetings the letter will be passed to the Area Team for response.</p> <p>MB advised that he had received x2 satisfaction surveys one with an envelope and one without for a repair carried out in February he requested that this be investigate to ensure we are not duplicating letters. WN to investigate.</p>	WN
	<p>Date and Time of next Meeting</p> <p>Thursday 4th July 2013 AGM in the Braeholm East Montrose Street Helensburgh at 11:30am</p> <p>The Election of the Office Bearers along with any other business matters will be dealt with at a meeting in the afternoon.</p>	