

	No correspondence received	
6.	<p>Regional Managers Report</p> <p>Before delivering the Report YL advised members that there had been significant IT issues affecting both ACHA and Argyll and Bute Council which has resulted in the systems being “down” for several days. This has impacted on the information available for the report, however, any necessary updates will be delivered at the next meeting on the 15th November.</p> <p>Investment Programme</p> <p><u>Kitchen/Bathroom Programme - Contractor – Carillion</u> Contractor is still working on mop up programme, they are carrying out reactive bathroom installs which we are closely monitoring, the contractor is still awaiting survey dates to complete the remaining kitchen and bathrooms in the Lomond area.</p> <p><u>Window and Door Programme - Contractor - SIDEY</u> Contractor is at snagging stage for the previous works, and work starts again in September for approx 6-8 weeks Warranty issues are being dealt with within the set timescales.</p> <p><u>Heating and Rewire, Programme - Carillion</u> Work is ongoing with the heating and rewire programme. We are now getting approx 3 weeks’ notice on the programme, which is helpful. There is a great deal of supervision required and the local team are working hard to resolve any issues that are reported. There has also been some significant complaints which have now been addressed by both the local team and Investment staff.</p> <p><u>Roofing and Roughcasting Morrison and Spottiswood</u> Unfortunately the work isn’t progressing as per the programme. Local staff are working hard with the contractor in trying to resolve problems with workmanship. Already we have had a major roof restriped after tiling due to the amount of faults found, this unfortunately is not providing a good impression with owners and is affecting relationships. Staff have had to step up the amount of time spent on supervising this contract Roofing work taking place at: Block 5 Columba Street, Block 11-18 Buchanan Road, 60 - 64 Buchanan Road, Block 24 Benbouie, 65 Buchanan Road, 20 Stuckleckie Road,,,,still awaiting site start Kilcreggan, and Arrochar. Non Trads have started in Cardross and Rosneath</p> <p>Customer Complaints 01.04.12 – 30.06.12</p> <p>Sixty four complaints were dealt with during the period 1st April to 30th June 2012.</p> <p>The Lomond Area dealt with 5 of these.</p>	

<p>In terms of Stage 3 Appeals - The Appeals Committee have upheld the outcome of 7 complaints.</p> <p>For Stage 4 Scottish Public Services Ombudsman (SPSO) complaints –the Ombudsman has found in favour of one complainant, making recommendations to the Association</p> <p>CJ advised that all ACHA staff are currently undergoing training on the new complaints procedures which will come into operation on the 3rd October 2012.</p> <p>Housing Management and Maintenance</p> <p>Factoring Strategy – Update</p> <ul style="list-style-type: none"> • 1st April – 14th Sept – Total 180 contacts made • 32 properties (17 Blocks) signed up to ACHA's Factoring Service • ACHA Wide – we now act as Factor for 174 properties • New Property Factors Legislation will now affect the future delivery of the Strategy. <p>YL further advised members that the Property Factors Act, which comes into effect from 1st October this year, will require major consultation, therefore, after discussions with ACHA's legal advisors BTO, it was agreed ACHA should suspend further discussions with owners until we are able to respond to the requirements of the new Property Factors Act.</p> <p>CJ went onto to comment on the suspension of the Factoring Strategy by advising Members of some of the challenges the Association faces over the coming year in relation to the Property Factors Act. This included:</p> <ul style="list-style-type: none"> • The Association will be required as of the 31.10.12 to register all properties which are factored. • This is not as straight forward as it sounds, as the Association may factor blocks by default, whereby we continue to carry out communal works within a block where tenants and owners reside. This could mean that a further 6000 properties may require to be registered. • To put this into perspective, to register one property the Association must complete a Service Statement prior to registration which includes the checking of title deeds. • Currently the Association does not charge for ground maintenance, however, to register correctly, we may have to establish the tenant/owner ratio for all ground that ACHA currently own and maintain. • In a more positive note we may by default be factor to all of our properties. <p>All of the above is in its early stages and advice is being sought with our Legal Advisors BTO, however, it is envisaged ACHA will</p>	
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	<p>be writing to all owners within our area to advise them of this new legislation.</p> <p>Q: MB asked if ACHA and other RSL`s had raised concerns regarding this legislation. A: CJ advised that “yes”, RSL`s, SFHA, BTO amongst others had all raised their concerns.</p> <p>Key Performance Indicators</p> <p>Members were reminded that the Key Performance Indicator information is now contained within their information pack.</p> <p>YL went onto summarise the Lomond Area Team figures advising that they continue remain on target with:</p> <p>Relets to homeless, Void Turnover, Arrears Figures, Repairs Satisfaction and all the Repairs categories.</p> <p>There were no concerns to report this month.</p> <p>No Questions were raised by Members..</p> <p>Wider Strategic Issues</p> <p><u>Building our own In House Repairs Team</u> – A report will be submitted to the Board of Management on 27th September, to consider the proposals.</p> <p>Members were reminded that John Forbes was employed by ACHA to look at the Association building our own IHRT across the whole of the area.</p> <p><u>Scottish Government Consultation</u> on the future of right to buy has now concluded. ACHA participated in a focus group with the Scottish Federation of Housing Associations to assist with their response to the consultation document and in addition ACHA submitted their own response.</p> <p><u>Garden in Bloom</u> winners have all been presented with their prizes and a press release will be organised.</p> <p>In terms of the <u>Sunflower Competition</u>, the largest sunflower was grown by the Banana Group of the Mulberry Bush Childrens Nursery. Their sunflower measured 174 cm. This was a group entry and they will receive vouchers to the total value of £50.</p> <p>Only 2 other entries were received, however, the feedback received has been extremely positive, and all nurseries are keen to participate again next year.</p> <p>2nd place - Nursery was Arrochar Primary Pre 5 Unit with a sunflower of 156 cm</p>	
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	<p>3rd place was Garelochhead playgroup with a height of 97 cm.</p> <p>A press release will be issued shortly.</p> <p>It was further agreed that YL would obtain information from the Area Team as to how they promote the garden in bloom competition.</p>	YL
7.	<p>Community Action Fund Applications (CAF)</p> <p>A Guidance note was circulated to Members to assist them in considering CAF applications.</p> <p>The first batch of applications will be submitted to Members at the November meeting for their consideration.</p> <p>.</p> <p>Q: MB asked that as we now have Charitable Status does that mean we can only make donations to other registered charities?</p> <p>A: YL confirmed this as correct.</p> <p>Members were asked to give some thought as to how they wish to proceed with this for the next meeting and how they wish to apportion the monies available. It would be expected that seasonal applications will be received.</p>	
8.	<p>Estate Management – 7 Year Action Plan</p> <p>All papers were distributed in packs prior to meeting to allow for decisions to be made.</p> <p>YL advised members that due to budget constraints on the current Repairs Budget all EMAP work will be suspended, however, it was agreed to continue with the decision making to allow work to progress immediately once funds become available.</p> <p>DR went through the current 7 year action plan advising members that this was a work in progress and open to change. DR went onto explain that as EMAP surveys were received from owners and tenants in each of our areas the results would be fed into this programme to ensure that everyone has a say in what gets carried out in their immediate area.</p> <p>The following proposals come from year one of the programme.</p> <p>Johnson Court Helensburgh Bollards – to erect another two concrete bollards at this location.</p> <p>Fencing Improvements – renew/replace fencing at various properties across the Lomond area.</p> <p>Drumfork Court Helensburgh – to remove derelict bin store at Number 5 and upgrade numbers 1 and 2 with bin shed.</p> <p>Members discussed all of the above options and agreed to</p>	

	<p>categorise each proposal in priority order so that when money becomes available each individual project can be progressed.</p> <p>MB proposed the following to members which was “agreed”.</p> <p>1st Priority should be the proposal at Johnson Court Helensburgh.</p> <p>2nd Priority should be the demolition of the bin store at 5 Drumfork Court.</p> <p>3rd Priority should be the erection of new bin stores at 1 & 2 Drumfork Court Helensburgh.</p> <p>MB asked for clarification on the lighting issue at Drumfork Court whereby it was proposed to install outside lighting in this area. He felt this should be a statutory repair and therefore should be taken from repairs budget.</p> <p>CJ will provide clarification on this matter prior to any decision being made.</p> <p>YL confirmed that the Budget Statement analysis for EMAPs would be provided in future Agenda packs.</p> <p>SAL thanked DR for his presentation. DR left the meeting at 12.10 pm</p>	<p>CJ</p> <p>YL</p>
9.	<p>Nomination for Tenant Member</p> <p>Members unanimously agreed that Cameron Grant should be co opted onto the Helensburgh Area Committee.</p> <p>YL will write to Mr Grant to advise.</p>	<p>YL</p>
10.	<p>Membership Strategy</p> <p>Members agreed to go to Agenda Item 12 prior to making decisions on the above.</p> <p>Members highlighted the following which should be included in the first draft of the Membership Strategy.</p> <ul style="list-style-type: none"> ➤ Advertise membership in the Tenants Newsletter ➤ Continue to include information through the new tenants welcome pack. ➤ Co ordinating meetings so that they are held in various locations of Helensburgh & Lomond with advertisements being place in the local press, community magazine, tenants newsletter etc advising where and when. ➤ .Develop a survey to be issued to current Members in the Lomond area to ascertain what made them become members of the association in the first instance. ➤ Develop a survey to be issued to non members to try and ascertain a best approach to promoting our membership. ➤ Look at the benefits of becoming a member are they 	

	<p>sufficient?</p> <p>YL agreed to include the above action plan within the draft strategy and develop the survey forms. This will be presented at the November meeting.</p>	YL
11.	<p>Autumn Newsletter</p> <p>Depending on space, Members agreed to the following being included in the Autumn edition of the newsletter.</p> <ul style="list-style-type: none"> ➤ Promote dates and venues for our up and coming Area Committee meetings. ➤ Encourage membership for Lomond ➤ Include Sunflower Competition Winners <p>YL will confirm if more space can be awarded for the Spring edition.</p>	YL
12.	<p>Opening Meetings to the Public</p> <p>All members unanimously agreed to open our meetings to the public, however, the following guidelines will need to be adhered to.</p> <ul style="list-style-type: none"> • Venues will require to be large enough to include seating for visitors. • Visitors can be non members and members, however, will only be there to observe the meeting. • Visitors will be advised that a question and answer session will be available after the meeting has been closed, where issues can be raised. • There will be staff available to record these sessions, if required. 	
13.	<p>Agree Future Meeting Dates and Venues</p> <p>All papers were distributed in packs prior to meeting to allow for decisions to be made.</p> <p>After discussion dates and venues were agreed as follows:</p> <p>15.11.12 Victoria Halls Sinclair Street Helensburgh 17.01.13 Kirkmichael Centre Helensburgh 14.03.13 Howie Pavillion Rosneath 02.05.13 Cardross Community Flat 1 Kirkton Road Cardross 04.07.13 Braeholm East Montrose Street Helensburgh</p> <p>BM commented that he wished to move the meetings from the Thursday to another day of the week. MB explained that the meeting dates had been previously agreed by Members.</p>	

	<p>Future meeting dates will be agreed by Members at the Office Bearers meeting in 2013.</p> <p>Start time of meetings remains at 11am</p>	
14.	<p>Tenant Involvement Strategy – Consultation</p> <p>No comments received – YL confirmed deadline as 14.09.12</p>	
15.	<p>Youth Strategy – Consultation</p> <p>MB commented that it was a very well written document. YL confirmed that G McInnes was the author of the document and his comments would be passed onto her.</p> <p>Q: MB asked if the Association was involved in any youth schemes and asked about an initiative that was being carried out in the Oban office.</p> <p>A: CJ advised that “yes” Area Teams did have summer student placements for work experience which we have been doing for the last 3 years. CJ advised she would look into the Oban initiative as she was not aware of any other scheme.</p>	<p>YL</p> <p>CJ</p>
16.	<p>Guest Speaker – Christine Johnston Director of Housing & Neighbourhood Services</p> <p>CJ gave an overview of her role and duties which included:</p> <ul style="list-style-type: none"> ➤ Delivering a front line service for all tenants and customers. ➤ Delivering a service on behalf of our other Departments for example Investment and Regeneration. ➤ Facilitate services with x2 Regional Managers ➤ Responsible for the following: <ul style="list-style-type: none"> ✓ Arrears Management and Monitoring this includes current tenant, former tenants etc. ✓ Factoring ✓ Estate Management ✓ Allocations ✓ All aspects of Repairs ✓ Partnership Working etc ➤ Prevention and Support for Homelessness ➤ Working with high risk offenders <p>Over and above the primary duties the Association faces several high profile challenges over the coming year which includes the following:</p> <ul style="list-style-type: none"> ➤ Property Factors Act which was discussed under Agenda Item 6. ➤ Scottish Social Housing Charter whereby 16 outcomes must be addressed and evidenced. Therefore accurate recording and maintaining of information must be at a high level. We have to prove that as an organisation we are fair and transparent. ➤ Development of ACHA`s Repairs Service through our 	

	<p>Subsidiary which will also include Factoring.</p> <ul style="list-style-type: none"> ➤ Mid Market Rents – whereby the Association, for x2 properties, must develop a policy with service level agreements on how we manage these properties. ➤ Welfare Reform and Mitigation Strategy: this throws up several key issues which will have to be addressed, some of which are: <ul style="list-style-type: none"> ✓ How we allocate our properties ✓ How will some tenants be able to sustain their tenancies ✓ How will this affect our business plan ✓ Universal Benefits will be getting paid directly to tenants – how do we support this? ✓ The above comes into effect from 02.04.13 <p>Q: MB asked if tenants would have a choice on how their universal credit is paid?</p> <p>A: CJ responded “no” they would receive their monthly cheque direct to them. The Association can apply for direct payment if a tenant falls into arrears, following a significant period of time. However, this means the debt is already substantial and very hard to recover.</p> <p>Q: MB asked in relation to the “bedroom tax” are tenants able to take in lodgers.</p> <p>A: CJ responded “yes”, the Association would be promoting lodger applications, subletting applications (only available for a maximum of one year) to tenants when appropriate.</p> <p>Q: SG asked if all RSL`s have the same problem.</p> <p>A: CJ responded “yes” however the geographical nature of our area does cause other issues as well.</p> <p>To summarise CJ advised that all the above challenges are over and above the day to day running of an already busy Section and staff will have to be taken from our service delivery to assist with the above.</p>	
17.	<p>AOCB</p> <p>Members had no other business to discuss</p>	
	<p>Date and Time of next Meeting</p> <p>Thursday 15th November 2012 @ 11:00 am in the Ante Room of the Victoria Halls, Sinclair Street, Helensburgh</p>	