

Exemplar Estates

- The Board of Management approved a 1.5 million spend over the next 5 years to create Exemplar Estates. This will commence by creating 4 test case studies with work being completed by Mid April. These works will be spread across the Associations areas. KMcG had provided wall boards of what is so far being considered. This gave members a visual look at some of the environmental suggestions.
- These cases studies will provide the format going forward and will be closely monitored to ensure the Association “get it right”.
- Photos of all the 4 case studies will be produced throughout the length of the work showing progress from start to finish.
- The exemplary estates when confirmed in all areas will be widely advertised to advise tenants of what is getting carried out, where and when.

Ground Maintenance Contract:

- The Ground Maintenance Contract is now being carried out by Argyll Homes for All (AHFA) which allows for a more proactive service and provides the Association with better value for money.

Q: CH felt that although this was a commendable programme should the Association not been looking at the stock condition of the properties within Lomond and be investing in stock deemed as in poor condition.

A: KMcG agreed with CH and confirmed that the Association is currently undergoing a 100% Stock Condition Survey to enable budgets and funding to be targeted in the areas of most need. KMcG also confirmed that the Association is currently bidding for “Warm Homes” funding which would benefit 900 homes over the Argyll and Bute area.

Q: SA asked if moving forward KMcG had considered the impact this may have on owners and have the Association taken steps to work with owners.

A: KMcG agreed with SA that owner involvement is pivotal and felt it was important that engagement was carried out correctly. KMcG was considering the implementation of an Owners Forum which she felt would encourage engagement with the Association. Also it was felt that if projects were planned well in advance and owners notified as early as possible of the work commencing would allow owners the opportunity to consider different options available to them.

Q: IO asked if the Grounds Maintenance contract meant an increase in staff in the local area.

A: KMcG advised that Yes this allowed for 10 additional staff to be employed with 3 in the Helensburgh and Lomond area. It is anticipated that there will be a Press Launch when the contract starts in April 2019.

Q: BB asked if there was scope for owners to enter into a credit agreement and pay invoices by instalments.

A: KMcG advised that in order to do this a Credit Licence would have to be obtained. KMcG is currently in discussions with the Director of Finance in this regard. However meantime staff will look into being more proactive with the private sector grants.

Q: CG asked if the Association had been approached by any utility companies with a view to having a landlord electric supply created in multi tenure communal

	<p>areas. CG commented that this was the preferred option for the utility companies and this had already happened in other areas in conjunction with the local Housing Associations.</p> <p>A: KMcG has had no notification that this is in the pipeline for the Argyll area.</p> <p>Q: IO asked if the Association would consider selling properties within mixed tenure blocks where owners were in the majority.</p> <p>A: KMcG advised there is possibility that this could be considered</p>	
5.	<p>Matters Arising (including Information Pack)</p> <p><u>Page 6 Item 16: Trees at Park Grove Cardross:</u> YA confirmed that a site visit was due before the 15th March to check if the trees were growing.</p> <p><u>Page 3 Item 6: Customer Satisfaction:</u> YA confirmed that the last Customer Satisfaction was carried out during August 2018. YA also advised that an Action Plan had since been approved by the Board of Management taking into account the results and full details will be provided to the Area Committee at a future meeting.</p> <p><u>Page 6 Item 16 Ministry of Defence (MoD) Press Article:</u> YA confirmed that colleagues in our Investment & Regeneration Team had tried to engage with the MoD in this regard with limited success. She was aware that there was a task force in operation looking at the issues raised.</p> <p><u>Information Pack: Complaints Update April to December:</u> YA advised that our complaints process consisted of Stage 1 and Stage 2, however, if after the Stage 2 conclusion and the customer is still dissatisfied then the complaint can be considered by the Ombusman who will carry out a full audit of the case.</p> <p><u>Information Pack: Board of Management Update:</u> YA confirmed that DK, CG and until recently SG are Board of Management members. JM the Chair of the Board of Management was also present at the meeting in an observatory capacity. YA confirmed that there was a good flow of information feeding from the Board to the Area Committees and vice versa.</p> <p><u>Page 4 Item 7: EMAP Query:</u> YA confirmed that it was agreed by members on their meeting held in November to remove this EMAP from the programme.</p> <p><u>Page 4 Item 8: Scheme of Delegated Authority:</u> YA confirmed that authorisation had been given to update members with the Budget details for our Reactive Repairs Service. Also in terms of the Investment and Regeneration updates - members will be provided with more detailed information starting from next financial year.</p>	YA
6.	<p>Correspondence</p> <p>WN confirmed that the Helensburgh Advertiser published the Press Advert promoting our new development in Castle Wood Court Helensburgh.</p>	
7.	<p>Regional Managers Report</p> <p>YA provided an update on the following:</p> <p><u>Investment and Regeneration</u></p>	

Investment Works Package	Estimated Target 2019/20	To end Jan 2019	% complete
Windows/Doors	23	15	65%
Kitchen/Bathroom	4	3	75%
Heating/Re-wire	18	11	61%
Roof/Roughcast	67	64	96%
	112	93	83%

Cyclical Programme

Gas Contract: 100% Valid LGSR completion

Solid Fuel: New Cycle now started for the sweeping/servicing of these systems

Gutter Cleaning: Contracted numbers are projected to be met

Painting and Pre Paint: Projected underspend

Electrical Periodic Inspection (EPI's) Contract: Running behind target figures.

Regeneration

Castle Wood Court

- The first 16 properties were relet on 1st February
- 3 properties specifically adapted to meet the needs of applicants
- Remaining 16 properties due to be completed this Summer.

Garelochhead Development – Passivhaus Standard

- 3 x One bedroom bungalow house
- 4 x Two bedroom houses
- 2 x Three bedroom houses
- 1 x Four bedroom house
- Contract Awarded to Stewart & Shields Ltd
- Expected site start Summer 2019 pending Building Warrant

YA went onto advise members that they are being asked to consider the naming of the Garelochhead development.

Members discussed their options and decided to consult with local primary school and involve the pupils in the naming of the development.

YA will contact the Head Teacher of Garelochhead Primary and take this forward.

YA confirmed that the new development is at the very early stages and will not be completed until at least the summer of 2020.

YA

Welfare Rights

- ACHA continues to deliver a Welfare Rights Service
 - Primary aim is to assist vulnerable tenants in terms of maximising and stabilising income
- Welfare Rights Post in Lomond currently vacant
 - Recruitment underway
- Universal Credit (UC):

	<ul style="list-style-type: none"> Steady increase in the number of tenants in receipt of UC 61 applicants in receipt of UC in Lomond area Around 6 weeks for new claims to be assessed and paid to landlord <p>Tenant & Member Conference 2019</p> <ul style="list-style-type: none"> * 30 attendees Three presentations:- <ul style="list-style-type: none"> Tenant participation and how to Get Involved Planning services for the future Is your rent value for money? <p>Tenant Participation & Scrutiny</p> <p>“Next Steps” Programme</p> <ul style="list-style-type: none"> ACHA is one of only 8 landlords on the “Next Steps” programme “Next Steps” helps landlords and their tenants to review, improve and develop tenant participation and scrutiny. Workshops for tenants, staff and governing body members Supports landlords to meet legislative obligations & improve performance Hoping to sign up around 20 tenants following promotion at the recent Conference <p>Q: CG asked if the Association had been approached by the developer Taylor Wimpey in relation to Geilston Farm Cardross.</p> <p>A: YA was not aware of any approach however would consult with our colleagues in Regeneration.</p> <p>Q: IO asked where the focus was in terms of the environment IO felt this was such an important issue in terms of first impressions of the area and the surrounding community.</p> <p>A: YA agreed and advised that the Exemplary estates is hoping to some way to tackle this issue. Also in terms of our Estate Management Action Plans the 7 Year Plan will be presented to members by the Local Manager whereby members will be asked to make the decisions of the projects for the coming 7 years.</p> <p>Q: IO asked if members could feed into the 7 year plan if anything was identified during their stock tour.</p> <p>A: YA confirmed that it would be extremely helpful if Members highlighted environmental improvements to staff.</p> <p>Q: DK noted the underspend in the Painting and Pre Painting Budget and wondered if this was to do mixed tenure blocks. For example in Benmore Kilcreggan a 4 in the block had a new roof installed, however, there was no painting carried out would it not be beneficial to carry out both?</p> <p>A: YA confirmed she would liaise with colleagues in the Investment Team and revert back to DK at the next meeting.</p>	<p>YA</p> <p>YA</p>
8.	<p>Investment and Development Priorities:-</p> <p>Discussion on what can be provided to Area Committee`s</p> <p>YA confirmed that in order to meet the terms of the scheme of delegated authority (SDA) more information will be presented to the Area Committee from the Investment and Regeneration Team. It is anticipated that this will include:</p> <ul style="list-style-type: none"> More information on budget spends in the local areas. 	

	<ul style="list-style-type: none"> • More information on the projects being rolled in the local areas • More information including photos of the work being carried out and completed works for members to see. <p>It is anticipated that the first presentation will be at the May meeting.</p>	
9.	<p>Tenants Newsletter Article (Paper Attached) Deadline for Submission 14th March 2019</p> <p>Members agreed the proposed article. The list of proposed articles for consideration in the future was also reviewed. The following were added:</p> <ul style="list-style-type: none"> • Garelochhead New Build Programme • Tenants Conference 2019 if not covered already • Ground Maintenance Contract: Promotion • Stock Tour of the Helensburgh and Lomond Area Committee Phase 1 and 2. • New ACHA Facebook page • Regeneration Programmes 	WN
10	<p>Community Action Fund Applications</p> <p>a) Agree new application(s) b) Budget Update</p> <p>No new applications were received. This left an underspend on the Helensburgh & Lomond budget of £1031.25</p> <p>Q: IO asked how we promote the Community Action Fund. A: YA confirmed that it was actively advertised and provided examples.</p> <p>YA confirmed that any underspends in these budgets will be utilised by other Area Committee's.</p> <p>Q: CH: asked why in 2016/17 the application from the Helensburgh and Lomond Highland Games was refused. WN will trace this back to the approved minute and provide the reason at the next meeting.</p>	WN
11	<p>Stock Tour Arrangements</p> <p>Members approved the Stock Tour proposals for Phase 1 of the Tour. WN will organise a mini bus hire.</p> <p>It is anticipated that a member of the Housing Management Team will accompany members on the tour to assist with questions and also to provide details on the current stock for example the type of stock we have along with sizes there will also be documentation provided to members showing Investment Works along with details of our previous EMAP projects which members approved.</p> <p>Members to note earlier start time of 9.30am at Lamont House for pick up.</p>	WN
12	<p>Key Performance Indicator (KPI) – Quarter 3 Report</p> <p>YA went through the new layout of the Score Card for the benefit of members and explained that these figures were for Quarter 3 (April to December 2018). YA also</p>	

	<p>reminded members that the use of the word Tolerance is used in relation to Targets. The following was discussed.</p> <p>Tenancy Offers: YA asked members to note the high refusal rate. The target for Tenancy Offers is 30%, however, Helenburgh and Lomond were sitting at 53.25%. YA confirmed that a lot of work was being carried out by the Area Team to reduce this figure. This included contacting all Waiting List and Transfer applicants prior to any formal offer being made. This allows for a verification of the applicant to ensure prior to offer this is a suitable allocation. YA confirmed that the high refusal rate was associated to offers made to the Statutory Homeless List. SA made reference to the percentages and what this meant in actual figures. YA advised that as in previous meetings we will provide this detail separately as it does not form part of the standard layout issued. YA provided members with the figures Offer/Refusals for the 3 quarter.</p> <p>October 2018: 19 Offers made with 13 Refused November 2018: 26 Offers made with 10 Refused December 2018: 12 Offers made with 10 Refused</p> <p>Q: BB asked if applicants lose their place on the list if they refuse a formal offer. A: YA advised that applicants will receive 2 reasonable offers of housing. If both are refused within a set period their application will be suspended. If the applicant is on the Statutory Homeless List then after 2 reasonable offers are made the Local Authority can discharge its duty and the applicant will no longer be considered for housing from this list.</p> <p>Tenancy Sustainment: YA advised members there is no current target set for Tenancy Sustainment, which is why there is no text to advise if we are in target or not. Tenancy sustainment currently sitting at 87.95%</p> <p>SA felt that percentages could be manipulated to reflect data in different ways. YA made it clear to Members that ACHA report their figures in line with the Technical Guidance issued by the Scottish Housing Regulator and that no manipulation of figures was carried out. Furthermore, ACHA arrange for the figures to be validated by an independent consultant.</p> <p>YA advised that regeneration projects had been carried out in the Kintyre area and had proved to be very successful. YA will provide photos and information in the next Regional Managers report.</p> <p>CG commented that the colours used in the Score Card were hard for him to determine. YA advised that this was the layout agreed by the Board of Management and that text was entered as well as colours to ensure all members had the full detail. She suggested CG may want to raise this at the Board if the agreed template was an issue.</p>	
13	<p>Policy Review – Update</p> <ul style="list-style-type: none"> • Tenant Participation Strategy – YA advised members that this links back to the “Next Steps” programme discussed under the Regional Managers report. Further detail will be provided to members in terms of a full consultation exercise. 	

	<ul style="list-style-type: none"> • Service Charge Policy – YA confirmed that B West had noted members comments in relation to the consultation exercise. • Membership Policy – this is currently under review with G Stead and it is envisaged this will form part of the of the May meeting. 	
14	<p>List of Local Events – Helensburgh & Lomond Area</p> <p>YA reminded members that this formed part of the Scheme of Delegated Authority and members would be presented each year with a list of local events to discuss and decide whether they wish to attend or not.</p> <p>Q: IO asked if members had previously attended local events. A: YA confirmed that Yes members did attend, however, they had felt that this was not beneficial and decided against attending future events.</p> <p>CG commented that in previous years where members and staff attended the stall was not frequented by many members of the public and those that did tended to be visitors to the area.</p> <p>BB advised that he felt the Cardross Gala day would be a good event to attend and that he would be happy to go along. He also advised that the Cardross Tenants and Residents could be promoted also and the stall could combine both. CH also confirmed he would be happy to assist with the stall.</p> <p>Members agreed to attend the Cardross Gala Day.</p>	
15	<p>Updates from Committee Members</p> <ul style="list-style-type: none"> • Your Voice Update BB attended a site visit on 4th March where they spent the day at North Ayrshire Council looking at how they work with tenants and residents. BB stated it was a well worthwhile exercise and they got a lot from it. BB was very impressed with the processes North Ayrshire currently have in place. The Group will be meeting up again shortly to discuss their visit and then further details will follow. • Tenants Panel Update – CG updated members on the following key points • CG attended the recent Tenants and Residents meeting on the 28th Feb 2019. CG also advised that the Cardross Community Council and the Your Voice Group had been added the associations standard agenda. • CG recently attended a seminar on the Strategy for Veterans which is being consulted on. This proved a very information session. CG also commented that a Veteran can be someone that has served in a military uniform for 24 hours. The strategy was designed stop Veterans being disadvantaged. • The next Tenants Panel meeting is scheduled for the 19th March 2019 • Jargon Buster has been created by the Scottish Housing Regulator and is obtained via their website. 	
16	<p>Agenda Items for meeting May 2019</p> <p>Members agreed the agenda items for the meeting in May.</p>	
17	<p>AOCB</p> <p>CH thanked WN for creating the report on Age Demographic which was included in the Information Pack. .</p>	

	<p>YA confirmed that this was an ARC (Annual Return on the Charter) Indicator for the Association and could be provided to the Members once the ARC return had been produced.</p> <p>Q: BB asked if the demolition works were completed for Queen Street and Saddell Street.</p> <p>A: YA confirmed that Yes they were and offered to include photo`s with an update on each of the sites in the next Regional Managers Presentation.</p> <p>CG made comment that the weekly press reports were issued by Corporate Services via email to Board members.</p> <p>CH along with BB and SA requested that they be added to the mailing list. WN would look into this.</p> <p>Q: IO asked in terms of hard to let properties do ACHA have an incentive scheme for applicants to encourage uptake of the properties.</p> <p>A: YA confirmed there was a scheme available at the moment in Bute and Kintyre for low demand properties. Whereby a white goods package and/or carpets can be offered to prospective new tenants. She also advised that the ACHA Letting Standard is currently under review.</p> <p>Questions from Members of the Public:</p> <p>JM commented on the good work being carried out by KMcG and is looking forward to seeing all these good ideas come to fruition.</p>	<p>YA</p> <p>YA</p> <p>WN</p>
18	<p>Date and Time of Next Meeting</p> <p>Thursday 9th May 2019 at 09.30am Lamont House Helensburgh</p>	