

HELENSBURGH AND LOMOND AREA COMMITTEE

MINUTES OF MEETING

7th September 2017 at 10:00 am

Lamont House 9-19 Stuckleckie Road Helensburgh

Present:

Cameron Grant (CG) – Tenant
 Stephen Allcroft (SAL) – Tenant
 Sonja Aitken (SA) – Independent
 Danny Kelly (DK) – Independent

Staff Members Present:

Yvonne Angus, Regional Manager, Housing & Neighbourhood Services (YA)

Members of the Public

None in attendance

1.	Welcome & Apologies: CG welcomed all members to the meeting. Apologies: Councillor Aileen Morton (CM) Malcolm Campbell (MC) Robert Beggs (BB) Not in Attendance: Sandra Glazsher (SG)	Action
2.	Minutes of Previous Meeting with Matters Arising 3rd August 2017 The minutes of the previous meeting were approved as an accurate record. Proposed by: SA Seconded by: CG Matters Arising: SAL advised that he required some figures to allow him to complete the newsletter. YA advised she would be able to provide this in WN absence. YA advised that Induction Training will be organised by HRCS over the coming months.	YA / WN
3.	Conflicts of Interest to Declare Members declared no conflicts of interest for the September meeting.	
4.	Correspondence CG advised that he had received an email from the Scottish Government, advising that the Scottish National Housing day was on 21 st September 2017.	

5.	<p>Regional Manager Report YA gave a presentation with the following topics being covered:</p> <p>Investment & Regeneration:</p> <ul style="list-style-type: none"> • Progress on Castle Wood Court • Update provided on proposed new build sites • Update on progress on Investment works and reactive repairs <p>Factoring:</p> <ul style="list-style-type: none"> • Update on forthcoming consultation exercise with owners of formally factored properties with regard to the removal of the administration charge on the cost of routine repairs. <p>Fire Safety:</p> <ul style="list-style-type: none"> • Information on safety advice in common stairways • Grenfell Tragedy – ACHA & Argyll & Bute Councils charity football match <p>Payment Options:</p> <ul style="list-style-type: none"> • Update to the Allpay application (app), the facility for tenants to pay their rent. <p>Question: SAL asked for an update on the roof & roughcast works which were due to be carried out during 2016/17 for Helensburgh & Lomond. He recalled that there was a significant difference in the actual works completed against the number that was planned. He would like to find out what the final figures were, and what happened to the properties that did not proceed. Answer: YA confirmed she would contact our Investment colleagues and report back at the next meeting.</p> <p>Question: SAL queried if the proposed new build development at Cardross in terms of the 25% affordable requirement. Answer: YA confirmed that the proposed 20 units were for an initial 1st phase.</p> <p>Question: SAL queried what operating systems were compatible with the Allpay App. Answer: YA confirmed IOS and Android.</p> <p>Question: CG asked what compensation would be given to tenants who had to have floor coverings uplifted, such as carpets, floor tiles, laminate when the underfloor insulation was carried out. Answer: YA advised that she was unaware why compensation would be given unless a tenant's property was damaged. Damage is covered in the lease agreement – ACHA would reinstate damage or compensate tenants for their loss.</p> <p>Question: DK queried if underfloor insulation would be installed in upstairs flats as well as downstairs flats. Answer: YA confirmed she would pass his enquiry to colleagues in our Investment section.</p>	<p>YA</p> <p>YA</p>
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6.	Sunflower Competition 2017 results Kilcreggan pre-5 unit were the winners of the Helensburgh & Lomond 2017 sunflower competition with a measurement of 193cm.	
7.	Your Voice Update SAL confirmed that the Your Voice outcome report on “The Life of a Repair” will be submitted to the Board of Management for consideration at their next meeting. He advised that the group had made 4 recommendations following their scrutiny exercise. 2 have already been taken care of with the forthcoming implementation of the new Call Management System. It was recommended that ACHA explore the use of a repair diagnostic tool which would provide diagrams to assist customers with repair reporting. The final recommendation was to consider providing staff who take calls via the Customer Service Centre are provided with 2 monitors to assist with call handling, which they believe would help reduce errors. SAL also advised that the Your Voice group have agreed to scrutinise Estate Management for their next exercise, and this is due to commence next month.	
8.	Agenda Items for meeting in November 2017 Agenda items were agreed.	
9.	Chairs Update CG advised that he recently attended the Policy Committee meeting and advised that no major changes were made to any ACHA policies. He attended a pre-agenda meeting with the Scottish Housing Regulator (SHR) this week and was provided with the National Panel of Tenants and Service Users report on the SHR. He advised that this is available for download on the SHR website. He advised that the thematic study – Self Assessing Against Regulatory Standards was also available on their website. He advised that the Regulator had published a report on their statutory intervention on Wellhouse Housing Association, again available on the website. The Regional Network National event is taking place on 1st November in Glasgow. CG was privy to part of a meeting with the Housing Minister and other RSLs regarding feedback on fire safety. He advised that the Scottish Fire Rescue Service are pushing for a law to ensure that common stairwells are kept completely clear of all items, including floor mats.	
10.	AOCB There was no other business. The Meeting concluded at 10:50am.	
11.	Date and Time of next Meeting: 2 nd November 2017 at 10am in Lamont House	
	Question and Answer Session – general public There was no public in attendance.	

