



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

8th March 2018 10:00 am

Lamont House 9-19 Stuckleckie Road Helensburgh

Present:

Cameron Grant (CG) – Tenant
Sonja Aitken (SA) – Independent
Danny Kelly (DK) – Independent
Sandra Glazsher (SG) – Tenant

Staff Members Present:

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

Members of the Public

Jim Milne Board of Management (JM)

1.	<p>Welcome & Apologies: CG welcomed all members to the meeting. CG advised members that PM will take Agenda Item 6 and Agenda Item 11 first to allow PM to leave the meeting.</p> <p>Apologies: Bobby Beggs (BB) – Tenant Councillor Aileen Morton – Council Representative</p>	Action
2.	<p>Minutes of Previous Meeting 18th January 2018 with Matters Arising</p> <p>Page 2 Item 4: "...received by our member SAL" should be amended to read "...received from our member SAL". WN to amend. Page 5 Item 5 "...SG asked if ACHA..." should be amended to read "...SA asked if ACHA". WN to amend. Page 7 Item 14 "...annual Scottish Housing Regulators meeting.." should be amended to "...annual Regional Network meeting" WN to amend. Page 7 Item 16 "...Argyll Bute and Council.." should be amended to read "Argyll and Bute Council". WN to amend.</p> <p>Following these amendments the minutes of the previous meeting were approved as an accurate record.</p> <p>Proposed by: SG Seconded by: DK</p> <p>Matters Arising:</p> <p>CG advised that SAL did not wish to complete the Governing Body Appraisal Form due to the fact he is currently on a Leave of Absence.</p>	

	<p>Page 4 Item 3 – CG had requested information on the life expectancy of the cyclical maintenance elements. YA confirmed details supplied by our Investment and Regeneration Department as follows:</p> <table border="0"> <tr> <td>Kitchens</td><td>25 years</td></tr> <tr> <td>Bathrooms</td><td>25 years</td></tr> <tr> <td>Heating</td><td>15 years for Boilers and Electric Systems 25 years</td></tr> <tr> <td>Rewires</td><td>25 years</td></tr> <tr> <td>Windows</td><td>25/30 years</td></tr> <tr> <td>Doors</td><td>25/30 years</td></tr> </table> <p>Page 4 Item 3 – members had requested a site visit to our new New Build Project at Castlewood Court Helensburgh. YA confirmed that she had been liaising with the Regeneration Manager and is hopeful a site visit could be arranged for May 2018. YA thought members might like to consider visiting the site at the time of their next meeting.</p> <p>Page 7 Item 16 - DK had advised of an abandoned car in the Rosneath area which he felt was in an unsafe condition. PM updated members that the Housing Management Team were aware of the car and that the tenant had agreed to have it removed. The situation is being closely monitored by the Team.</p>	Kitchens	25 years	Bathrooms	25 years	Heating	15 years for Boilers and Electric Systems 25 years	Rewires	25 years	Windows	25/30 years	Doors	25/30 years					
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3.	<p>Conflicts of Interest to Declare</p> <p>Members declared no conflicts of interest for the March meeting.</p>																	
4.	<p>Correspondence</p> <p>CG received written thanks from Helensburgh & Lomond Carers who recently received a Community Action Fund Award. The letter was read out in its entirety for the benefit of all members.</p> <p>WN confirmed apologies had been received from Police Scotland, however, Inspector Kirk had indicated he will be available to attend our next scheduled meeting of the 10th May.</p>																	
5.	<p>Regional Manager Report</p> <p>Presented by YA with the following topics being covered:</p> <p>Investment and Regeneration</p> <table border="1"> <thead> <tr> <th>Investment Works Package</th><th>Estimated Target 2017/18</th><th>To end Jan 18</th><th></th></tr> </thead> <tbody> <tr> <td><u>Windows/Doors</u></td><td><u>197</u></td><td><u>278</u></td><td></td></tr> <tr> <td><u>Kit/Bath</u></td><td><u>10</u></td><td><u>7</u></td><td></td></tr> <tr> <td><u>Heat/Re-wire</u></td><td><u>10</u></td><td><u>6</u></td><td></td></tr> </tbody> </table>	Investment Works Package	Estimated Target 2017/18	To end Jan 18		<u>Windows/Doors</u>	<u>197</u>	<u>278</u>		<u>Kit/Bath</u>	<u>10</u>	<u>7</u>		<u>Heat/Re-wire</u>	<u>10</u>	<u>6</u>		
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<u>Roof/Rough</u>	<u>59</u>	<u>60</u>	
	276	351	
Repairs & Maintenance Contract	Annual Repair numbers End Jan 18	Monthly Ave.	Ave, Repairs per Day
	3876	388	18.9
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Cyclical Programme

- Gas Contract: 100% Valid Landlord Gas Safety Record (LGSR)
- Solid Fuel: All properties on way to have their second visit completed by 31st March. Expected 100% of properties to have Solid Fuel Certificates issued.
- Guttering Cleaning: almost complete with no issues.
- Painting and Pre Painting: will not achieve full target working with Contractor to improve
- Electrical Periodic Testing: running behind target regular meetings in place with Contractor
- Unvented Cylinder: Contract progressing will expect full budget spend
- Water Testing: Contractor started - Tank Disinfection within our sheltered housing complexes

Castle Wood Court (former Jutland Court site)

- 32 Affordable Units for ACHA
- Developer Callum Williamson Ltd is progressing ahead of schedule
- First Handover scheduled for August 2018

Blairvadach Shandon

- Negotiations are underway with ACHA, Developer Allanwater Developments and Argyll & Bute Council to purchase the land and Site.
- Potential for over 100 units

Tenants Conference 2018 Suggestion Feedback

- 89% of attendees wished a Conference every year
- 7% of attendees wished a conference every two years
- When we asked where we should hold the next conference the top 3 locations were:
- Inveraray with 41%
- Oban with 30%
- Cowal with 15%

Top 3 Topics for Discussion at a future conference:

- Tenant Participation with 29% of the vote
- Planning Services for the Future 26% of the vote
- Is your Rent Value for Money 18% of the vote

Customer Service Centre

New Call Management System

- New Call Management System installed
- Live date was 17th January 2018
- Monitors the type of calls received via 0800 number from customers

	<ul style="list-style-type: none">• Phase 1 also allows for Web Chat, Call Backs and emails.• Currently working on the development of reports <p>Rent Increase 2018/19</p> <ul style="list-style-type: none">• Consultation on proposed rent increase completed early January 2018• Tenants consulted on an increase of 4.2%• This was less than the uplift based on the historic assumption of RPI+1%• 80 tenants responded to the consultation• Board agreed to Rent Increase of 4.2% at their meeting on 8th February 2018• Letters have been issued to tenants, providing them with a minimum of 28 days Notice of the increase.• <p>Your Voice Update - Estate Management</p> <ul style="list-style-type: none">• Last Meeting held 31st January 2018• Format for Estate Inspections was agreed• Job Shadow will take place in Oban on the 20th February. The planned visit for Dunoon was postponed due to the severe weather.																												
6.	<p>Estate Management Action Plans – Update</p> <p>PM presented the Committee with the proposals for 2018/19. PM drew Members attention to a slight error under appendix 1 where it should be noted that 35 Clachan Rd should read 35 Kirkton Crescent.</p> <p>PM advised members that if these proposals were agreed costs will be sought and brought back to Committee for approval at their meeting in May 2018.</p> <p>Proposals discussed are detailed below:</p> <table><tr><td>Renewal of front fence with gate at no 35</td><td>Kirkton Crescent Cardross</td><td></td></tr><tr><td>Provision of fence at front, back and side at no.35</td><td>Baird Avenue, Helensburgh</td><td></td></tr><tr><td>Provision of front fence at no.19</td><td>Benbouie Drive, Helensburgh</td><td></td></tr><tr><td>Provision of side fence at no.5</td><td>Quarryknowe, Rhu</td><td></td></tr><tr><td>Provision of dividing fence at rear of no's 21 & 22</td><td>Ferry Road, Rosneath</td><td></td></tr><tr><td>Provision of front fence at no.71</td><td>Feorlin Way, Garelochhead</td><td></td></tr><tr><td>Install gate in existing fence at read of no.7</td><td>Argyll Road, Rosneath</td><td></td></tr><tr><td>Provision of fence at side and front at no.8</td><td>Mary Browne Walk, Garelochhead</td><td></td></tr><tr><td>Provision of dividing fence at rear of nos. 30-32</td><td>Buchanan Road, Helensburgh</td><td></td></tr></table> <p>PM confirmed that there is no owner involvement in any of the projects listed above.</p> <p>Members agreed they were happy for PM to proceed with costings for all listed projects.</p>	Renewal of front fence with gate at no 35	Kirkton Crescent Cardross		Provision of fence at front, back and side at no.35	Baird Avenue, Helensburgh		Provision of front fence at no.19	Benbouie Drive, Helensburgh		Provision of side fence at no.5	Quarryknowe, Rhu		Provision of dividing fence at rear of no's 21 & 22	Ferry Road, Rosneath		Provision of front fence at no.71	Feorlin Way, Garelochhead		Install gate in existing fence at read of no.7	Argyll Road, Rosneath		Provision of fence at side and front at no.8	Mary Browne Walk, Garelochhead		Provision of dividing fence at rear of nos. 30-32	Buchanan Road, Helensburgh		
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7.	<p>Tenants Newsletter Article Deadline for Submission 14th March 2018</p> <p>Members were asked to agree an article for inclusion in Tenants Newsletter</p> <p>Members discussed various options and after much debate SG agreed to produce an article to help promote ACHA membership and involvement in the Area Committee. She will contact WN if she requires assistance.</p>	SG
8.	<p>Community Action Fund Applications</p> <p>Members were asked to consider a Community Action Fund application from Loch Long Jetty Association.</p> <p>Members discussed the application and agreed to the following:</p> <ol style="list-style-type: none"> 1. The Loch Long Jetty Association requested £500.00 to provide an aesthetically pleasing, environmentally friendly, floating pontoon on Loch Long in Arrochar. This will provide a safe pedestrian access to and from the loch. A further two visitor moorings will be installed to encourage sailors to visit the area and discover Arrochar. <p>Members agreed to unanimously award the full £500.00.</p> <p>CG queried what was happening about coordinating the radio adverts to promote the CAF fund. YA agreed to raise this the Chief Executive on CG's behalf.</p>	WN YA
9.	<p>Policy Review (paper previously issued)</p> <ul style="list-style-type: none"> • Anti Social Behaviour – members agreed they now wished to be involved in the consultation process. In light of the topics being discussed at the May meeting it was agreed that WN would circulate the current Anti Social Behaviour Policy in advance of the meeting. • CCTV Policy – mid year review • Void Management Policy - mid year review • Staff Protection Policy – due December 2018 • Group Restraint Policy – due March 2019 <p>Scheme of Delegated Authority this was issued to members in advance of the meeting to afford time to review the paper and bring comments to the meeting today.</p> <p>Section 4 Delegated Responsibilities: comments as follows:</p> <p>Section 1 – Delegated Responsibility In terms of Investment and development priorities, the Area Committee are not currently consulted on the priorities. They would, however, like this to remain, and for them to be consulted in future.</p> <p>Section 4 – Delegated Responsibilities Estate Management – this needs to be made clearer in terms of what the delegated responsibility is, including the management of the budget. Health & Safety Update – Members are not sure what is delegated to them in terms of Health & Safety. This needs to be clearer</p>	WN

	<p>Governance Updates – is this a delegated responsibility? If so, it needs to be made clearer and an explanation of what is delegated</p> <p>Land Disposal Updates – the wording is incorrect. Area Committees do have a delegated responsibility. They are consulted prior to the Board making the final decision</p> <p>Best Neighbour Award – this is delegated to Chair's only. Members of the Area Committee do not get involved</p> <p>Employee of the Season – this needs to be reworded as not done quarterly (only 3 AC's involved therefore, it is rotated).</p> <p>Employee of the Year – this is delegated to Chairs only. Members of the Area Committee to not get involved</p> <p>Policy Review – they felt this needs to be reworded to make it clearer what they actually do.</p> <p>Community Action Fund – felt this was too wordy and just needs to say that they promote awards and are responsible for applications received in their area.</p> <p>Tenants & Residents Association funding – this should be removed</p> <p>Section 5 – Liaison Arrangements</p> <p>In terms of budgets, more explanation needed in terms of targets</p> <p>Section 6 – Review</p> <p>They queried the 12 month review of the SDA. And whether this, in reality, should be every 3 years? They want to be consulted each time it is reviewed.</p> <p>Following the outcome of the consultation Members felt it would be helpful if they can be advised what comments were included in the final draft, and what comments were rejected.</p>	
10	<p>Key Performance Indicator Report – 3rd Quartile</p> <p>YA went through the Key Performance paper with members highlighting the following:</p> <p>Percentage of Tenancy Refused:</p> <p>It was noted this figure had reduced from 60% in Quarter 2 to 43% in Quarter 3. This is largely due to the work being carried out by staff who are carrying out a telephone verification process on applications before offers are made.</p> <p>Q: CG asked if we keep an accurate record of all our refusals.</p> <p>A: YA confirmed that detailed analysis is produced on offer refusals and is reviewed each month by the Senior Housing Management Team.</p> <p>Average Relet Times:</p> <p>YA had real concerns over this figure which has a target of 14 days and in quarter 3 is sitting at 45 days.</p> <p>Poor contractor performance has contributed to this figure, along with local processes requiring improvement.</p> <p>The following Indicators were either meeting or exceeding target:</p> <ul style="list-style-type: none"> • Percentage of anti social behaviour cases which are resolved within locally agreed targets. • Current Rent Arrears annualised as a percentage of rent due. • Percentage of Rent Due lost through Voids. 	

11	Land Disposal Request Barge Court Rhu Members discussed the proposals and unanimously agreed to approve the Land Disposal Request for Barge Court Rhu.	
12	Your Voice Update This formed part of the Regional Managers update – Agenda Item 5	
13	Chairs Update <ul style="list-style-type: none"> Tenants Panel will meet on the 20th March in Dalriada House Mid Argyll. CG explained that the meetings were now being circulated around different areas and it is hoped the Mid Argyll meeting will be as successful as the one in Campbeltown. CG also advised that the 3rd Meeting will be held in Oban. Election of the Officer Bearers had been postponed from the November to the January meeting, however with no new members or members wishing to take on the role of Chair and Secretary members agreed to re elect the Chair and Secretary for 2018/19. CG circulated a list provided by a member of the Homeless Team who attended the Tenants Panel meeting in Kintyre showing what items are listed in their Starter Packs. CG advised members that the Homeless Team were open to suggestions as to what should be included in the Starter Packs. Regional Network Meeting was held on 26th January in Aberdeen with the next meeting scheduled for 22nd March 2018 with their AGM on 12th May 2018 which again will be in Aberdeen. CG advised members that after the AGM the new format of 4 regions as opposed to 9 will begin. CG also circulated the current Newsletter Cardross Tenants and Residents Association will meet next week – CG confirmed that a developer had approached Argyll and Bute Council with a view to opening the access road at the bottom of Barrs Road Cardross. Lengthy discussions took place on this and DK felt that if there were no proper sight lines at the end of the road then permission could not be granted due to safety issues. SHR Update – George Walker has just recently been appointed Chair of the Scottish Housing Regulator. Further information can be obtained from the website. <p>CG also circulated information to members on the following topics which can also be found on the Scottish Housing Regulator website.</p> <ul style="list-style-type: none"> Factoring Services Paper has been published Rent Consultation in Registered Social Landlords is going to be looked at to ensure consultation is being carried out appropriately. CG circulated the rent consultation issued by East Ayrshire Council to show an example. Gas Safety Report completed and on website “How We Regulate” Framework also on the website Fire Safety Information is also available from the website Recruitment is also underway for a new board member – as no Tenants are currently on the Board it is hoped that they will be able to recruit a social tenant member. 	
14	Agenda Items for meeting in May 2018 Members agreed the paper with the addition of: <ul style="list-style-type: none"> Police Scotland attending 	

	<ul style="list-style-type: none"> • Jackie Baillie attending • Site Visit to Castlewood Court 	
15	<p>AOCB</p> <p>No other business was discussed and the meeting closed at 11.55pm</p>	
16	<p>Date and Time of next Meeting: 10th May 2018 at 10am in Lamont House</p>	
	<p>Question and Answer Session – general public</p> <p>JM thanked members for an informative meeting. He commented that the Association currently issued 2 Tenant Newsletters each year along with an annual Landlords Report and had recently held an annual Tenants Conference. He thought it may worth considering reducing the Newsletters to an annual circulation.</p>	