



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

9th January 2020 10am

Lamont House 9-19 Stuckleckie Road Helensburgh

Present:

Bobby Beggs (BB) - Tenant
 Sonja Aitken (SA) – Independent – Vice Chair
 Cameron Grant (CG) – Tenant - Chair
 David Phillips (DP) – Tenant
 Sandra Glazsher (SG) - Tenant
 Councillor G Hardie (CH) – Council Representative

Staff Members Present:

Yvonne Angus, Regional Manager HNS (YA)
 Wendy Nicholson, Administration Officer Lomond (WN)

Members of the Public

Jim Milne, Board of Management (JM)

1.	Welcome & Apologies: Chair welcomed members to the meeting and wished everyone a Happy New Year. Apologies: Isaac Owens (IO) – Tenant	Action
2.	Approve Minutes of Previous Meeting – 14th November 2019 <u>Page 5 Agenda Item 11: Estate Management Action Plans</u> - PM should be written in full as P Monaghan. <u>Page 6 Agenda Item 15: Stock Tour Arrangements</u> - should be amended from 21 st May 2019 to 2020. Subject to the above amendments the Minutes from 14 th November 2019 were agreed as a true and accurate record. Proposed by: BB Seconded by: DP	
3.	Matters Arising (Including Information Pack) <u>Page 3 Item 08 Regional Managers Report – Exemplar Estates</u> – CH asked YA to explain more about the Exemplar Estate at Old Luss Road. YA advised that a full briefing had been provided at the last meeting and summarised the information once again for CH. She explained that £300k has been identified every year for the next 5 years to improving the quality of the landscape and environment of the housing stock. Old Luss Road was one of 4 test case studies that were taken forward during 2019/20. Exemplar Estate Projects are currently being identified for 20/21.	

	<p>CH also queried if Drumfork Court was due for any renovation works. YA confirmed that the Board of Management will be reviewing proposals for Drumfork Court at a future meeting.</p> <p><u>Page 3 Item 08 Regional Managers Report – Rent Increase Consultation</u> – CH requested a copy of the paperwork issued.</p> <p><u>Page 2 Item 08 Regional Managers Report – External Wall Insulation</u> – CG had requested what the life span was for the external insulation. YA apologised once again for the information not being available and gave assurances she would arrange for this to be emailed to CG within 7 days.</p> <p><u>Page 5 Item 11 Estate Management Action Plans</u> – Budget Update will be provided by YA under agenda item 07.</p> <p><u>Page 6 Item 17 Naming of Garelochhead Development</u> – YA confirmed that the name of the new Garelochhead development was approved by the Board of Management as Oaktree Crescent and this has now been submitted to Argyll and Bute Council and Royal Mail. The Winner was a primary one pupil from Garelochhead Primary school.</p> <p><u>Page 7 Item 21 AOCB – Scottish Parliament Visit</u> – confirmation was sought from our colleagues in Corporate Services to ascertain if expenses could be given for committee members wishing to attend. The reponse received advised that expenses could only be honoured for Area Committee business or an initiative that was specific to the organisation.</p>	WN <
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Heating & Rewire	1270	£7.307M	110	£12,681.00
TOTAL	5480	£29.587M	199	£12,681.00

CH commented on the condition of closes within the Helensburgh and Lomond area and asked if there was an action plan in place to deal with communal closes, in particular, the Kirkmichael area.

YA advised that ACHA are rarely the sole owners of blocks and therefore, have a joint responsibility with owners for the upkeep of communal areas.

However ACHA does engage with Owners to encourage more involvement and joint initiatives. It is hoped that the work on exemplar estates will demonstrate to owners what improvements can be carried out if done in partnership.

Windows and Doors

Extensive programmes in previous years have been carried out with the result that the programme this year will be replacing the windows in the following areas:

- Helensburgh
- Garelochhead
- Rosneath
- Kilcreggan.

Kitchens and Bathrooms

- substantial work has been carried out in previous years to install new kitchens and bathrooms.
- This year we are installing new kitchens and bathrooms in properties that have been previously refused by tenants, as and when properties become void.

Heating and Rewire

- We are installing new energy efficient heating systems to meet the Scottish Government Energy Efficient standard (EESH) and to make our homes warmer and cheaper to heat
- We have programmes across the area to install new heating systems to 110 properties including 102 properties targeted for Air Source Heat Pumps through the Warm Homes Fund at an estimated cost of £1.05M

Roof and Roughcast

- The roof and roughcast programme is driven by our desire to meet EESH and the Scottish Housing Quality Standard (SHQS) and to provide our tenants with warmer homes that cost less to heat
- We have programmes installing external wall insulation to 6 properties in Helensburgh, Rosneath and Kilcreggan
- We are also fitting new roofs to 12 properties in Helensburgh and Luss

Energy Efficiency Works

- We are installing cavity wall insulation where it is required when installing External Wall Insulation (EWI)
- 9 properties will be fitted with internal wall insulation in this area.
- These works improve the energy efficiency of our homes to make the houses warmer and cheaper to heat.

Responsive Repairs and Cyclical Maintenance

ACHA spend approximately £5.4M per year across all management areas
Lomond receives a pro rata share of repairs and cyclical maintenance spend

Board & Area Committee Training Sessions

- Induction training was held during November.

Strategic Planning Event 2020

- Sessions are being held on Wednesday, 26th and Thursday, 27th February

Tenant & Member Conference – 8th February 2020

- This year's conference is being held in Inveraray on Saturday, 8th February
- Invite Letters issued to tenants, governing body members and Members of ACHA
- Share Ideas and Views on “**how to improve performance, investing in your home and involving young people**”
- Information Zone providing advice and information
- Opportunity to have a real say and stake in decisions that affect you

Policy Reviews – Update on progress

- **Members requested to be consulted on the undernoted Policies during 2019/20.**
 - **Service Charge Policy** – (Finance & IT) – Still outstanding
 - Update from Writer: No timescale for review at present
 - **Tenant Participation Strategy – (HNS)** – Still outstanding
 - Update from Writer: links to “Next Steps” programme
 - **Membership Policy** - completed
- Members will be reviewing 2020/21 List at their January 2020 meeting.

Introduction of Cleaning Services and Consultation with Tenants & Owners

- ACHA are considering introducing Cleaning Services, in response to feedback from tenants & owners
- Services being considered are:
 - Close Cleaning
 - Common Area Window Cleaning
 - Bin Store cleaning
- Letters have been issued to a number of “blocks” in the Helensburgh area
- Tenders have been returned from Contractors and are being considered
- If we are progressing, consultation will begin shortly
- Future services being considered:
 - Grass Cutting

Staffing

- ACHA have frozen 2 posts to address the current budgetary challenges
 - Regional Manager, Oban, Lorn & Isles and Bute & Cowal (Department of Housing & Neighbourhood Services)
 - Regeneration Manager (Department of Investment & Regeneration)
- The savings achieved will assist in the short term in addressing the deficit and will be reviewed in March 2020

	Staffing – Welfare Rights Service <ul style="list-style-type: none"> • ACHA were unsuccessful in its application to the Scottish Government's Investing in Communities Fund • The non continuation of Grant Funding allows us to review the service we provide • We are currently reviewing our objectives relating to income maximisation and debt recovery • Thereafter, the Board of Management will consider the way forward 	
7.	Estate Management Action Plans (EMAP) Verbal Update YA provided members with a verbal update on the EMAP projects confirming that all projects should be completed by the end of February 2020.	
8.	Proposal for 2020 Garden in Bloom Competition (paper attached) As previously agreed Members confirmed that tenants can only win the Garden in Bloom competition 3 years in a row and cannot be considered for the 4 th year. Members discussed the paper and agreed on the following: <ol style="list-style-type: none"> 1. Garden in Bloom Competition for 2020: Members agreed to the following awards: Winning Entry will receive an Engraved Plaque and £50 of Gardening Vouchers of their choice along with £30 for second place and £20 for 3rd place. 2. Closing Date for the 2020 Competition: was agreed as 31st July 2020 3. Judging of the 2020 Competition: will take place at the Helensburgh & Lomond AGM. 4. Press Release: to promote the 2020 competition was agreed with CG 5. Largest Sunflower: will follow the same format as previous years and will be open to all pre 5 Nurseries (Age group 3-5 years old). Sunflowers will be supplied to Nurseries that wish to participate. Vouchers for books to the value of £35 will be donated to the winning Nursery and £15 to the successful child. 	
9.	Tenants Newsletter Article (Paper attached) Deadline for Submission 14th March 2020 Members agreed that CH will create an article on the new build development in Garelochhead. The article will be presented at the March meeting for consideration / approval.	
10.	Community Action Fund Applications <ol style="list-style-type: none"> a) Agree New Application: Rosneath Community Garden Members discussed the application and a unanimous decision was reached to Reject the application at this time. It should be noted however that all applications refused will be reviewed at the March meeting pending budget availability. This can potentially lead to previously rejected applications being approved. b) Budget Update – noted 	
11.	Policy Review (paper attached) Members requested that they were consulted on the following Policies due for review during 2020: <ul style="list-style-type: none"> • Service Charges Policy (carried forward from 2019) • No Access Policy • Asbestos Management Policy • Repairs and Maintenance Policy • Heating Policy 	

	<ul style="list-style-type: none"> • Asset Management Strategy 	
12.	<p>2018 Tenant Satisfaction Survey Action Plan 2019-2021 Quarterly Update</p> <p>The quarterly update was noted.</p> <p>Q: CH asked how many tenants were involed in the survey.</p> <p>A: YA confirmed that the ACHA use the ipsos mori guidance for carrying out the tenant satisfaction survey. 400 tenants were required to complete the survey.</p> <p>CG advised that those members attending the Strategic Planning dates in February should note that this would form part of the agenda.</p>	
13.	<p>Updates from Committee Members</p> <ul style="list-style-type: none"> ○ Your Voice Update <p>YA advised members that the project chosen by the Your Voice Group is New Builds. At the meeting held on the 13th December K McGinn Director of Investment and Regeneration along with a representative for the Tenants Information Service gave an overview on ACHA`s new build programme.</p> <p>The Your Voice Group have also been invited to attend the New Build openings at Connel and Kilmartin which are being held during January 2020.</p>	
14.	<p>Agenda Items for meeting in March 2020 (Paper attached)</p> <p>Agenda items were approved, ith the inclusion of the Tenants Newsletter Article.</p> <p>Members also agreed to advertise their meetings on social media prior to each meeting to highlight that the Helensburgh and Lomond meetings are open to members of the public. WN to take this forward.</p>	<p>WN</p> <p>WN</p>
15.	<p>AOCB</p> <ul style="list-style-type: none"> • CG made members aware of the latest scam via phones asking for confirmation of bank accounts details due to a £300 fraudulent payment of their credit card. • CG made members aware that Chief Executive, Alastair MacGregor, is attending the next Cardross Tenants and Residents Association meeting being held on Thursday 16th January. 	
16.	<p>Date and Time of Next Meeting</p> <p>5th March 2020 at 10am Lamont House Helensburgh</p>	
	<p>Question and Answer Session – general public</p> <ul style="list-style-type: none"> • JM highlighted to members the new Debt Advice Service that the Scottish Government advertised on the 24th December 2019. This is a new service outwith the services already being provided. • JM also advised members that a discussion will take place at the next Area Committee Chairs meeting in relation to inviting members of the public to scheduled meetings in all areas. 	