

## HELENSBURGH AND LOMOND AREA COMMITTEE

### MINUTES OF MEETING

10<sup>th</sup> May 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  
 Robert Beggs (RB) – 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

None

1.	<b>Welcome &amp; Apologies:</b> CG welcomed all members to the meeting and introduced our guest speakers Jackie Baillie MSP (JB) and Robert Magee (RM) from Police Scotland  <b>Apologies:</b> Councillor Aileen Morton – Council Representative Stephen Allcroft – Tenant Member	Action
2.	<b>Minutes of Previous Meeting 8<sup>th</sup> March 2018 with Matters Arising</b> <ul style="list-style-type: none"> <li>Page 7 Item 13 Chairs Update “<i>re elected</i>” to read “<i>re elect</i>” the Chair and Secretary for 2018/19.</li> <li>Page 7 Item 13 Chairs Update second bullet reads “<i>AGM in May 2018</i>” should read AGM on 12<sup>th</sup> May 2018.</li> <li>Page 7 Item 13 Chairs Update fourth bullet reads “<i>is it hoped that they will be to recruit a tenant member</i>” this should read “it is hoped that they will be able to recruit a social tenant member”</li> </ul> <p>Following these amendments the minutes of the previous meeting were approved as an accurate record.</p> <p>Proposed by: SA          Seconded by: DK</p> <p><b>Matters Arising:</b></p> <p><b>Page 5 Item 8</b> - YA advised that Our Chief Executive confirmed that what was agreed was details of the Community Action Fund would be sent to all the local</p>	WN

	radio stations and their staff would read it out in their community update slots. This has been sent to them.							
	<b>Page 2 Item 2</b> - DK confirmed that the abandoned car had now been removed.							
3.	<b>Conflicts of Interest to Declare</b>  Members declared no conflicts of interest.							
4.	<b>Correspondence</b>  CG advised members that 2 resignations had been received the first being from Stephen Allcroft and the second from our Council Representative Councillor Aileen Morton.  CG confirmed that Councillor Morton was stepping down due to continued clashes of meeting dates. Our new representative will be elected by Argyll and Bute Council at their next planned meeting in June and members will be updated thereafter.  WN read out SAL`s resignation in its entirety for members.  The Committee wished their thanks and best wishes to be passed to both retiring members. YA agreed to write to them on behalf of the Committee.	WN       YA						
5.	<b>Presentation: Jackie Baillie MSP</b>  JB gave an interesting insight on her time as an MSP and her work in the Scottish Government. Keys areas of discussion were Homelessness legislation, challenges faced by Social Landlords, regulation of Private Landlords, Fuel Poverty, Anti Social Behaviour, Affordability and Increase of housing supply.  Members had the opportunity to get involved in a question and answer session with JB.  JB finished by acknowledging the fantastic job being carried out by ACHA, under difficult circumstances, and that the new developments ACHA are embarking really make a difference to peoples lives.							
6.	<b>Presentation: Police Scotland Robert Macgee</b>  RM gave members an update on his time within Police Scotland and on his current role working within our Communities.  Members were also supplied with a breakdown of the Anti Social incidents recorded by Police Scotland from 01.01.18 up to 09.05.18 within the Helensburgh and Lomond area. <table border="1"><tr><th>Description of Incident</th><th>Number of Incidents from 01.01.18 to 09.05.18</th></tr><tr><td>Noise, Including Music/TV`s/Shouting</td><td>07</td></tr><tr><td>Banging/Kicking Doors</td><td>07</td></tr></table>	Description of Incident	Number of Incidents from 01.01.18 to 09.05.18	Noise, Including Music/TV`s/Shouting	07	Banging/Kicking Doors	07	
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Threats of Verbal Abuse to Tenants	06
Property Ownership/Access Disputes	05
Fighting outside/inside properties	05
Complaints Re: CCTV or taking Photographs	03
Conflict Between Neighbours for example Bins	03
Assaults on Neighbours	03
Parking Disputes	02
Vandalism	01
<b>TOTAL</b>	<b>42</b>

RM commented on all the good work that is carried out between Agencies and in particular commented on the excellent working partnership with ACHA local staff.

Q: SG – asked should it be 101 or 999 you phone if someone breaks into your property.  
A: RM - should be 999 risk to property or danger to life/safety.

Q: SA – asked if something could be done regarding the traffic surrounding schools in the local area, and how the children are taken from the car to the school, this includes parking in bus stops and on double yellow lines.  
A: RM – if there is parking within Bus Stops and Yellow lines issues should be directed to Argyll and Bute Council, these issues have now been decriminalised.

A discussion took place surrounding car parking and the issues with parking during drop off and picks up times at schools.

DK commented that these issues were also prevalent in Kilcreggan with an added issue that this causes access problems to the road and severe disruption to the residents.

RM will feedback this information back into the Police Scotland system for the Liaising Officer to pick up.

JB commented that she is very conscious that numbers of police on the beat are dropping and that having Police on the beat is hugely positive in the community.

As a matter of interest JB asked how the members felt if Police Scotland were to utilise the Specialist Armed Division, when numbers are critical should they go to normal calls, its an obvious use of resource these teams are also highly medically trained. A debate ensued with all members.

YA commented on the good working relationship with Police Scotland and how working together assists with difficult cases.

7.	<p><b>Regional Manager Report</b></p> <p>This Agenda Item was deferred to the next meeting scheduled for 2<sup>nd</sup> August 2018. This was to allow for a time extension for our Guest Speakers so that members could take full advantage of their visit.</p>
8.	<p><b>Estate Management Action Plans – Update 2018/19 (papers attached)</b></p> <p>Members were provided with Quotes for the proposed works. The following was approved unanimously by members.</p>

	<table><tr><th>Description of Work</th><th>Address</th><th>Cost</th></tr><tr><td>Renewal of front fence with gate at no.35</td><td>Kirkton Crescent, Cardross</td><td>£1,728.32</td></tr><tr><td>Provision of fence at front, back and side at no.35</td><td>Baird Avenue, Helensburgh</td><td>£2,160.00</td></tr><tr><td>Provision of front fence at no.19</td><td>Benbouie Drive, Helensburgh</td><td>£747.32</td></tr><tr><td>Provision of side fence at no.5</td><td>Quarryknowe, Rhu</td><td>£983.30</td></tr><tr><td>Provision of dividing fence at rear of no's 21 &amp; 22</td><td>Ferry Road, Rosneath</td><td>£648.12</td></tr><tr><td>Provision of front fence at no.71</td><td>Feorlin Way, Garelochhead</td><td>£972.18</td></tr><tr><td>Provision of fence with gate at rear of no.7</td><td>Argyll Road, Rosneath</td><td>£692.60</td></tr><tr><td>Provision of fence at side and front of no.8</td><td>Mary Browne Walk, Garelochhead</td><td>£1,836.34</td></tr><tr><td>Provision of dividing fence at rear of nos. 30-32</td><td>Buchanan Road, Helensburgh</td><td>£648.12</td></tr></table>	Description of Work	Address	Cost	Renewal of front fence with gate at no.35	Kirkton Crescent, Cardross	£1,728.32	Provision of fence at front, back and side at no.35	Baird Avenue, Helensburgh	£2,160.00	Provision of front fence at no.19	Benbouie Drive, Helensburgh	£747.32	Provision of side fence at no.5	Quarryknowe, Rhu	£983.30	Provision of dividing fence at rear of no's 21 & 22	Ferry Road, Rosneath	£648.12	Provision of front fence at no.71	Feorlin Way, Garelochhead	£972.18	Provision of fence with gate at rear of no.7	Argyll Road, Rosneath	£692.60	Provision of fence at side and front of no.8	Mary Browne Walk, Garelochhead	£1,836.34	Provision of dividing fence at rear of nos. 30-32	Buchanan Road, Helensburgh	£648.12	
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	<p>The following questions were asked:</p> <p>SA has asked for confirmation that the works at Benbouie Drive includes the area surrounding property as this fencing carries on round a corner into another Street where there are current issues with hedging. PM will look into this and advise members at their next meeting.</p> <p>It was noted that Kirkton Crescent should read Kirkton Crescent, Cardross not Rosneath as previously stated.</p> <p>PM asked members for permission to identify other projects with costings, and come back to members for approval. This will allow the remaining budget of £3000 to be utilised. This was approved.</p>	PM  PM  PM																														
9.	<p><b>Community Action Fund Applications –</b></p> <p>a) <b>Agree new Application(s) (Paper Attached)</b> – no applications to approve</p> <p>b) <b>Note funding for 2018/2019</b> – Members noted the available budget</p>																															

	<p><b>c) Promotion of Community Action Fund</b> – Members had been asked to consider a Press Release which will be issued by our Chief Executive to help with the promotion of the Community Action Fund. Members unanimously agreed to the press advert, however, requested that an additional line was added in to remind Charities that this is an annual budget and that they can reapply.</p> <p>CG highlighted the issue of poor uptake to JB and it was agreed the forms would be sent to her office to assist in promoting the scheme.</p> <p>DK advised members that he would be attending the Route 81 “Award Night” on the 8<sup>th</sup> June 2018.</p>	WN
10.	<p><b>KPI Report – 4<sup>th</sup> Quartile</b></p> <p>YA confirmed that the year end figures are still being compiled and validated for the purpose of the Annual Return of the Charter (ARC).</p> <p><b>Tenancy Offers:</b> Figures are reducing since the introduction of the new offer process.</p> <p><b>Rent Arrears:</b> Lomond are sitting at an overall figure of 2.2% against a target of 2.5% and are therefore well within the target.</p> <p><b>Lomond Empty Homes:</b> Lomond had 1.3% void rent loss against a target of 2.51%. This figure is still to be validated..</p> <p>Q: SG asked that in terms of Rent Loss are these properties likely to be relet? A: YA confirmed that they would be relet.</p> <p>Q: CG asked in relation to the volume of refusals from Homeless Applicants are we looking at how they are currently being accommodated. A: YA advised that staff locally are liaising closely with colleagues in Argyll &amp; Bute Council regarding the high level of offer refusals from applicants deemed to be Statutory Homeless.</p>	
11.	<p><b>2018 Policy/Strategy Review Update:</b></p> <ul style="list-style-type: none"> <li>a) Anti Social Behaviour Policy review scheduled for October 2018.</li> <li>b) CCTV Policy – review scheduled for June/July</li> <li>c) Void Management Policy – review scheduled for July.</li> <li>d) Staff Protection Policy – review scheduled for December 2018</li> <li>e) Group Restraint Policy – review scheduled for March 2019</li> </ul>	
12.	<p><b>Land Disposal Request – Burnside Garelochhead</b></p> <p>The request was unanimously approved by members, subject to the following:</p> <ul style="list-style-type: none"> <li>• A provision should be built in that there is a liability for a quarter (¼) share of any future maintenance.</li> </ul>	YA
13.	<p><b>“Your Voice” – Tenants Scrutiny Group Update</b></p>	

	<p>YA gave an overview of the remit of the Your Voice Group for the benefit of the guest speakers. BB advised that the Estate Management scrutiny exercise had now concluded and the group were working on the final report to be submitted to the Board, which included their recommendations for some changes..</p> <p>YA announced that the Group had been nominated for the most “inspiring Newcomer” at the forthcoming Tenant Information Service 2018 National Awards in June.</p>	
14.	<p><b>Agree Promotional Material for inclusion in AGM Letters</b></p> <p>Agreed by members.</p>	WN
15.	<p><b>Agenda Items for Office Bearers meeting on 2nd August 2018 (Paper attached)</b></p> <p>Agenda Items agreed by members</p>	WN
16.	<p><b>Retirement of Members prior to AGM</b></p> <p>In accordance with the Rules of the Association, section 61.3, one third (1/3) (or the nearest whole number thereto) of the Area Committee Members shall retire.</p> <p>The Members therefore due to retire prior to the AGM in August are:</p> <p>Cameron Grant – Tenant Member Robert Beggs – Tenant Member Danny Kelly – Independent Member</p>	
17.	<p><b>Consultation: Landlord Report 2017/18 (paper attached)</b></p> <p>YA reminded members that ACHA are required by the Scottish Housing Regulator, to produce an annual Landlord Report which contains meaningful information, as chosen by our tenants and other customers, in relation to our progress towards meeting the outcomes and standards of the Scottish Social Housing Charter.</p> <p>The landlord Report consultation aims to collect preferences on the content of the Landlord Report, along with feedback on what the information priorities are for our customer.</p> <p>A discussion took place on the report and the feedback from this meeting is detailed below:</p> <p>SA: requested that on page 9 can we give a figure on how much we spend to bring void properties up to a reasonable standard when properties are left in a poor state of repair.</p>	WN
18.	<p><b>Chairs Update</b></p> <ul style="list-style-type: none"> <li>CG has recently undertaken a 6 week program through Employers Voluntary Housing (EVH) which was designed for Chairs and covers effective questioning amongst other things. CG will pass all information to our Corporate Services Team as he feels this would be productive for all</li> </ul>	

	<p>Board and Governing Body members. It was a very informative and well run course that would benefit all our members.</p> <ul style="list-style-type: none"> <li>• On the 15<sup>th</sup> June 2018 CG will be attending a Health and Safety Seminar in Glasgow.</li> <li>• CG attended a 7 Futures seminar on Wellbeing and Stress Management where delegates heard comments on a 6 hour working day with one full hour for lunch followed with no caffeine after 12 noon and we should be in bed for 10pm it is felt this would assist with sleep deprivation.</li> <li>• During a New Design Brief seminar CG was taken to a recently converted Sheltered Housing Complex in Shettleston which gave food for thought in terms of how we look at creating elderly accommodation.</li> <li>• The Cardross Tenants and Residents Association are holding their AGM on Thursday 17<sup>th</sup> May 2018.</li> </ul>	
19.	<p><b>AOCB</b> None.</p>	
20.	<p><b>Date and Time of next Meeting:</b> Annual General Meeting – 2nd August 2018 11am Office Bearers Meeting – 2nd August 2018 1pm</p>	
21.	<p><b>Question and Answer Session – general public</b> There were no public in attendance.</p>	
22.	<p><b>Site Visit to New Development at Castlewood Court Helensburgh</b>  Following the meeting a site visit was planned to the new development at Castlewood Court.</p>	