

	<p><i>"Callum Williamson Ltd brought the development proposals to ACHA and had secured an agreement with the property owner. We therefore negotiated the contract on a design and build basis and secured an agreement within the Scottish Government benchmark costs.</i></p> <p><i>The contract is not connected to the development at Smiddy Court. There were no significant issues at Smiddy Court that LH was aware of that would have required this major new development in Helensburgh being delayed."</i></p> <p>MC commented that the ongoing issue of the roughcasting at Smiddy Court had not been resolved.</p> <p>CJ confirmed that MMacA from Investment & Regeneration was monitoring the cracks in the roughcast and when remedial works are carried out they will be at the Contractors expense, It is hoped this work will coincide with the commencement of the Jutland Court development. CJ advised that YA will keep members updated with information as it becomes available.</p> <p>Q: SA asked if there was associated dampness due to the roughcast issues A: CJ confirmed no water ingress and at the present time this was largely a decorative repair. The current monitoring regime will pick up on any water ingress issues.</p> <p>After further discussion members still felt concerned over the roughcasting issue and the length of time it is taking to reach a conclusion, therefore, have requested that a report be sought from our Investment and Regeneration Team to update members at their next meeting.</p> <p><u>Page 2: Item 5</u> SAL commented that for the Kirkton Farm Action Group it is more that the Group feel there is no surrounding infrastructure to support the new development in its current location.</p> <p>CJ commented that this would be considered during the Planning Application stage by Argyll and Bute Council.</p> <p><u>Page 2: Item 5 Regional Managers Report</u> – SAL asked how many properties will be completed by year end within the Roof and Roughcasting contract. CJ confirmed that these figures will form part of the Regional Managers report under Agenda Item 5</p> <p><u>Page 5: Presentation from Inspector Wylie:</u> YA will contact Inspector Wylie again after the Annual General Meeting when the new committee dates have been determined. DK asked if we could request a representative if Inspector Wylie is unable to attend.</p> <p><u>Page 11 – Jackie Baillie MSP:</u> CJ confirmed that unfortunately as parliament had resumed as this is a Thursday she would be unable to attend and submitted her apologies to members.</p>	<p>YA</p> <p>YA/WN</p> <p>YA</p> <p>YA</p>
3.	<p>Conflicts of Interest to Declare</p> <p>Members had no conflicts of interest to declare at this meeting.</p>	
4.	<p>Correspondence</p> <p>SA asked WN to read a letter received from the Helensburgh and Lomond Highland Games in its entirety. The letter showed disappointment that the Committee had previously not approved a community action fund application.</p>	

	<p>All the points raised in the letter were discussed by members who took on board the comments made.</p> <p>WN was asked to organise a letter to be sent to the Chair of the Helensburgh and Lomond Highland Games thanking him for his letter and comments also advising that they hope this will not prevent any future applications being sought by the Charity and that the points raised in the letter should be included in any future applications.</p>	WN																										
5.	<p>Regional Managers Report</p> <p>CJ presented the Regional Managers presentation where the following topics were covered:</p> <p>Investment and Regeneration</p> <p><u>Helensburgh and Lomond Figures Below:</u></p> <table><tr><th>Investment Works Package</th><th>Estimated Target 2016/17</th><th>To end March 17</th></tr><tr><td>Windows/Doors</td><td>150</td><td>79</td></tr><tr><td>Kitchen/Bathroom</td><td>9</td><td>16</td></tr><tr><td>Heating/Re-wire</td><td>75</td><td>18</td></tr><tr><td>Roof/Roughcasting</td><td>160</td><td>53</td></tr><tr><td></td><td>394</td><td>166</td></tr></table> <table><tr><th>Repairs & Maintenance Contract</th><th>Annual Repair numbers End March 17</th><th>Monthly Average</th><th>Average Repairs per Day</th></tr><tr><td></td><td>3622</td><td>302</td><td>14.43</td></tr></table> <p>MC queried the Door Entry contract and asked if Tenants were paying for owners to have communal works carried out to their properties without being charged? CJ confirmed that Board of Management permission had been granted to allow some works of this nature to proceed, however, under our Scheme of Delegated Authority could not discuss details further. CJ will look into the Board decision and ascertain what information, if any, can be disclosed to the Area Committee in this regard.</p> <p>MC clarified he was only asking as a matter of interest and was satisfied with the answer provided without CJ taking the matter further.</p> <p>SAL showed concern that only 53 of a proposed 160 Roofs and Roughcast works had been completed.</p> <p>CJ confirmed that all end of year figures were being validated and maybe subject to change. The final figures will be available to members at the Annual General Meeting. Members could then decide if they wish further information from our colleagues in Investment and Regeneration on this issue.</p> <p><u>Jutland Court</u></p> <ul style="list-style-type: none">Demolition is 3 weeks into an 8 week programme.	Investment Works Package	Estimated Target 2016/17	To end March 17	Windows/Doors	150	79	Kitchen/Bathroom	9	16	Heating/Re-wire	75	18	Roof/Roughcasting	160	53		394	166	Repairs & Maintenance Contract	Annual Repair numbers End March 17	Monthly Average	Average Repairs per Day		3622	302	14.43	
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	<ul style="list-style-type: none"> • 32 properties being built for rent and further 6 for private sale or rent • Expected completion 2020 • Jackie Baillie, MSP officially launched the start of the project <p><u>Demolished Church, Garelochhead</u></p> <ul style="list-style-type: none"> • Currently awaiting the outcome of a Planning Application • Proposal for 10 units <p>Scottish Social Housing Charter (SSHC) Outcome of Factoring Service Satisfaction Survey</p> <ul style="list-style-type: none"> • The Factoring Service Satisfaction Survey was carried out earlier this year • The draft figures for overall satisfaction of factoring services provided by ACHA is 75.29% • This indicates an increase from last year which was 69% • 2015/16 Scottish average was 65.09% • This figure is still to be validated <p>Scottish Social Housing Charter (SSHC) Annual Return on the Charter (ARC)</p> <ul style="list-style-type: none"> • Work is ongoing to validate the figures for the ARC return • There are a total of 69 Indicators (65 relate to RSL's) • Information must be returned to the Scottish Housing Regulator (SHR) by 31st May 2017 • Thereafter, SHR will publish Individual Landlord Reports on their website <p>Community Action Fund Award Members approved a Community Action for Route 81 to assist with their annual Easter event. The Charity advised us that the Grant enabled the Youth Project the opportunity to provide a varied and young person led programme of events during the Easter Holidays which was covered by the Helensburgh Advertiser. They thanked ACHA for our support in making a difference to local young people and copies of the letter are available for members to read.</p>	
6.	<p>Prioritisation of Estate Management Action Plans (EMAPS) 2017/18 (papers attached)</p> <p>PM discussed the paper included in the members packs showing projects identified in year 6 and 7 of the 7 year plan. Approval is being sought at this meeting to take forward Year 6 of the programme, if agreed, PM will then provide competitive quotes from contractors at the next meeting due to be held in August.</p> <p>PM gave a presentation showing members the outcomes of year 5. PM confirmed all work was carried out on time and within budget. The presentation also allowed members to see photos of the year 6 projects to visualise the work required.</p> <p>CJ confirmed to members that this budget no longer sits with Argyll Homes for All (AFHA) it is back with Housing & Neighbourhood Services although AHFA will be invited to submit tenders for work. This will allow for more competitive costings.</p> <p>MC asked PM to consider the possibility of using metal as opposed to wood to try and alleviate ongoing maintenance costs.</p>	

	<p>PM agreed there were pro and cons to using both materials as although metal is less corrosive it costs more to erect and could, therefore, reduce the amount of projects that were carried out but with wood being cheaper to erect it brings with it maintenance costs in the longer term it is also important to consider the surrounding area and what materials have been used previously. PM agreed to look at both options for members to consider at their August meeting.</p> <p>CJ also commented that we must also take into account what type of fencing is in place at surrounding properties. It may well not be appropriate for ACHA to install metal fencing at one property when all other properties have wooden fencing.</p> <p>MC thought that AHFA operatives were being trained in carrying out steel works, however, CJ advised that she did not think this has progressed.</p> <p>It was unanimously agreed to give PM approval to proceed with the following projects:</p> <ul style="list-style-type: none"> • 30/32 Stuckleckie Road, Helensburgh • 19a Court Hill, Rosneath • 9/10 Navy Way, Rosneath • 10/12 Buchanan Road, Helensburgh • 35 Clachan Road, Rosneath • 35 Kirkton Crescent, Cardross • 31 Barrs Terrace, Cardross • 6 Quarry Knowe, Rhu 	
7.	<p>Community Action Fund Applications</p> <p>It was confirmed that no new community action fund applications were received for this meeting and members noted that the budget for Helensburgh & Lomond was £2500.</p> <p>Members were asked to consider the following request from the Charity Friends of Hermitage Park.</p> <p>Members will recall they previously granted £500 to this Charity at their meeting on the 12th January 2017. This award was for display boards. However, the Charity have contacted the Association to advise that they are making a time lapse record of the renovation of the park, and as a result would like approval for the award to be spent on cameras instead.</p> <p>Members agreed to the change of use request and approval was unanimous</p> <p>WN was asked to request that, where possible, the Charity advertise how the cameras were purchased to try and promote our Community action fund application and increase our uptake of the fund in the Helensburgh & Lomond area.</p> <p>DK also commented on the good work Route 81 in Garelochhead were doing for the children in the area and the positive impact it was making.</p>	WN
8.	<p>KPI Report Quartile 3 (1st April – 31st December 2016)</p> <p>CJ asked members to note that all Indicators are currently being validated prior to being submitted to the Scottish Housing Regulator so amendments to current figures are possible.</p>	

	<p>It was noted the Arrears figure of 2.3% with CJ commenting that the overall ACHA wide figure is expected to be lower than it was when bedroom tax was introduced. This is partly down to good working relationships with Argyll and Bute Council Housing Benefit Teams and our own local offices.</p> <p>It was noted that the reletting figures were both slightly outwith target, however, there may be some slight adjustments still to be made on the year end figure and work will continue in this area to improve performance.</p> <p>CJ commented on the Tenancy Offers figure which is sitting at 68%. CJ confirmed that this includes applicants that do not respond to any communications and that if this was removed from the figure it would look much more favourable. CJ advised that when these figures are reported to the Scottish Housing Regulator narratives are included to explain the current figure.</p> <p>Q: SAL asked if the Anti Social figures showing over 100% were indeed correct A: CJ confirmed that it was possible due to the fact that some cases may span over one month with the target being the following month and the completion being a different month again. The target is decided by the category of the complaint. CJ confirmed that this was an area where the Association had to adhere to guidelines from the Scottish Housing Regulator and this impacted on how the figures were presented in the Key Performance Indicators. For this reason the way the figures were recorded had been validated by an external auditor to ensure accuracy.</p>	
9.	<p>Policy/Strategy Review 2017 – Update</p> <p>CJ provided the Members with update on progress on the following Policies that are due for review this year:</p> <ul style="list-style-type: none"> • Allocations Policy – (Housing & Neighbourhood Services) tenders are being issued to invite consultants to submit proposals to assist with the development of this policy. Thereafter a full consultation exercise will take place, that will include Area Committee Members. • Anti-Social Behaviour Policy – (Housing & Neighbourhood Services) not yet commenced • Data Protection Policy – (Finance & IT) The review is in progress, and we are awaiting confirmation from the Director as to when consultation will begin. • Group Governing Body Members Code of Conduct (Human Resources/Corporate Services) – The review is due to start prior to August and Members will be consulted. • Group Policy Payment & Benefits for Governing Body Members and Staff (Human Resources/Corporate Services) – Area committee members were consulted and one comment was received. The policy will be presented at the next policy committee with the date still to be confirmed. • Scheme of Delegated Authority – (Human Resources/Corporate Services) – The review is due to start prior to August and Members will be consulted. 	
10	<p>Retirement of Members prior to AGM</p>	

	<p>In accordance with the Rules of the Association, section 61.3, one third of the Area Committee Members shall retire. The Members therefore due to retire prior to the AGM in August are:</p> <ul style="list-style-type: none"> • Sandra Glazsher – Tenant Casual Vacancy • Malcolm Campbell - Tenant • Stephen Allcroft – Tenant • Robert Beggs – Tenant <p>Members Sonja Aitken Independent and Robert Beggs Tenant were both due to stand down and were asked to decide who will retire this year. BB agreed to stand down this year.</p> <p>WN was asked to confirm if members can make more than one nomination when the nominations are received for the Annual General Meeting. WN will contact SA prior to the nominations being issued.</p>	WN
11	<p>Agree Promotional Material for inclusion in the AGM letters</p> <p>CJ asked members to approve the promotional material for the AGM on 3rd August. Members will recall that they have opened up the judging of the Garden In Bloom competition to all ACHA members within Helensburgh & Lomond.</p> <p>CJ offered some amendments WN to incorporate and send out with Annual General meeting papers.</p>	WN
12	<p>Agenda Items for Office Bearers meeting 3rd August 2017 (paper attached)</p> <p>Members agreed the paper previously circulated in their packs.</p>	
13	<p>Consultation: Landlord Report 2016/17 (paper attached)</p> <p>CJ reminded members that Argyll Community Housing Association 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>CJ asked Members to consider any improvements they would like to see to the report, or anything they would like included.</p> <p>SAL and SA both agreed that the previous Landlords report was exceptionally good and well designed.</p> <p>After a full discussion members agreed that the report should remain with the same format as 2015/16.</p> <p>It was further agreed that the Indicators highlighted in the report should remain with no additions or omissions being recommended.</p> <p>This led to a discussion on the content of the Tenants Newsletter with members and CJ agreeing the importance of highlighting the Helensburgh and Lomond area. To do this CJ reiterated the importance of all interested Groups such as Tenants</p>	

	<p>Panel and Tenants & Residents groups to feed through ideas to ensure the right information is getting included.</p> <p>DK commented on the difference fencing makes to areas, and CJ asked members to consider this use of the Estate management projects as a tenants newsletter article.</p>	ALL
14	<p>“Your Voice” – Tenants Scrutiny Group Update</p> <p>SAL advised the Mystery Shopping exercise was completed on the 19th April 2017. All group members were given 6 addresses with scenarios to use when contacting the Customer Service Centre. Although phone calls were predominantly used SAL did try and use the link from the website to email an enquiry. Unfortunately this did not work. WN to check that there are no issues with the Customer Service Inbox. SAL commented that he enjoyed the exercise and that the results are now with the Tenant Information Service. It is expected the results will be available at the next meeting scheduled for the 30th May.</p> <p>Post Meeting Note: WN confirmed that the website and the achacustomerservicecentre@acha.co.uk in box were both checked to be working when the meeting concluded.</p> <p>BB confirmed he would be attending the Tenant Information Service (TIS) conference in Cumbernauld on the 9th - 11th June 2017 and will report back to the members at the next meeting.</p>	<p>WN</p> <p>BB</p>
15	<p>AOCB</p> <p>DK asked if Jackie Baillie MSP had confirmed another date for attending. CJ confirmed that YA would be in touch when the new dates for the Area Committee were determined at the August meeting.</p>	YA
16	<p>Date and Time of next Meeting:</p> <p>Annual General Meeting – 3rd August 2017 11.30am Office Bearers Meeting – 3rd August at 13.30pm Lamont House Helensburgh</p> <p>Meeting closed at 11:59am MC thanked CJ and SA for standing in today.</p>	All
17	<p>Question and Answer Session – general public</p> <p>No members of the public were in attendance</p>	