



HELENSBURGH AND LOMOND AREA COMMITTEE MINUTES OF MEETING

Thursday 12th September 2013 @ 11.00 am
Centre 81 Old School Road Garelochhead

Present:

Michael Brown (MB) - Tenant
Stephen Allcroft (SAL) – Tenant
Sandra Glazsher (SG) – Tenant
Sonja Aitken (SA) – Independent
Daniel Kelly (DK) – Independent
Cameron Grant (CG) – Tenant
Douglas Prophet (DP) - Tenant
Councillor Aileen Morton (AM)- Council Representative

Staff Members Present:

Yvonne Lister, Regional Manager, Housing & Neighbourhood Services (YL)
David Rae, Local Manager HNS (DR)
Wendy Nicholson, Administration Officer (WN)

1.	Apologies: Bill McIntyre	Action
2.	Minutes of Previous Meeting: 12.09.13 Agreed Proposed: Stephen Allcroft Seconded: Sonja Aitken	
3.	Matters Arising: <ul style="list-style-type: none"> SAL Page 2 Cyclical Maintenance asked if this was part of the Regional Managers Report. YL confirmed Yes. YL Page 2 confirmed that ACHA members were written to and invited to come along and observe the meeting - 3 ACHA members were present today. YL Page 2 – confirmed that at present no Directors would be available for this Meeting or our scheduled meeting in November. When dates are fully confirmed YL will advise members. 	YL
4.	Conflicts of Interest to Declare No conflicts of interest were declared by members.	

<p>MB expressed his frustration, again, at the length of time the title deed issue had been going on for and felt that it was having a detrimental effect on how owners and tenants perceive the Association as a whole. He asked that YL pass this the committee's dissatisfaction to onto the Director of Investment & Regeneration.</p> <p><u>Proposed New Office</u></p> <p>A feasibility study has been completed for the proposed new ACHA offices at Stuckleckie Road. A Tender has been prepared and ACHA are now awaiting the returns, to allow costs to be established.</p> <p><u>Argyll Homes for All</u></p> <ul style="list-style-type: none"> • 5 months into the parent/subsidiary relationship • Reports back on service delivery are generally good • AHFA hope to put in place, over the next months the Consillium Reporting System <p><u>Welfare Reform</u></p> <ul style="list-style-type: none"> • Tenants affected by the Bedroom Tax 530. • Welfare Rights and Housing Management staff have spoken to around 70% of those affected • We have supported applications for Discretionary Housing payments for 150 • 30th July Westminster Government announced Discretionary Housing Payment grants would increase from £152,000 to £370,000 • HOME Argyll considering "Incentive" Scheme • Arrears attributed to the Bedroom Tax £94,000 • 120 affected tenants have arrears in excess of £250. • Only 68 have no arrears • 200 additional points will be given for transfers • 17 tenants have transferred to smaller homes <p><u>Policy Development</u></p> <p><u>Repairs Policy</u> Consultation underway and responses due by end of this week YL encouraged members to participate in the current Repairs and Maintenance consultation exercise which had been previously issued to all Area Committee members. MB also advised members that when phoning the Customer Service Centre free phone number customers were also being asked to participate in the consultation.</p> <p><u>HOME Argyll –</u> Consultation period now concluded</p>	<p>YL</p>
---	-----------

	<p>Draft Policy being submitted to Board of Management for approval Live date proposed 1st April 2014</p> <p>MB requested that future policy reviews be obtained from Corporate Services for inclusion in November's agenda items. YL will take this forward.</p> <p><u>Factoring/Owner Services</u></p> <ul style="list-style-type: none"> • 2011 Factoring Act requires ACHA to provide Statements of Services where we have previously provided services • Over 4,000 Statements of Service to be issued <p><u>Scottish Social Housing Charter</u></p> <ul style="list-style-type: none"> • Work ongoing to ensure we meet the 16 Charter Outcomes • Working Group set up to ensure compliance • Scottish Housing Regulator has been invited to speak to relevant staff • Tenant Scrutiny and Customer Satisfaction being worked on at present <p><u>Key Performance Indicators</u></p> <p>YL was pleased to report that end of financial year 2012/13 - 8 of the KPI'S were achieved in the Lomond area.</p> <p>Urgent Repairs Routine Repairs Void Repairs Post Inspections Void Relet Times Void Relet Times Low demand Rent Arrears and Tenant Satisfaction.</p> <p>1 target was partially met – qualifying repairs – only one repair a drift from meeting the 100% target. 5 were not met. They were the rolling programme of lets to each of the waiting lists Repairs carried out first time – this is a new target set by the regulator And emergency repairs – 4 were out of target.</p> <p>AM queried the figures showing for Waiting List, Transfer List and Homeless List as it would appear there was one allocation which did not fall into any category.</p> <p>YL agreed this did not appear to be correct and thought it maybe the way the percentages totalled, however, will investigate further to ensure accuracy.</p>	YL
8.	<p>Garden in Bloom/Sunflower Competition 2013</p> <p>YL advised members that this had been our most successful year to date with 33 entries being received.</p>	

	<p>Best Container Winners were announced for 1st, 2nd and 3rd and WN will contact to organise prizes and presentation dates.</p> <p>Best Garden for 2013 was in a tied position with members unable to decide between the two. It was therefore unanimously agreed that a joint first prize would be made and a 3rd for this category. WN will contact winners to organise prizes and presentation dates.</p> <p>CG asked members to consider a Winter Garden competition – members agreed to defer this decision to our February 2014 meeting to discuss in full the Garden in Bloom Competition.</p> <p>The Sunflower Competition had a clear winner with the sunflower reaching 188cm. YL/WN to present prize and organise press release.</p>	<p>WN</p> <p>WN</p> <p>YL</p>
9.	<p>7 Year Estate Management Programme:</p> <p>MB had agreed that this Agenda Item would be discussed after item 4.</p> <p>Members had been previously circulated the Estate Management proposal for consideration.</p> <p>DR confirmed that the fencing proposal for 68-70 Buchanan Road had been removed as the owner occupier involved with the fencing project had withdrawn their consent to participate with their share of the costs.</p> <p>DR asked for members to agree the project costs in principle at this stage as details of a fence in very poor condition in Rhu was currently being identified and as this was close to burn in the area it would mean it would take priority over fencing already scheduled in the current proposal. DR advised members would be kept updated of changes by way of a further report being submitted to the meeting.</p> <p>Q: SAL queried the small shortfall showing in the figures. A: DR advised that overall he did not expect a shortfall, however, was keen to ensure all the budget was used to maximum effect.</p> <p>Q: MB asked if DR had the proposed costs for 87 Feorlin Way and when received would this influence the overall budget total. A: DR advised he would look into the cost with AHFA and agreed that Yes this could affect the overall total.</p> <p>Q: MB asked if we were receiving good value for money for our fencing proposals as it was apparent that some fencing costs were higher than others for what would seem like the same work. MB asked for a more detailed report on the costs of the fencing for example to explain, if appropriate, why the costs were more expensive than others and also to show comparative costs from</p>	

	<p>other contractors to ensure value for money from the budget. The committee would also like future fencing EMAP proposals to have examples of different types of fencing with their costs.</p> <p>A: YL advised that the Mid Argyll & Kintyre committee had raised the same concerns as the Lomond Committee that no competitive tender was being sought. Members agreed that they wished to raise their concerns to the Senior Management Team and asked YL to assist in drafting a report from the Committee. YL explained she was doing the same for the Mid Argyll & Kintyre Area Committee and would include Lomond in the same report. . YL will contact MB when the report is completed for finalisation and approval.</p> <p>Q: DP asked if the painting of fencing was included when painters were painting the properties. As this appeared to be getting carried out in some but not all cases.</p> <p>A: YL will check the specification of the painter work contract and bring this back to the next meeting.</p> <p>Members gave unanimous approval in principle for the fencing programme presented by DR.</p>	<p>YL</p> <p>YL</p>
10.	<p>Community Action Fund Applications:</p> <p>No applications received for this meeting.</p>	
11.	<p>Membership Strategy</p> <p>YL confirmed the Strategy had been included in the Board of Management Information packs at their August meeting.</p> <p>Members reviewed the Action Plan:</p> <ul style="list-style-type: none"> • Contacting non ACHA members to try and ascertain why they do not wish to become ACHA members. YL confirmed that this would be a postal exercise and members agreed that the following information should be brought back to next meeting. <ul style="list-style-type: none"> ○ Existing members will be grouped and counted into local areas and this will be offset by the amount of stock in that area. This will allow members to target areas of low uptake. This also allows time to consider the content of the questionnaire which can be finalised at the next meeting also. • The results of the questionnaire distributed to members at the Lomond AGM held on the 4th July will be collated and brought to the next meeting. 	<p>YL/WN</p> <p>WN</p>
12.	<p>Development of the Tenants & Residents Association Strategy</p> <p>YL confirmed the Strategy had been included in the Board of Management Information packs at their August meeting.</p>	

	<p>Members reviewed the Action Plan:</p> <ul style="list-style-type: none"> Members agreed, in principle, to drafting an information leaflet to assist in promoting Tenants and Residents Associations in the area by taking them along to promotional events. MB agreed that the Groups should be contacted by phone first of all to ascertain if this is something they would be interested in. <p>YL asked members if they still wished to collate information on active groups within their areas and bring the list to the next meeting. This is to allow members to ascertain any areas which had a low number of groups to possibly promote Tenants & Residents groups. No decision was made on this.</p> <p>Community Councils will be contacted late 2013/early 2014 to ask if they wish ACHA to attend one of their meetings to raise awareness of our services. YL will work on a presentation on what members currently wish to promote which can be decided at the November meeting.</p>	<p>WN</p> <p>YL</p>
13.	<p>Tenants Newsletter – Autumn Edition</p> <p>It was agreed that the Committee will promote membership in the Autumn edition of the newsletter with information taken from the new membership leaflet recently approved.</p>	WN
14.	<p>Guest Speaker</p> <p>No Guest Speaker was scheduled for this meeting.</p>	
15.	<p>Agenda Items for meeting on 14th November</p> <p>Proposed Agenda items previously circulated with packs.</p> <p>Members agreed items as detailed.</p> <p>YL confirmed that the format for judging employee of the season had been redrafted. YL had put forward proposals to Corporate Services after members had raised concerns with the previous paperwork used.</p> <p>These proposals had been agreed and will be used at the November meeting.</p> <p>MB asked if the up and coming Policies can be brought to the next meeting to allow members the opportunity to consider what items they may wish to be consulted on.</p> <p>WN to contact Corporate Services.</p>	WN
16.	<p>AOCB</p> <p>Q: CG advised he had been approached by a member of the public claiming they had been given misinformation on the Home Argyll process, whereby staff stated that more than one form was required to be completed for all RSL's.</p> <p>A: it was confirmed that this was highly unlikely as this process changed a number of years ago and staff are aware there is only</p>	

	<p>one form. It was explained that the only additional forms that are completed are area of choice forms, which are used for applicants to indicate which area and which landlord wish to be rehoused with.</p> <p>Q: CG asked if there was any progress in the recruitment of the new Local Manager Property Services.</p> <p>A: YL confirmed that interviews were taking place early next week.</p> <p>Q: MB queried if a survey was carried out when tenants were receiving new windows and doors, as a query had been raised by a tenant if the windows should not be replaced on a like for like basis.</p> <p>A: YL will confirm at next meeting if the consultation process takes place for everyone within the windows and doors contract.</p>	YL
17.	<p>Date and Time of next Meeting</p> <p>Thursday 14th November 2013 at 11am in the Howie Pavillion Rosneath.</p>	
	<p>Public Question & Answer Session</p> <p>Members of the Public in Attendance:</p> <ul style="list-style-type: none"> • Malcolm Campbell • Maisie Dunlay • Karen Carmichael <p>Mr Campbell felt ACHA did not take ownership of issues and cited some personal examples.</p> <p>Following a lively discussion Mr Campbell was advised that ACHA had a formal complaints procedure for customers to report issues and he was encouraged to follow this process.</p> <p>Councillor Morton referred to the previous discussion during the meeting regarding Tenants & Residents Associations and explained that they are independent and can deal with community issues such as those Mr Campbell was referring to. He was encouraged to consider this with perhaps a view to setting one up in Garelochhead.</p> <p>Cameron Grant also encouraged Mr Campbell to consider attending future Tenant Panel meetings.</p>	