

HELENSBURGH AND LOMOND AREA COMMITTEE

MINUTES OF MEETING

Thursday, 12th January 2017 @ 10.00 pm
 Lamont House 9-19 Stuckleckie Road Helensburgh
Present:

Cameron Grant (CG) – Tenant
 Stephen Allcroft (SAL) – Tenant
 Robert Beggs (BB) – Tenant
 Danny Kelly (DK) – Independent
 Sonja Aitken (SA) – Independent
 Sandra Glazsher (SG) - Tenant
 Councillor Aileen Morton (CM) – Argyll & Bute Council Representative

Staff Members Present:

Yvonne Angus, Regional Manager, Housing & Neighbourhood Services (YA)
 Bruce West, Director of Finance & IT (BW)
 Alison MacQueen, Customer Service Assistant (AM)

1.	Welcome & Apologies: The meeting started at 10.10am, to allow extra time for members to travel due to the weather conditions. CG Welcomed everyone to the meeting. Apologies were received from Malcolm Campbell (MC)	<u>Action</u>
2a.	Minutes of Previous Meeting (9th November 2016) Page 2 "Owner's" – should read "Owners" Page 3 "Photo's" – should read Photos. Following these amendments the minutes were approved as an accurate record of the meeting. Proposed by: Sandra Glazsher (SG) Seconded by: Sonja Aitken (SA)	
2b.	Matters Arising Page 2 Item 06: SAL asked if the Bat Survey at Jutland Court was now completed and if there was any further progress to date on the site. Update: YA confirmed that the Licence is in place from SNH to allow the removal of the Bat roosts from the entire site. The Ecologists, Wild Surveys, require to be on site during the demolition works. The requirement for bat boxes in the future, will be as directed by SNH and the ecologist.	

	<p>Page 2, Employee of the Season: CG thought there had been a policy change to the Employee of the Season Policy which took place in July. Update: Following discussions with HRCS, it was established that they had enclosed the wrong Policy with their paper at the November meeting in error.</p> <p>Page 3 – Recycling Leaflets – CG asked CM if there was an update regarding the leaflets. Update: CM advised that due to financial restraints leaflets were not developed. However, letters were issued to everyone that was on the Council Tax register. There is also information available online. Anyone who does not have access to the internet can request hard copies from Customer Service Staff. CM confirmed that there had been an issue with regard to the glass collection prior to Christmas and this unfortunately had a knock on effect. CM also confirmed that the Council’s Area Committee have agreed for CHORD money to be spent across the town centre and this will provide a potential solution at Maitland Street with regard to the refuse collection issues there.</p> <p>Page 4 – Estate Management: To be dealt with under Agenda Item 7C.</p> <p>Page 5 - Energy Efficiency Standard for Social Housing (ESSH): The Director of Investment & Regeneration has confirmed that ACHA have a RD SAP rating for all our properties. This is the basic energy rating required by ESSH. The data that is used to produce the energy rating is specific to the property and is based on surveys and information on recent installations to the property that effect the rating (heating upgrades, for instance). Gaps in data can be filled by cloning data but that is not the method that ACHA have used. When a property requires a new Energy Performance Certificate, the property has a brief survey to check the basic information. The data is passed to ACHA’s EPC consultant who produces the certificate.</p>	
3.	<p>Conflicts of Interest to Declare No conflicts of interest were declared.</p>	
4.	<p>Correspondence Letter issued to J Baillie, MSP, inviting her to attend a future Area Committee meeting. It was noted that whilst members of the public can observe only during a meeting, there is a question and answer session held at the end of each meeting, which members of the public can participate in.</p>	
5.	<p>Presentation: Director of Finance & IT BW provided a presentation on the key issues relating to ACHA’s Business Plan which covered the following:</p> <ul style="list-style-type: none"> • Introduction • Overview • Financial Health Check • Assumptions 	

- Financial Results – Over Time
- Financial Results – Summary
- Sensitivities
- The Future

Questions

Q1. SAL asked BW about the accountancy practice changes, he thinks it's hard to follow as things get changed around.

A. BW said there had been 2 significant changes in 2010/11 & 2015/16 (FRS102) to accountancy regulations but it hasn't had a huge impact on ACHA as our cashflow hasn't been affected, however we will continue to be aware of changes as they occur.

Q2. SG asked if void houses made a dent in our financial side of things.

A. BW agreed as no rent is received when properties are void and there are long term costs to take into account.

SG then asked if we could sell the houses we could not let but BW replied saying that someone would need to be interested in buying them which isn't always the case.

Q3. SAL asked what is the source for projections

A. The Bank of England

Q4. CG asked if the bad rental debt figures took into account those on Housing Benefit and Universal Credit (£200k per year)

A. BW advised yes that has an impact on things but it's an assumption we are looking to reduce quite a bit in the future.

Q5. SAL commented that £500k of management cost savings were mentioned by 2021-22, he wondered how many staff members that saving would equate to.

A. BW advised in March 2016 the Board agreed a long-term budget strategy to achieve the £500k saving. We have a 3 year window to plan and put things in place, one of the areas looked at was the New Build Programmes – rental income generated to off-set the £500k, not necessarily reducing staff. BW also said ACHA are looking at how much we can reduce the void rate, there may be an incentive to staff to turn houses around quicker and therefore employ more people, as well as collecting rent arrears.

Q6. SA asked how much of the rent for new builds we would have to repay to the bank loan.

A. BW advised it would be paid back over 20, 30, 40 years. It would be prudent to spend all the money and have no cash retained. He said we need to look and see if there are things day-to-day we don't necessarily need and can save money on (not staff).

Q7. SAL commented that AHFA repairs and maintenance were too expensive and asked if this could be benchmarked.

A. BW made it clear that AHFA assumptions are not on ACHA's business plan.

Q7. SA asked if our interest rates are flexible or fixed rate

A. BW said we can choose but the £40m borrowed so far is on a fixed interest rate. We have recently borrowed £7m & £4m and have chosen to be fixed for

	<p>8 years @ 1.5%</p> <p>Q8. CG commented that the cost of living is rising but income is not and the Scottish Housing Regulator is starting to frown on that.</p> <p>A.BW agreed that this was one of the great challenges for the sector in general and is a complex issue as many RSL's set out their financial projections based on a rent increase of RPI +1%. If less rent is received in future ACHA has a choice – does it spend less on repairs and maintenance or staff?</p> <p>SAL commented that the rent consultation provides a comparison to other RSL's and ACHA are still on the lowest quartile.</p> <p>Q9. SAL asked what would be the worst case scenario if more than one sensitivity was to happen.</p> <p>A.BW said we can run multiple “what if” scenarios but at the moment this information is good to provide to the bank to demonstrate we can still repay our loans. In a 30 year business plan things can change, we are better to look medium term (4-6 years).</p> <p>CG thanked Bruce for his presentation.</p>	
6.	<p>Regional Managers Report Key topics discussed are detailed below:</p> <p>Repairs & Maintenance & Investment Programme</p> <ul style="list-style-type: none"> Progress of 2016/17 programme Roof Works – discussion took place around issues in taking forward these works due to common ownership. <p>Regeneration</p> <ul style="list-style-type: none"> Jutland Court- contract negotiations are progressing well. A funding application is in process. Planning approval is in place and building warrant has been granted for phase one. It is hoped that all going to plan, a start could be made on demolition works in February 2107. There would be a phased handover with the final houses being completed in 2020. Linn Walk, Garelochhead- Planning has been submitted, building warrant and tender process now starting with tenders being returned mid March. Work is unlikely to commence on site until May <p>Multi Agency Meeting, Kirkmichael</p> <ul style="list-style-type: none"> .Kirkmichael Voice free supplement that ACHA contributed to was delivered to all households just before Christmas. <p>Estate Management, Rosneath</p> <ul style="list-style-type: none"> ACHA working with the Community Council in Rosneath with regard to ground maintenance matters. DK commented that ground maintenance issues had been going on for 	

	<p>years in this area.</p> <p>Scottish Social Housing Charter (SSHC)</p> <ul style="list-style-type: none"> • Tenant Satisfaction Survey 2016 – now complete and outcomes are currently being analysed. • Factoring survey – commencing mid January for 4 weeks – telephone and postal • Gypsy Traveller survey – commencing early February – face to face • CG asked for an update on the future of the Torlochan Travelling Person Site. YA confirmed the Board of Management would be considering this matter at their next meeting. <p>Membership Prize Draw</p> <ul style="list-style-type: none"> • Winners of the Hampers for each of the 4 areas were announced. 	
7a.	<p>Estate Management Action Plans (EMAP)</p> <p>Budget Update (paper attached)</p> <p>Annual Budget - £13,545.00</p> <p>Current Balance - £2,134.92</p>	
7b.	<p>Estate Management Action Plans (EMAP) – Progress on EMAP Works (verbal update)</p> <p>15-17 Modans Way, Rosneath complete.</p> <p>19 St Modans Way, Rosneath complete.</p>	
7c.	<p>Estate Management Action Plans (EMAP) – Pricing of Chain Link Fencing (paper attached)</p> <p>Members were asked to consider the fencing project at 35 Baird Avenue. Wooden Fencing at a cost of £2,125.72 or Galvanised at a cost of £5,000. This was put to a vote:</p> <p>5 Members agreed to the project</p> <p>One Member rejected the project</p> <p>One Member abstained from voting.</p> <p>The project was approved.</p>	YA
8.	<p>Proposal for 2017 Garden in Bloom Competition</p> <p>Members approved the Best Garden and Largest Sunflower. No changes were made to the prize money.</p> <p>It was agreed that the competition would close on 21st July and judged by Lomond ACHA Members who attend the Annual General Meeting on 3rd August 2017.</p> <p>Members agreed to a press release to promote the competition. GC to contact WN to arrange for a Quote to be included.</p>	CG / WN
9a.	<p>Community Action Fund Applications – Agree new Application(s)</p> <p>An application was received from “Friends of Hermitage Park Association”. Members discussed the application and unanimously agreed to award the full amount of £500.</p> <p>The Group are to be contacted and asked to promote ACHA’s Community Action Fund scheme.</p>	WN

9b.	Community Action Fund Applications – Budget Update The budget remaining was £2,000. Following the award to Friends of Hermitage Park the balance remaining is now £1,500.	
10.	Policy Review 2017 Members considered the list of Policies due for review during 2017. The following policies were highlighted as ones of interest to Members. <ul style="list-style-type: none"> • Group Governing Body Members Code of Conduct • Group Members Expenses Policy • Allocations Policy • Land Disposal Strategy • Anti Social Behaviour Policy Members felt it would be beneficial to receive an awareness session on ACHA's current Anti Social Behaviour Policy. It was agreed that YA would arrange this for a future meeting. BB left the meeting at 11.55am	YA
11.	Key Performance Indicators – HNS Score Card Quartile one and 2 figures were reviewed. YA to enter in the word “days” to make the report more understandable.	YA
12.	Contents for Tenants Newsletter – Spring 2017 For the Spring 2017 Newsletter, Members agreed to produce an article on the Kirkmichael project. This will be coordinated by CM and a draft provided to WN prior to the March pre-agenda meeting.	WN / CM
13.	Your Voice Update SAL provided an update to Members scrutinising the “life of a repair”. They received a presentation from the Tenant Advisory Service which was very helpful. They have also been involved in a benchmarking exercise, comparing service with other peer organisations. Some of the group were also involved in a “shadowing” exercise with ACHA's Customer Service Centre. They had the opportunity to listen to calls being received from customers and learn how the repairs were recorded on the computer system and then issued to AHFA. Shortly they will be involved in a mystery shopping exercise.	
14.	Chairs Update <ul style="list-style-type: none"> • Tenants Panel – meeting took place on Tuesday, 10th January. • SHR – CG advised he has a meeting with the SHR next week. He advised that the SHR are in front of the Parliamentary Committee next week to present an evidence paper. It will be aired on the BBC Parliamentary channel. • Regional Network – next meeting due to be held in Glasgow where discussions will be held with regard to the re-assignment of the Regions. 	

15.	Agenda Items for meeting March 2017 Members asked that “Your Voice Update” was added.	WN
16.	AOCB A discussion took place regarding Police Presence in the Helensburgh & Lomond area. Members felt it would be beneficial to invite the local Inspector, Coleen Wylie to a future Area Committee meeting to provide a presentation on Police Presence within the Helensburgh & Lomond area – and in particular the areas where ACHA have properties. YA to arrange to make contact.	YA
16.	Date and Time of next Meeting: The next meeting will be held on Thursday,, 2 nd March 2017 at 10am Lamont House Stuckleckie Road Helensburgh <i>Post meeting Note – Due to a clash of dates with the Board of Management Strategic Planning days, the meeting has been moved to Friday, 3rd March 2017 at 10am.</i>	
	Question and Answer Session There were no members of the public present. The meeting concluded at 12.25pm.	