



HELENSBURGH AND LOMOND AREA COMMITTEE

MINUTES OF MEETING

Thursday 15th May 2014 @ 11.00 am
Project 81 Centre Old School Road Garelochhead

Present:

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

Staff Members Present:

Christine Johnston Director of Housing & Neighbourhood Services (CJ)
Yvonne Lister, Regional Manager, Housing & Neighbourhood Services (YL)
John Forbes Director of Argyll Homes for All (JF)
Wendy Nicholson, Administration Officer (WN)

Members of the Public

James Milne

1.	Welcome & Apologies: Chair Welcomed all guests to the meeting. No apologies were received.	Action
2.	Minutes of Previous Meeting & Matters Arising: Proposed: DP Seconded: MC Information Pack KPI Figures YL advised AC Members to note that the end of year KPI figures are not contained within their information packs. It was agreed that they would be submitted once the Repairs data had been re-analysed to ensure Committee Members received accurate figures. Members will receive this in their information packs by July. Page 3: CG queried if the Community Action fund monies were utilised by the Mid Argyll and Kintyre Area Committee.	

	<p>YL confirmed it was.</p> <p>Page 4: YL advised members that she had received confirmation that the Community Action fund policy is due for review this year. Their request for a change to the policy has been noted. This was in response to a request from members that the policy be changed to ask that charities use the ACHA logo when advertising events when they have been successful in receiving a grant.</p> <p>Page 7: Attendance at other Area Committee meetings – YL confirmed that the Mid Argyll & Kintyre, Bute & Cowal and the Oban, Lorn & Isles Area Committees all confirmed they were happy for Lomond Members to attend any of their meetings as Observers. Dates of their future meetings will be passed to Lomond members after the AGMs in July.</p> <p>They also noted that they were welcome to attend the Helensburgh & Lomond Area Committee.</p> <p>Page 8: YL confirmed that AHFA's community action fund is to support staff in their quest for raising funds for charitable organisations and applications are not accepted from external parties.</p> <p>SG arrived at the meeting 11.10am</p>	
3.	<p>Conflicts of Interest to Declare</p> <p>8 members confirmed no conflicts of interest to declare.</p> <p>SA declared a conflict of interest on Agenda Item 11.</p>	
4.	<p>Correspondence:</p> <ul style="list-style-type: none"> No correspondence received 	
5.	<p>Regional Managers Report presented by Y Litster</p> <p>Key Points discussed:</p> <p><u>Kitchen & Bathroom (Carillion)</u> No works started or on site</p> <p><u>Window & Doors (Sidey)</u> No works started or on site</p> <p><u>Heating & Rewire (Carillion)</u> 2 Rewires commenced in March</p> <p><u>Cyclical Painting Programme</u> Pre paint surveys carried out for planned projects for 2014/15</p> <p><u>Hood Court Development</u></p> <ul style="list-style-type: none"> Contractor – Crudens Work now commenced Handover expected March 2015 12 Units <p><u>New ACHA Offices</u> Building works for our new offices at Stuckleckie Road have now commenced. The contractor, JB Bennet went on site at the end of April. We are expecting a handover date of mid December 2014.</p>	

	<p><u>Other Updates</u></p> <ul style="list-style-type: none"> • New HOME Argyll Allocations Policy • Preparing for the Scottish Social Housing Charter • ARC return (Annual Return on the Charter) • Tenant Scrutiny • Customer Satisfaction <p>Q: DK asked if complaints had been received in relation to the running costs of the wet electric heating systems currently being installed. A: DR confirmed that this is an expensive heating system to run and energy efficiency advisors can be organised to visit the property to assist with cutting costs and the best way of operating the system to make it as economical as possible. DK asked to advise anyone with queries to contact the Area Team to arrange for a visit.</p> <p>Q: MB queried windows and doors that may have been missed during the Investment Programme especially in light of the 2015 deadline. A: YL confirmed properties have to fail SHQS before any windows and doors will be replaced. Properties identified should be given to YL at the end of the meeting for forwarding to our colleagues in the Investment & Regeneration team.</p> <p>Q: DK asked if all properties in Kilcreggan had received insulation and if not was it planned. A: YL confirmed she would investigate.</p>	YL
6.	<p>Estate Management Action Plan – Presentation by D Rae</p> <p>DR presented 6 proposed Estate Action Management Plans for Year 3 for members to consider for approval.</p> <p><u>7-9 Argyll Road Rosneath – Fencing Proposal</u> Recommendation: Supply and fit “bow top” metal fencing for this location for durability. AFHA quote:- £4100.00 Members unanimously agreed to this proposal.</p> <p><u>21-50 Maitland Court Helensburgh – Fencing Proposal</u> Recommendation: Supply and fit metal galvanised fencing around patch of ACHA land. AFHA quote: £1841.21 Members unanimously agreed to this proposal.</p> <p><u>Columba Street - Environmental proposal 1 and 2</u> Recommendations: to repair damaged wall and replace broken slabs by repointing brickwork and rebedding coping stones, de weed area, remove moss from slabs, trim back trees and power wash area. AFHA quote:- £3579.00 Members unanimously agreed to this proposal.</p>	

	<p><u>1-5 Park Avenue Garelochhead – Fencing</u> Recommendation: Repair and fit chain link fencing at rear of the properties. AFHA quote £1848.21. Members unanimously agreed to this proposal.</p> <p><u>James Street/West King Street Helensburgh – Outhouses/Stores</u> Members agreed to proceeding with owner engagement with a view to demolish the structures and clear the site AHFA Quote: £1650 pro rata. If owners unanimous approval cannot be achieved Members agreed to seal and empty the outhouses in the Association ownership AHFA Quote: £1100.</p> <p>It was noted that the doors currently missing could be renewed but the overall condition of the bin stores makes the exercise uneconomic.</p> <p>DR provided an overview of the Year 2 EMAP's, with before and after pictures to demonstrate the work carried out.</p> <p>Finally, Members reviewed the future program for Year's 4 – 7 and agreed with the priorities.</p> <p>DR was asked to check and clarify item 6 and 10 within the Year 2 priorities as there appeared to be a discrepancy in cost of the work. Details of costs and length/type of fencing to be clarified at the July meeting.</p>	DR
7.	<p>Community Action Fund Applications</p> <p>The budget available for Community Action Funds is £2500 for 2014/15.</p> <p>Only one application was received this month:</p> <p><u>Kilcreggan and Cove Youth Café.</u> Outcome – Rejected.</p>	
8.	<p>Naming of new “Hood Court” Development</p> <p>CG advised members that a shortlist of proposed names for the new development at Hood court will be provided at the July meeting.</p> <p>The following schools have been consulted: Cograin, Hermitage Primary, John Logie Bair Primary, Rhu Primary, St Josephs Primary and Parkland (primary school age only).</p> <p>Timetable:</p> <ul style="list-style-type: none"> Names to be returned to ACHA by Friday, 20th June 2014 Area Committee Decision – 4th July 2014 Paper to SMT for consideration – 24th July 2014 Paper to Board for consideration – 14th August Response to Argyll & Bute Council – end August 2014 	

9.	Governing Body Manual – CD Format YL asked members to speak with WN if they wished to have their governing body manual given to them in CD format rather than the current paper edition. CG will liaise with LL as it is not compatible with Apple software.	WN CG
10.	Tour of Helensburgh & Lomond Area YL presented members with 2 proposals in relation to a tour of the area previously requested by members. It was agreed that Proposal 1 (Tour of full Area) was the preferred option and that the timing of this tour will coincide with the judging of the Garden in Bloom competition in August 2014. It is anticipated that it will be a 10am pick up from the Pier Car Park and a drop off at 3pm. YL/WN to liaise with members on the details.	YL/WN
11.	Land Disposal Request – 25 Garraway Road Helensburgh SA left room for discussions to take place on this request. Members discussed the land disposal request and agreed to accept this proposal.	
12.	Membership Strategy Deferred to September Meeting	
13.	Tenants & Residents Association Strategy Deferred to September Meeting	
14.	AGM Arrangements Due to accommodation availability it was agreed that the AGM would fall on Friday the 4 th July 2014 at 11.30am in the Braeholm Helensburgh and would follow the same format as last year. A finger buffet will be made available for all Members.	
15.	Retirement of Area Committee Members YL advised that in terms of the Governance rules, 2 members are required to stand down from the Lomond Area Committee. The longest serving members are MB, SA and SAL. MB and SAL both agreed to step down prior to the AGM. Both are required to complete nomination forms if they wish to consider re-joining the Committee for 2014/15. YL advised that as MC currently fills a casual vacancy, a nomination form must be completed by him for a tenant position for the coming year if he wishes to consider joining the Committee for 2014/15.	

16.	<p>AHFA Presentation John Forbes Director of Argyll Homes for All (AHFA)</p> <p>Key points from the presentation are detailed below:</p> <p>Keys areas of work carried out by AHFA include:-</p> <ul style="list-style-type: none"> • Reactive repairs for 5100 properties • Solid fuel servicing • Gas servicing & repairs • Gutter cleaning • Electrical periodic inspections • Void & chargeable works. <p>JF outlined the huge area that is covered and also that a 2 hour response time to some emergency repairs is applied to all tenants regardless of where they live.</p> <p>Q: CG asked where do the operatives work from are depots supplied? A: Operatives effectively work from their vans when required operatives have access to their local area ACHA office.</p> <p>Q: MC asked if a contract was entered into with suppliers to ensure best value for money. A: JF confirmed this was case and rebates maybe applied when and where appropriate. It was also noted that this was a 3 year contract with monthly progress meetings undertaken.</p> <p>Q: CG asked if a retainer was paid to our Out of Hours contractor. A: JF advised this was not encouraged, however, will look into this and advise members at the next meeting.</p> <p>Progress to date:</p> <ul style="list-style-type: none"> • Recruited, trained and equipped operatives across Argyll & Bute • Improved on previous service • Initiated modern working practices • Health & Safety focus. <p>JF confirmed 2 trainees have been budgeted for this year x1 for Oban & Isles and also x1 for Bute & Cowal. When training completed they will have recognised certificates which can be used for future working years.</p> <p>Future plans for AHFA include:</p> <ul style="list-style-type: none"> • e-trading with key supplier • Increased private owner works • Improve efficiencies • Employment opportunities • Aids & Adaptation works. <p>Q: DP how long is the wait if a part has to be sourced if it cannot be stored in the ACHA van. A: It should only be obscure parts that can prove difficult to source and</p>	
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	<p>these should take no longer than 7 days.</p> <p>Q: MC how is the stock controlled if it is stored in operative vans. A: Currently we carry out manual stock takes and materials are checked against jobs undertaken. Development is underway to allow this to be controlled electronically through a software system as stock is used it is recorded and replenished when required.</p> <p>Q: DP where are items too large for the vans stored? A: Stock levels and stock storage is held with the contract supplier and this is kept free of charge.</p> <p>Q: DP have any vans been vandalised or had theft of stock. A: No nothing of this nature has happened to date.</p> <p>JF confirmed a Maintenance and lease agreement has been entered into for the servicing and maintenance of the AHFA vans which includes all aspects of maintaining the vans.</p> <p>JF confirmed that operatives that have time to look forward to the next day appointments are encouraged to make opportune visits, however, if the tenant was unavailable then the arranged appointment will be met.</p> <p>Pricing Structure applied by AHFA is built around the following which offers good value for money:</p> <ul style="list-style-type: none"> • Agreed Schedule of rates • National Housing Federation Schedule. <p>Q: SA asked if costings included manpower and overheads including fuel. A: JF confirmed this was taken into account with overall pricing structures with a minimum value put on jobs at £30.</p> <p>Q: MB asked if VAT was refunded on the fuel cards for the vans. A: Not at present, however, AHFA do receive a discount on advertised forecourt prices.</p> <p>Q: YL asked JF to explain the pricing structure which is used for Estate Management Action Plans. A: Schedule of rates is used in the pricing lower rates cannot be used which will cause AHFA to lose money. However on the back of the Area Committee meetings JF has attended he is going to revisit this for Estate Action Plans to see if any changes are feasible.</p> <p>CJ confirmed that owners where major works are required for common works can take other contractor costs if they so wish they are not held to AHFA to carry out works.</p> <p>JF confirmed that savings of £300,000 in year 2 have been made in comparison to the first year of AHFA's business plan.</p> <p>Q: MB asked if a grass cutting contract with ACHA is this something that is being considered for the future</p>	JF
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	<p>A: Grounds maintenance and painting is something that is being looked at for future however AHFA are not geared up for this type of maintenance at the present time.</p> <p>SAL thanked JF for taking the time to attend the Lomond meeting.</p>	
17.	<p>Agenda Items for the next meeting 4th July 2014</p> <p>Members agreed the agenda items for the next meeting with following being noted:</p> <p>Director of Human Resources/Corporate Services is scheduled to attend our meeting on the 4th July. YL to contact CB to look into rearranging this.</p> <p>The HOME Argyll presentation may be delayed due to the policy implementation date.</p>	YL
18.	<p>Guest Speaker Christine Johnston Director of Housing & Neighbourhood Services</p> <p>Members received presentation handouts at the meeting. Key points were as follows:</p> <p>Key Strategic Aims and Objectives</p> <ul style="list-style-type: none"> • Achieving the Scottish Government housing standards and addressing housing need in Argyll & Bute • Providing quality customer care and equality across all our services. • Developing the financial strength and capacity to meet current and future objectives • Deliver progressive and sustainable business performance and service delivery • Strategic relationships and partnerships • Restructure of department • review and update low demand/void strategy <p>Other new objectives set for ACHA as a whole include:</p> <ul style="list-style-type: none"> ❖ compliance with Charter ❖ development of service delivery plans ❖ review of management costs <p>Two significant areas of work for which objectives have previously been set and work is ongoing are:-</p> <ul style="list-style-type: none"> ➤ Compliance with the Property Factors Act ➤ Welfare reform mitigation <p>Helensburgh & Lomond update on previously set objectives:-</p> <p><u>Compliance with Property Factors Act</u></p> <ul style="list-style-type: none"> • Statements of service issued- 469 (total issued 3779) • Factored properties in Lomond- 119 (total 214) <p><u>Impact of "Bedroom tax"</u></p> <p>Total all areas in all areas:495 tenants affected</p> <p>£66, 004 arrears</p>	

	<p>229 tenants affected have no arrears</p> <p>Please note that this is not purely an arrear on the bedroom tax included in this figure is any previous arrear prior to the introduction of the bed room tax.</p> <p>Helensburgh & Lomond Totals are:-</p> <ul style="list-style-type: none"> ➤ 163 tenants affected ➤ £10,068 arrears ➤ 81 affected have no arrears ➤ 104 live in 2 bedroom properties ➤ 49 live in 3 bedroom properties ➤ 10 live in 4 bedroom properties <p>Departmental focus for coming year will include all of the above and also:</p> <ul style="list-style-type: none"> • Compliance with Scottish social Housing Charter • Supporting and developing Tenant scrutiny • Income maximisation • Developing services <p>Q: CG asked in relation to Bedroom Tax do we advise applicants of potential issues should they end up living alone in a 2 bedroom property.</p> <p>A: Applicants on the transfer list looking for a single to a 2 bedroom property are advised prior to the acceptance of any offer of the potential risk to allow for an informed choice to be made.</p> <p>Q: CG asked if any of our new build projects were looking at building more one bedroom properties in light of the “bedroom tax” payment.</p> <p>A: CJ confirmed that our Investment and Regeneration Team at the very early stages of new build projects will request information on the type of properties, in that location, that are in high demand and this may not necessarily be one bedroom properties.</p> <p>SAL thanked CJ for her presentation.</p> <p>SG left meeting at 1pm</p>	
19.	<p>Chairs Update</p> <p>CG advised that the future of the Tenants Panel is being discussed. The next meeting is scheduled for 17th June and an update would be provided to the Committee at their July meeting.</p>	CG
20.	<p>AOCB</p> <p>None</p>	
21.	<p>Date and Time of next Meeting</p> <p>Friday 4th July 2014 at 11.30am in the Braeholm Helensburgh.</p>	
22.	<p>Public Question & Answer Session</p> <p>No questions raised at todays meeting.</p>	