

HELENSBURGH AND LOMOND AREA COMMITTEE

MINUTES OF MEETING

Thursday 17th January 2013 @ 11.00 am

Kirkmichael Centre Townhead Road Helensburgh

Present:

Michael Brown (MB) - Tenant
 Stephen Allcroft (SAL) – Tenant
 Sandra Glazsher (SG) – Tenant
 Cameron Grant (CG) – Tenant
 Sonja Aitken (SA) – Independent
 Daniel Kelly (DK) – Independent
 Maisie Dunlay (MD) – Tenant
 Bill McIntyre (BM) - Tenant

Staff Members Present:

Nick Pollard, Director of Finance & IT (NP)
 Yvonne Lister, Regional Manager, Housing & Neighbourhood Services (YL)
 Wendy Nicholson, Administration Officer (WN)

1.	Apologies: Councillor Morton	Action
2.	Minutes of Previous Meeting: 15.11.12 Agreed Proposed: SAL Seconded: SA MB welcomed Nick Pollard Director of Finance & IT as the Guest Speaker. It was agreed that as no members of the public were in attendance NP could give his presentation after Agenda Item 5.	
3.	Matters Arising: Item 6 Page 5 Heating & Rewires: SA asked if procedures were in place to try and prevent the amount of “no accesses” which cause disruption to the running of the programme. A: YL confirmed that “no accesses” were an issue that the Association were addressing. Item 6 Page 5 Roofing & Roughcast: DK thought that roofing works were also being carried out in the Rosneath area. A: YL will check and report back at next meeting.	YL

	<p>Item 7: Community Action Fund Budget: SAL wished it noted that since only Charitable Organisations can apply for this fund he believes that the Helensburgh & Lomond area have received no applications as a result of this.</p> <p>Item 7 Page 7: Community Action Fund: Tenants & Residents Associations are not covered by ACHA's charitable status. The only way they would be able to access this fund would be to register as a charitable organisation with the Office of the Scottish Charity Regulator and currently be on the charity register.</p> <p>Item 7 Page 7: Community Action Fund : There will be a small fund which will be available for AHFA to assist local organisations. The decision for distribution of funds will be made by AHFA and applications from charitable organisations made to ACHA would continue to be reviewed by Area Committees.</p> <p>Item 11 Page 9: Employee of the Season – The process will be reviewed, taking account of all comments received from all Area Committees, once they have all had the opportunity to go through the process.</p> <p>Item 15 Page 10: Care & Repair Scheme – There is no issue with ACHA tenants being made aware of the Care & Repair service, particularly when it comes to replacing light bulbs etc.</p>	
4.	<p>Conflicts of Interest to Delcare</p> <p>No conflicts of interest were declared by members</p>	
5.	<p>Correspondence:</p> <ul style="list-style-type: none"> Letter received by Chair from a tenant in the Cardross area. WN to organise update for MB. Email from Councillor Morton offering to step down as Council representative due to other commitments conflicting with the Area Committee meeting dates. Members unanimously agreed to accept Councillor Mortons resignation and YL will contact Argyll and Bute Council & Councillor Morton in this regard. 	<p>WN</p> <p>YL</p>
(13)	<p>Guest Speaker: Nick Pollard Director of Finance & IT</p> <p>Copies of NP`s presentation were distributed to members prior to the meeting.</p> <p>NP discussed the Strategic and the Operational role of the Finance and IT Department and how this plays an integral part in the Associations long and short term goals.</p> <p>NP focused on certain Objectives including:</p> <p>“Developing the financial strength and capacity to meet</p>	

current and future objectives.”

With some key points below:

30 Year Business Plan

This has been produced for the 2012/13 year.

The next plan is required for 2013/14 for both the Board, the bank, Lloyds Banking Group and the regulator, Scottish Housing Regular.

The Annual Budget

The 2012/13 annual budget was produced for 2012/13 and is in operation. The next budget round starts in October 2012 and is due to be completed with presentations to the Finance and Audit Committee in January and February 2013 for the Board.

Quarterly Management accounts

Quarterly management accounting reports are provided to the Finance and Audit Committee. These reports highlight operating performance against budget in the year with actions required where they are deemed to be areas of significant overspend or under spend.

Monthly Management Accounts

Every month the Senior Management Team receives management accounts detailing all cost and income code balances against budget identifying under and over spends. The operational departments are also provided with transaction analysis for that period in order that they can confirm the position and recode errors or make adjustments as required.

Weekly cash flow analysis

The finance team undertake a weekly cash flow analysis and regularly update that analysis finances.

Objective: “To propose new income/funding streams by 2017”

Progress on this has been hindered slightly, due to other priorities which have taken precedence in recent months, e.g. AHFA.

Some development of themes for service charge introduction and development of charity and legacy funding are being considered but at the early stages of development within the 5 year cycle.

Objective: Set up terms of reference and working group to consider a range of options, and agree an action plan to free up resources to utilise for new development by 2017.

This has been developed with a Strategic Planning Review Group. The terms of reference have been set and the group has met to discuss the initial position. Allocation of task and responsibilities for the completion of the project is now being defined with an expected reporting time frame to the Board which will meet the February 2013 Strategic Planning days.

Operational Targets

	<p>Ensure delivery of all regulatory and statutory reporting which includes, HMRC, Financial Services Authority, Office Scottish Charities Regular and Scottish Housing Regulator</p> <p><u>Ensure delivery of the new ICT strategy</u> In progress</p> <p>NP concluded his presentation with a Question and Answer service and requested members to let him know what they would like him to discuss on his next visit.</p> <p>Q: SAL asked in relation to Robust, Efficient, Reliable IT solutions, how do we ensure this? A: NP advised that we currently had a service level agreement with Argyll and Bute Council and has minimum standards which must be maintained. He also confirmed that Argyll and Bute Council have exceeded these standards. He also advised that Argyll & Bute Council are investing in the resilience of the IT systems and have further extended their current contractor to ensure continuity for everyone this is also the case with our mobile phone contract.</p> <p>Q: SA asked if we would be addressing the issue of broadband as in the Helensburgh & Lomond area it is much slower than in other areas. A: NP advised that Argyll and Bute Council were trying to address this through a system called SWAN which should improve this throughout the whole of the Argyll area.</p> <p>Q: CG asked if AFHA would be able to take advantage of the business rate of interest afforded to ACHA. A: NP advised will benefit from commercial terms in line with the Office of Scottish Charity Regulators (OSCR).</p> <p>Q: MB asked if it was correct that Finance staff would phone customers to confirm bank details over the phone. A: NP advised that staff would only phone customers that had previously advised ACHA of their bank accounts details to allow us to confirm the details as correct.</p> <p>Q: CG asked if customers are notified that a follow up call will be made to confirm details. A: NP advised staff should be advising customers that a phone call should be expected, but he would take these comments back to the Department.</p>	NP
6.	<p>Regional Managers Report presented by Y Litster</p> <p>Key Points discussed being:</p> <p>Investment and Regeneration</p> <p>Kitchen & Bathroom (Carillion)</p>	

- Final Stages of programme progressing well.

Window & Doors (Sidey)

- Working towards completion of 12 elements

Heating & Rewire (Carillion)

- Staff keeping opening times to a minimum
- Quality Issues being addressed

Roofing & Roughcasting (Morrison Spottiswood)

- Progressing well.

Non Trads – Stewart & Sheilds

- Progressing well.

Garage Lock Up Strategy

- Due to be completed by end March 13
- Following garages are proposed to be demolished:
 - Helensburgh, Rhu, Garelochhead & Cardross
- Demolition Warrants have been applied for
- **Darleith Road Lockups –**
 - Now awaiting the Disposition from Argyll & Bute Council
 - Requested mid December, further reminder sent 10th January

Customer Complaints Update:

One hundred and nine complaints were dealt with during the period 1st April to 31st December 2012
13 of these were for the Lomond area.

In terms of Stage 3 Appeals - The Appeals Committee have upheld the outcome 9 complaints it was asked to review. Of the 9 complaints heard, 6 progressed to stage 4 of the old complaints procedure

Stage 4 Scottish Public Services Ombudsman (SPSO) – As at the end of the December 2012, the Ombudsman had received 6 complaints to review. One complaint was partially upheld and procedures have been put in place to ensure the situation does not occur again. The Ombudsman has not upheld 4 complaints received and is still reviewing another.

The new complaints Policy went live on 1st October. There is now only 2 stages for complaints, prior to the Ombudsman investigating.

Key Performance Indicators

Papers previously issued to members in their information packs, YL confirmed there were no real areas of concern to discuss, however, was happy to take any questions.
No Questions raised at this time.

Estate Management

- Estate Management surveys have now been completed for the Lomond Area.
- 1,929 surveys issued – 100%
- responses received – 386 – 20%

	<ul style="list-style-type: none"> • Total Cost - £ 1,346.12 <p>MB queried the cost of Helensburgh and Lomond surveys and asked if all areas sent out stamped addressed envelopes for the return of the surveys.</p> <p>Drumfork Court Balconies</p> <ul style="list-style-type: none"> • Engineer appointed to carry out survey of balconies • Concluded they are at the end of their Design Life, and require to be replaced • Protective mesh netting being erected • Replacement of Balconies – discussions taking place <p>MB requested that YL keep him updated with the balconies as he believes this is an Investment & Regeneration budget issue.</p> <p>Housing Management:</p> <ul style="list-style-type: none"> • HOME Argyll – Policy Review underway <ul style="list-style-type: none"> • Consultants appointed – Craigforth • Text Messaging – <ul style="list-style-type: none"> • Text reminders will to tenants who are in arrears to pay their rent • Text reminders will be sent if a court date has been set • Opt in service for balance enquires <p>Tenants and Residents Associations</p> <ul style="list-style-type: none"> • Letters written to all associations advising of the new funding rules. <p>ACHA Rent Increase 2013/2014</p> <ul style="list-style-type: none"> • Rent consultation document sent out with Tenants Newsletter • Proposed increase is 4.95% • Average rent of £66.20 would rise to £69.48 (£3.28 per week) • Deadline for comments is 27 January 2013 <p>Welfare Reform</p> <ul style="list-style-type: none"> • Bedroom Tax – approx 600 tenants affected across ACHA • Visits being carried out by Area Teams • Lomond – 207 visits required • Surveys being completed to help us help tenants prepare for the change • Information on moving home and alternative methods to pay rent being provided <p>Argyll Home for All (AHFA)</p> <ul style="list-style-type: none"> • Board of Management approved a 5 year business plan for the establishment of AHFA at December meeting • AHFA will be a wholly owned subsidiary of ACHA • AHFA will carry out cyclical maintenance services under a contract to ACHA • Considerable work ongoing to get AHFA ready for Day 1 – 	YL
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	<p>1st April</p> <ul style="list-style-type: none"> • Staffing Structure within AHFA at an advanced stage • Staff may join AHFA as a result of TUPE rights from private contractors • Any vacancies will be advertised from late January onwards • AHFA's Board of Management now up and running • Vehicles for AHFA have been ordered • Briefing sessions have been held with staff • Branding being developed • Service Level Agreements being looked at <p>Good Attendance Awards</p> <ul style="list-style-type: none"> • 5 Staff in Lomond • Chair will present certificates to staff this afternoon <p>Interesting Facts on Kirkmichael The properties ACHA have within the Kirkmichael area are shown below: Old Luss Road, McAuslan Place, Athole Street, Ben Bouie Drive, Buchanan Road, Stuckleckie Road, Garraway Place, Garraway Road, Kirkmichael Road and Townhead Road</p> <ul style="list-style-type: none"> • ACHA have 170 properties • There are over 1,000 on each of our waiting lists looking for various bedroom sizes in the Kirkmichael area (some will be on for more than one size of house) • Highest rent is at Kirkmichael Road – £79.58 • Lowest rent is at Buchanan Road – £46.71 • There are no new build properties in the Kirkmichael area • Kirkmichael was built in 1930's • Classed as a "Garden City" <ul style="list-style-type: none"> • <i>Estates developed in outlying areas for professionals to escape from the cities</i> • <i>Seeking residence for their families in healthier places, close to places of work</i> • <i>Clean air and fresh water – sought after commodities only found outwith the cities</i> <p>Old Town Council Minutes were reviewed by the late Councillor Norman Glen Interesting Facts were recorded from these minutes – such as:</p> <ul style="list-style-type: none"> ▪ Desirability of forming a cemetery – ground examined at Kirkmichael Farm ▪ Completed a recreation ground in Kirkmichael, along with a new sports pavilion <p>SA advised that Garraway should in fact be spelt Garrawy.</p>	YL
7.	<p>Attendance at Community Events 2013:</p> <p>Members agreed to have a stall at the Helensburgh & Lomond Highland Games and the Rosneath Highland Games this year.</p>	

	<p>WN to progress and book pitches. Committee Members to agree at a later date who will be in attendance.</p> <p>It was agreed that the Area Teams would identify a “theme” to promote at these events. YL to take forward.</p>	<p>WN ALL</p> <p>YL</p>
8.	<p>Policy Review 2013</p> <p>Members requested that rather than reviewing current policies during 2013 could the Minutes of the Policy Sub Committee be included in future information packs.</p> <p>YL agreed to progress this request.</p>	YL
9.	<p>Community Action Fund Applications: No applications received</p>	
10.	<p>Land Disposal Request – Maitland Court Unanimously agreed by members.</p>	
11.	<p>Membership Strategy Final draft for approval was agreed. Members asked for some details to be amended on the Survey form. Thereafter it will be sent to all ACHA Members in the Helensburgh & Lomond area with results being submitted to the next meeting on the 14th March. All other Action points to be reviewed again at the next meeting.</p>	YL
12.	<p>Development of the Tenants & Residents Association Strategy 1st Draft for Comment The draft TRA Strategy was discussed. It was agreed that Members were to confirm at the next meeting what “Community Groups”, are operational in their areas in order that a Directory can be created. A list of Community Councils will also be collated by WN.</p>	ALL WN
14.	<p>Agenda Items for the 14th March 2013</p> <p>Members to consider points below for next meeting.</p> <ul style="list-style-type: none"> • Article for the Tenants Newsletter to be developed • Development of the Tenants & Residents Association Strategy • Membership Strategy – review of progress • Community Action Fund Applications • Guest Speaker – Alastair MacGregor 	
15.	<p>AOCB</p> <ul style="list-style-type: none"> • Members requested that Guest Speakers be asked to keep their presentations to 45mins which will include the question and answer session. • Future meetings will run from 11am to 1.30pm 	YL

	<ul style="list-style-type: none"> • MB requested that when NP returns he gives the same presentation he gave at the last Strategic Planning Days as he feels members would benefit from it. <p>Q: SA asked if the complaints process took into account when staff take ill or are on leave.</p> <p>A YL advised that complaints are dealt with in line with the complaints policy, and tenants would be notified in writing if there was going to be a delay in them receiving a response.</p> <p>Q: CG asked in relation to Welfare Reform if ACHA were aware of the bedroom definition as stated in the Housing Scotland Act 1987 as this will affect some tenants that have a bedroom which is less than the recommended bedroom size therefore would not be classed as such for the purposes of the “bedroom tax”.</p> <p>A: YL advised ACHA and Argyll and Bute Council were working together to ensure bedrooms were recorded correctly in terms of the “bedroom tax”.</p> <p>Q: CG also advised that in the Board Minutes issued in the information packs in relation to solar panels costing 5 million in capital investment when he was aware of companies carrying out this work “free”.</p> <p>A: YL to pass this information onto Linda Haig.</p> <p>Q: SG asked about the varying rent charges across the areas for the same size of property.</p> <p>A: YL confirmed that the Rent Setting Policy was due for review.</p>	YL
	<p>Date and Time of next Meeting</p> <p>Thursday 14th March 2013 in the Howie Pavillion Rosneath at 11am</p>	