

## HELENSBURGH AND LOMOND AREA COMMITTEE

### MINUTES OF MEETING

18<sup>th</sup> January 2018 10:00 am

Lamont House 9-19 Stuckleckie Road Helensburgh

#### Present:

Cameron Grant (CG) – Tenant  
 Sonja Aitken (SA) – Independent  
 Danny Kelly (DK) – Independent  
 Sandra Glazsher (SG) – Tenant

#### Staff Members Present:

Paul Monaghan Housing & Neighbourhood Services (PM)

#### Members of the Public

Jim Milne Board of Management (JM)

1.	<p><b>Welcome &amp; Apologies:</b>          CG welcomed all members to the meeting the first of the New Year.</p> <p><b>Apologies:</b>          Malcolm Campbell (MC)          Stephen Allcroft (SAL)          Bobby Beggs (BB)          Councillor Morton (CM)          Yvonne Angus Regional Manager (YA)</p>	<b>Action</b>
2.	<p><b>Minutes of Previous Meeting 2<sup>nd</sup> November 2017 with Matters Arising</b></p> <p>The minutes of the previous meeting were approved as an accurate record.</p> <p>Proposed by: SG          Seconded by: SA</p> <p><b>Matters Arising:</b></p> <p><b>Page 2:</b> BB had asked where the Induction Training would be held.          WN advised that the venue had not been confirmed as of yet, however, the likelihood is it will be Inveraray.</p> <p><b>Page 2:</b> SG asked if the collapse of the Carillion Group would affect any of the Regeneration programmes within ACHA.          CG confirmed that Carillion have no “live” projects within the Association.</p> <p><b>Page 4:</b> Query from SG regarding a void property at Rosebank Cottages Garelochhead and the length of time it was taking to allocate the property.          PM confirmed the property did receive significant works by way of a new kitchen and rewire, however, was classed as low demand as it had been proving difficult to let. PM confirmed the property has now been tenanted.</p>	

	<p><b>Page 5:</b> Query from members regarding the detail around the £1 membership fee and YA had been asked to provide details, PM advised as follows:</p> <p>The requirement to offer tenants, and others, the opportunity to become shareholders (members) as opposed to making it a requirement is based on the terms of the Industrial and Provident Societies Act 2014, subsequently the Co-operative and Community Benefit Societies Act 2014. The Act informs the Rules and the Rules inform the Membership Policy. An amendment to legislation would be required for any amendment to be made with regards to shareholders of the association. Membership comes with both benefits and responsibility, and as such, requires individuals to decide whether they wish to accept that responsibility. Also, in certain situations the membership of an individual would be contrary to our Rules or policies and may adversely affect the work of the association.</p> <p>All tenants are informed of their right to become members, and application forms provided, when they sign their tenancy agreement. Our tenants and those within our communities have the 'right' to apply for membership but membership cannot be forced as it is an individual choice.</p> <p><b>Page 7:</b> Query from DK if Jackie Baillie MSP was able to attend a future meeting.</p> <p>PM confirmed that Jackie Baillie MSP is hoping to attend our scheduled meeting of the 10<sup>th</sup> May dependent on parliamentary discussions.</p> <p><b>Page 7:</b> Query from members if Police Scotland are able to attend one of their meetings.</p> <p>PM confirmed that Inspector Allan Kirk of Police Scotland will be attending our meeting scheduled for the 1<sup>st</sup> March 2018.</p>	
3.	<p><b>Conflicts of Interest to Declare</b></p> <p>Members declared no conflicts of interest for the January meeting.</p> <p>It was noted, however, that SA recognised the name of the staff member who wrote the Community Action Fund application on behalf of the Helensburgh and Lomond Carers. SA also confirmed that she had no conflict of interest with the application from the Helensburgh and Lomond Carers.</p>	
4.	<p><b>Correspondence</b></p> <p>WN advised that an email had been received from our member SAL requesting a Leave of Absence until July 2018 due to a change in his circumstances.</p> <p>Members unanimously agreed to this request and WN will notify SAL after the meeting.</p> <p>WN advised that our member MC had tendered his resignation. CG advised that this would be covered under Agenda Item 13 Chairs Report.</p>	WN
5.	<p><b>Regional Manager Report</b></p> <p>PM presented this Report in the absence of YA.</p>	

## Regeneration

Investment Works Package	Estimated Target 2017/18	To end Nov 17	
Windows/Doors	197	189	
Kitchen / Bathroom	10	6	
Heating / Re-wire	10	4	
Roof / Roughcast	59	58	
	276	257	
Repairs & Maintenance Contract	Annual Repair numbers End Nov 17	Monthly Ave.	Ave, Repairs per Day
	2917	365	17.4

### Cyclical Programme

- **Gutter Cleaning** - progressing well
- **Painting Programme** - hindered by poor weather conditions
- **Gas Servicing** – continues with Target of 100% met
- **Solid Fuel Servicing continues** – Target of 100% met
- **Unvented cylinder/ASHP and solar servicing** - progressing well
- **Ground maintenance** - completed final cut of grass contract and tree survey is nearing completion
- **Electric Periodic Inspection** - contract is currently behind target numbers

### Castle Wood Court (former Jutland Court site)

- 32 Affordable Units for ACHA
- Developer Callum Williamson Ltd is progressing ahead of schedule
- First Handover scheduled for Late Summer 2018

### Factoring Service

- ACHA's Board of Management have approved the removal of the administration charge on the cost of routine repairs.
- We are only able to do this by applying a small increase to the property management fee.
- Larger works of a higher value (£10,000 net per block) would still have an administration and VAT charge added
- We cannot make the changes until we get feedback from factored owners. Consultation will be carried out in the near future.

### Tenants Conference 2018

- ACHA's 1<sup>st</sup> Major Tenants Conference being held on 17<sup>th</sup> February 2018 (Argyll Inn, Inveraray)

	<ul style="list-style-type: none"> <li>• Alastair MacGregor delivering a presentation on ACHA performance (good and bad)</li> <li>• Looking for comments/suggestions from attendees on topics for future conferences, service improvements and priorities</li> <li>• Tenants will have a say on whether the Board are making the right choices for tenants in the way services are delivered</li> <li>• Comments will be fed back to the Board to help plan for the future</li> <li>• ACHA staff in attendance</li> <li>• Other Agencies on hand with helpful information</li> </ul> <p><b><u>Customer Service Centre</u></b></p> <p><b><u>New Call Management System</u></b></p> <ul style="list-style-type: none"> <li>• New Call Management System being installed</li> <li>• Live date 17<sup>th</sup> January 2018</li> <li>• Monitor the type of calls received via 0800 number from customers</li> <li>• Phase 1 also allows for Web Chat, Call Backs and emails.</li> </ul> <p><b><u>Your Voice Update Estate Management</u></b></p> <ul style="list-style-type: none"> <li>• <b>Your Voice Group are undertaking their next task – ESTATE MANAGEMENT</b></li> <li>• This involves reviewing the current policy and procedures</li> <li>• The Group will shadow staff carrying out Estate Management Tasks</li> </ul> <p><b><u>Dress Down Fridays</u></b></p> <ul style="list-style-type: none"> <li>• Staff suggestion to raise money for charity</li> <li>• Each month staff can opt to “dress down” for a minimum donation of £1</li> <li>• Money raised will go to charities, nominated by ACHA/AHFA staff <ul style="list-style-type: none"> <li>• MACMILLAN CANCER</li> <li>• ALZHEIMER SCOTLAND</li> <li>• CHAS</li> <li>• BRITISH HEART FOUNDATION</li> </ul> </li> </ul> <p>After the presentation the following queries were raised:</p> <p>Q: CG asked if it was possible for the Cyclical Maintenance information to include the life expectancy of the works for example how long would you expect a new bathroom to last before it would need replaced. A: PM advised he would look into this to bring information back to the next meeting.</p> <p>Q: CG asked if a site visit would be organised for Castle Wood Court. A: PM confirmed that Yes YA would be organising this when the site was ready to accommodate visitors. YA will consult with members in due course regarding a visit.</p> <p>Site of Interest in Cardross: CG advised members that the 6 month archaeological dig carried out to this site is due to be completed shortly. CG also confirmed that there was quite a bit of resistance in the Cardross Village to further development in the area.</p>	<p>PM</p> <p>YA</p>
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	<p>Q: SA asked if ACHA had clarified all issues of land ownership, particularly in Rosneath. She asked who is responsible for cutting grass in the village.</p> <p>A: PM advised that we generally had very good records pertaining to land ownership throughout the area. In Rosneath there were areas owned by ACHA. However, an added factor was that, with some land parcels, there were no ACHA tenants in the vicinity. We had a ground maintenance contract which detailed the areas we cut and the level of service. Some areas were designated for a periodic rough cut but following discussions, our contractor agreed, as a goodwill gesture, to do some additional cuts. A full discussion took place with all members on grass cutting in general and the obstacles that ACHA have.</p> <p>Q. CG asked if it would be possible to display Title Deeds in the area, possibly in Notice Boards, showing members of the public who is responsible for what.</p> <p>A. PM said that at a map detailing land ownership had been provided to the Community Council in Rosneath during a walkabout last summer.</p>	
6.	<p><b>Estate Management Action Plans – Update</b></p> <p>PM updated members on the current progress of the Estate Management Action Plans through a presentation</p> <p>Members noted the Budget paper included in their packs.</p>	
7.	<p><b>Proposal for 2018 Garden in Bloom Competition</b></p> <p>Members discussed the paper and agreed to follow the same format as 2017 detailed below:</p> <p>a) <b>Best Garden:</b> Engraved Plaque for winner. Prize money of £50 (1<sup>st</sup> place), £30 (2<sup>nd</sup> place) and £20 (3<sup>rd</sup> place)</p> <p>b) <b>Largest Sunflower:</b> Open to all pre 5 Nurseries (Age group 3-5 years old). Sunflower seeds will be supplied to Nurseries who wish to participate. Vouchers for books to the value of £35 to be donated to the winning nursery and £15 to the successful child.</p> <p>Following the success of previous years judging, it was unanimously agreed that this be undertaken by all ACHA Members in attendance at the Annual General Meeting (AGM) scheduled on 2nd August 2018.</p> <p>Applications for the Best Garden will be invited from March 2018 with a closing date of 27<sup>th</sup> July 2018. WN to co ordinate publicity.</p>	WN
8.	<p><b>Community Action Fund Applications</b></p> <p>Members were asked to consider two Community Action Fund applications. Members discussed each application in turn and agreed to the following:</p> <p>1. The Route 81 Youth Project requested £496.00 to assist with the 2018 Easter Programme for young people in the local area.</p>	

	<p>Members agreed to unanimously award the full £500.00.</p> <p>2. Helensburgh and Lomond Carers requested £360 to assist with the planning of a Tea Dance for local residents who are registered as carers and those that they care for.</p> <p>Members agreed to unanimously award £360.00</p>	
9.	<p><b>Policy Review</b></p> <p>Members discussed the paper and agreed on the following Policies to be reviewed:</p> <ul style="list-style-type: none"> <li>• Anti Social Behaviour</li> <li>• CCTV Policy</li> <li>• Void Management Policy</li> <li>• Schedule of Delegated Authority &amp; Financial Regulations – Governance Manual Section 7</li> <li>• Staff Protection Policy</li> <li>• Group Restraint Policy</li> </ul>	
10.	<p><b>Key Performance Indicator Report</b></p> <ul style="list-style-type: none"> <li>• <b>Breakdown of Anti Social Behaviour – Figures April to September</b></li> </ul> <p>Paper was noted by members.</p>	
11.	<p><b>Membership Strategy</b></p> <p><b>a) Settlement and Membership Ratio Report</b></p> <p>Paper was noted by members.</p>	
12.	<p><b>Your Voice Update</b></p> <p>Update was provided under the Regional Managers Report Agenda Item 5.</p>	
13.	<p><b>Agenda Items for meeting March 2018</b></p> <p>Members agreed the Agenda items for the March meeting with the addition of Police Scotland attending.</p>	WN
14.	<p><b>Chairs Update</b></p> <ul style="list-style-type: none"> <li>• CG confirmed the next meeting of the Cardross Tenants and Residents Association is scheduled for 18<sup>th</sup> January 2018.</li> <li>• The Tenants Panel first meeting of the New Year was held on Tuesday. Members had previously agreed to have roadshows in alternative areas and on Tuesday it was held in Campbeltown. It is hoped this new approach will attract new members to the panel. Various agencies and community groups attended the meeting and CG felt it was a very successful meeting.</li> <li>• The Regional Network meeting was held during November in Dundee. CG confirmed he has now been appointed Vice Chair of the Regional Network.</li> </ul>	

	<ul style="list-style-type: none"> <li>CG also advised the Regional Network is going through a transition period where the number of regions has been reduced from 9 to 4 and the new format has just began.</li> <li>The annual Regional Network meeting is being held in Aberdeen on Tuesday 23<sup>rd</sup> January and CG will bring an update to the next meeting.</li> <li>CG advised Area Committee members that MC has sadly tendered his resignation from our Board of Management and Area Committee. Members wish MC well.</li> </ul>	
15.	<b>Governing Body Appraisal Form</b>  CG asked members to hand their completed forms to WN.	
16.	<b>AOCB</b> <ul style="list-style-type: none"> <li>CG advised that due to holidays Pre Agenda for the August meeting will be carried out by SA. WN will discuss with SA nearer the time to confirm details.</li> <li>DK advised PM that there was an abandoned car situated in Clachan Road Rosneath its noticeable as it is sitting outside a property propped up with no wheels. DK advised it looks unstable and a risk to members of the public.</li> <li>PM will ensure that the Housing Management Team are aware of the situation, if they are not already, and will ensure all action open to the Association is being taken.</li> <li>SG also advised of an abandoned car situated in Linn Walk Garelochhead however when enquiries were made, by a resident in the area, it could not be removed as it was fully taxed and had an up to date MOT.</li> <li>PM just as an aside to this advised members that a pilot and been arranged in the Lomond area to work alongside Argyll and Bute Council, Environmental services, whereby regular joint walkabouts in the Lomond area will be organised to give a joint approach to Environmental issues.</li> </ul> <p>The Meeting concluded at 12:05pm</p>	WN
16.	<b>Date and Time of next Meeting:</b> 1 <sup>st</sup> March 2018 at 10am in Lamont House	
	<b>Question and Answer Session – general public</b>  JM thanked members for an interesting meeting and made specific note of the Tenants Panel meeting update by CG and also the introduction of the new Call Management System.	