



# HELENSBURGH AND LOMOND AREA COMMITTEE

## MINUTES OF MEETING

Thursday 16<sup>th</sup> January 2014 @ 11.00 am

Kirkmichael Centre Helensburgh

### Present:

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

### Staff Members Present:

Alastair MacGregor CEO (AMacG)  
 Yvonne Lister, Regional Manager, Housing & Neighbourhood Services (YL)  
 David Rae, Local Manager HNS (DR)  
 Wendy Nicholson, Administration Officer (WN)  
 Jenna Shaw, Administration Officer (JS)

1.	<b>Welcome &amp; Apologies:</b> None  <b>Not Present:</b> Sandra Glazsher	Action
2.	<b>Minutes of Previous Meeting: 19.11.13</b>  Proposed: Stephen Allcroft      Seconded: Douglas Prophet	
3.	<b>Matters Arising:</b>  Page 3 – MB advised members Darleith Road Garages in Cardross have now been completed. It was also noted that although white lines have not been drawn into the parking area residents are making full use of the spaces provided. Page 3 – SA enquired about the development in Hood Court Helensburgh. YL confirmed this formed part of the Regional Managers Report.	
4.	<b>Conflicts of Interest to Declare</b>	

	<p>7 members confirmed no conflicts of interest to declare.</p> <p>DP confirmed an interest in one of our Community Action Fund Applications from Jigsaw Cornerstone.</p>	
5.	<p><b>Correspondence:</b></p> <p>None</p>	
6.	<p><b>Regional Managers Report presented by Y Litster</b></p> <p>Key Points discussed being:</p> <p><b>Investment and Regeneration</b></p> <p><b><u>Kitchen/Bathroom programme - Contractor – Carillion</u></b></p> <ul style="list-style-type: none"> <li>• 1 Kitchen &amp; 3 Bathrooms completed during December</li> </ul> <p><b><u>Window and door programme - Contractor - SIDEY</u></b></p> <ul style="list-style-type: none"> <li>• 2 properties commenced in December</li> </ul> <p><b><u>Heating and Rewire, programme - Carillion</u></b></p> <ul style="list-style-type: none"> <li>• 2 properties commenced in December</li> </ul> <p><b><u>Customer Complaints</u></b></p> <p>The Customer Complaints update is due to be submitted to ACHA's Senior Management Team at the end of January, an update will be presented at the next meeting.</p> <p><b><u>Key Performance Indicators</u></b></p> <p>April to November 2013 we had 7 Targets Met</p> <p>Urgent Repairs Routine Repairs Void Repairs Post Inspections Void Relet Times Void Relet Times Low demand Repairs Satisfaction</p> <p>1target was partially met – qualifying repairs (target 100% - Achieved 99.2%) 249/251 repairs 6 were not met.</p> <p><b>Emergency Repairs</b> (Target 100% - Achieved 97.4% (15 outwith target) 556/571 repairs</p> <p><b>Repairs carried out “Right First Time”</b> - Achieved 74.5% (1326/1781)</p> <p><b>*Lets to the Transfer List</b> (Target 25% - Achieved 29.1% (25 new lets)</p> <p><b>*Lets to the Direct Waiting List</b> (Target 25% - Achieved 30.2% (26 new lets)</p> <p><b>*Lets to the Homeless List</b> (Target 50% - Achieved 40.7% (35 new lets)</p> <p><b>Rent Arrears</b> (Percentage of rent due) – Achieved 23.3% against target of 2.5%</p>	

	<p>Q: MB asked ask if there was a reason the Void relet time was now 23 days which although is still within the 31 day target is higher than normal for the Lomond area.</p> <p>A: YL confirmed there was a number of factors relating to this which included, issues with the standard of voids being returned and also staffing issues within AHFA which delayed void inspections being carried out. YL will provide MB with more detailed information at the end of the meeting.</p> <p>Q: SA asked in relation to the AHFA Gas Servicing figures showing out of target was this in relation to “No Accesses”.</p> <p>A: YL confirmed that this was possible and would endeavour for the next meeting to try and incorporate this information into the KPI information sheets.</p> <p>A discussion ensued that this was not always the case and that sometimes the Contractor may turn up earlier than arranged or without confirmation being previously given.</p> <p>AMacG advised that Contractors were encouraged if they were in an area to be resourceful with their time, if they were in a position to carry out further work it was worth knocking doors to check for suitability with the tenant. He further advised that a recent audit of the Gas Servicing revealed an excellent service and that Forced Entries had dropped considerably from previous years.</p> <p><b><u>Argyll Homes For All (AHFA)</u></b></p> <ul style="list-style-type: none"> <li>• 9 months in Operation</li> <li>• Reports back on service delivery are generally good</li> <li>• Difficulty in verifying Performance due AHFA’s outstanding IT issues</li> </ul> <p><b><u>Maitland Court Helensburgh</u></b></p> <ul style="list-style-type: none"> <li>• Owner Engagement - Some Owners refused to engage and/ or agree to the Major Works required</li> <li>• Local Authority have now Served a Works Notice on all owners <ul style="list-style-type: none"> <li>• Replacement roof</li> <li>• Replacement roughcast</li> <li>• Walkways</li> <li>• Rainwater goods</li> </ul> </li> <li>• Grant Assistance available to Owners</li> <li>• Works Orders may be enforced by the Local Authority (LA) <ul style="list-style-type: none"> <li>• LA meet costs for owners who fail to engage</li> <li>• Costs will be recovered from the Owners with additional admin charge added</li> </ul> </li> </ul> <p><b><u>Scottish Social Housing Charter</u></b></p> <p>The Scottish Social Housing Charter (SSHC) sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities</p> <ul style="list-style-type: none"> <li>• Customer Satisfaction –</li> <li>• Contract has been awarded to BMB</li> <li>• Sample Survey to be issued during March 2014</li> <li>• approx 600 tenants will be surveyed</li> <li>• Gypsy Travellers and Owners likely to be surveyed separately</li> </ul>	YL
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	<ul style="list-style-type: none"> <li>• Tenant Scrutiny (“Your Voice” Group)</li> <li>• Flyers issued to all ACHA Households – 3 responses</li> <li>• Targeting Consultation Register and customers who have used our complaints procedures in the last year</li> </ul> <p>Q: CG asked if YL had any thoughts on why the uptake of the Tenant Scrutiny was so low, was it felt apathy played a part.</p> <p>A: YL thought this maybe a contributing factor but it was difficult to ascertain a specific cause.</p> <p><b>Rent Consultation – 2014/15</b></p> <ul style="list-style-type: none"> <li>• Rent Consultation Flyer issued to tenants</li> <li>• Requirement of the Housing (Scotland) Act 2001 that we must consult with our tenants</li> <li>• Proposed Increase – RPI plus 1.75%</li> <li>• ACHA’s Board of Management will consider increase on 12<sup>th</sup> February 2014</li> <li>• Any changes to rent charge will be notified to tenants end February</li> <li>• Any increase will apply from Monday, 31<sup>st</sup> March 2014</li> </ul> <p>Q: SAL asked if the RPI figures was taken in December.</p> <p>A: YL confirmed Yes.</p> <p>CG also confirmed he had raised the issue of the small print of the consultation at various meetings and requested that the size of the print be considered for future consultation exercises.</p> <p><b>Welfare Reform</b></p> <p><b>Bedroom Tax</b></p> <ul style="list-style-type: none"> <li>• 458 Tenants affected by the Bedroom Tax (end December)</li> <li>• This equates to £63,455 arrears</li> <li>• 11 Notice of Proceedings have now been issued for Non Payment <ul style="list-style-type: none"> <li>• Lomond –25% of cases (£8,820 arrears)</li> </ul> </li> <li>• <b>Preparation for Universal Credit</b> <ul style="list-style-type: none"> <li>• Currently Identifying vulnerable customers</li> </ul> </li> <li>• <b>HOME Argyll “Incentive” Scheme –</b> <ul style="list-style-type: none"> <li>• The scheme went live on 5<sup>th</sup> November 2013</li> <li>• 7 ACHA tenants have received a £500 award to move to a smaller home</li> </ul> </li> </ul> <p>Proposal for scheme to be extended to March 2015</p> <p>Q: CG asked how the figure of £500 was reached for the Incentive Scheme.</p> <p>A: YL advised this figure was reached in an overall consensus with Argyll and Bute Council to try and allow the small budget of £11000 to be used to its full capacity and to try and assist as many tenants as possible.</p>	
7.	<p><b>Estate Management Action Plans – Fence @ Barge Court Rhu</b></p> <p>CG asked members to ratify the decision on the costs of a new fence at Barge Court which had been previously agreed in principal at the last meeting.</p> <p>Members agreed to the quote of £2850 showing a reduction of £261.80 from</p>	

	<p>the previous quote.</p> <p>Members, however, still feel, in general, that costs for Argyll Homes for All (AHFA) are higher than the competitive market and are concerned of these implications on the budget they have.</p> <p>YL confirmed that the Director of AHFA will be invited along to the next Area Committee meeting in March which will hopefully allay the concerns members have.</p> <p>AMacG also highlighted that AHFA work to Schedule of Rates costings which all quotes are aligned against and that these costs were previously agreed by ACHA and that AHFA were in fact doing nothing wrong.</p> <p>Q: MC asked if this cost included maintenance of the fence. A: YL confirmed that yes the maintenance of fences was carried out through our 7 year cyclical maintenance programme.</p> <p>Q: DP asked why fencing at Smiddy Court Garelochhead had not been painted as part of the new build development. A: YL agreed to look into this to ascertain if the Contractor had failed to carry out all painterwork agreed.</p>	YL
8.	<p><b>Scheme of Delegated Authority:</b></p> <p>Paper previously circulated to members in their packs.</p> <p>Members agreed to the following amendments:</p> <p>1:14 <i>“Ensure the Area Association complies with the terms of the Transfer Agreement which apply to the Area and relate to the business of the Area Association”.</i></p> <ul style="list-style-type: none"> <li>YL clarified this to members - the actions required as part of the Transfer Agreement are tied into our Strategic Aims, our Business Plan and our policies. An example of the Transfer Agreement objectives would be; to carry out maintenance and repairs etc to the housing stock, provide annual accounts, remain registered with the Regulator, continue staff membership of SPF etc. In addition to this the Scottish Housing Regulator (SHR) requires us to update them on certain transfer commitments periodically. So, by Area Committees following our Strategic Aims, strategic Risk Registers and following our policies they will be complying. No amendment therefore required.</li> </ul> <p>1:12 <i>“Agree with the Association on an annual basis, or as required, the arrangements for implementing this Scheme of Delegated Authority and for reporting to the Board of Management”.</i></p> <ul style="list-style-type: none"> <li>Area Committee Members have requested that they are directly consulted each year on the SDA and their comments are fed into the Board of Management for consideration. They would like the SDA to reflect this.</li> </ul> <p>2.1.3 <i>“Health and Safety Updates”</i></p> <ul style="list-style-type: none"> <li>Area Committee Members have requested that the wording be changed</li> </ul>	

	<p>to “Health and Safety Information Updates”</p> <p>2.1.6: <i>“Land Disposal Updates”</i></p> <ul style="list-style-type: none"> <li>The wording needs to be changed to reflect the fact that Area Committees are consulted on their views about land disposal requests, which are thereafter provided to the Board of Management for consideration when they make the final determination.</li> </ul> <p>2.1.9: <i>“Annual joint responsibility with other areas, for agreeing the overall winner of the “Best Neighbour Award”.</i></p> <ul style="list-style-type: none"> <li>Area Committee Members have requested that the wording be changed to reflect that only the Chairs of the Area Committee’s agree the overall winner of the Best Neighbour Award.</li> </ul> <p>2.1.15: <i>“To provide an Area Committee update from each area, twice a year, at every second edition of the Tenants First Newsletter.</i></p> <ul style="list-style-type: none"> <li>Area Committee Members have requested that the wording be changed to reflect the fact that the Tenants Newsletter is only produced twice a year. (They provide an update for each edition).</li> </ul> <p>2.1.16: <i>“Responsibility for the approval of funding for each of the Tenants and Residents Associations, and to develop a Tenants and Residents Association (TRA) Strategy and support any local TRA or upcoming TRA’s in each area”</i></p> <ul style="list-style-type: none"> <li>Area Committee Members have requested that the wording to be changed to reflect the fact that Members ratify the budget. TRA’s are funded in line with the Tenant Involvement Strategy 2012-15 and the Funding Regulations.</li> </ul>	
9.	<p><b>Community Action Fund Applications &amp; Budget Availability</b></p> <p><b>Jigsaw/Cornerstone:</b>  DP declared a conflict of interest in terms of the CAF application from Jigsaw/Cornerstone.  Members agreed to seek clarification on how the proposals put forward in the application link into ACHA and ACHA tenants.  YL/WN to progress this and bring back to the next meeting when a decision will be made.</p> <p>DP returned to the meeting.</p> <p><b>Arrochar and Tarbet Community Development Trust.</b>  Following a lengthy discussion this application was declined.</p> <p>AM asked if members wished her to discuss this funding further with colleagues within Argyll and Bute Council to see if she could link this to Charities that may not be aware of this benefit.  Members agreed and WN will forward the guidelines and application form to AM to progress.</p>	<p>YL/WN</p> <p>WN</p>

	<p>Members discussed previous CAF applications where the full award was not given.</p> <p>It was agreed to further award funding to Project 81 and to ascertain if the Cove and Kilcreggan Youth Cafe was still in operation with a view to a further potential award. YL/WN to progress.</p>	WN
10.	<p><b>Tenants Newsletter Spring Edition:</b></p> <p>Members agreed to self promote membership in this edition with a photo of the committee presenting Jenna Shaw Admin Officer in Mid Argyll and Kintyre with her award for “Employee of the Season – Summer Award”.</p>	
11.	<p><b>Local Events &amp; Attendance 2014</b></p> <p>Discussion took place into the value of attending some local events and it was agreed that for the Lomond area this did not seem to generate interest in ACHA or has it increased our member numbers. It was, therefore, agreed at this time not to attend any local events as we have done in previous years.</p> <p>However, all members felt it was important to generate publicity and to keep trying to entice new members to the Association.</p> <p>Using the local press was discussed whereby money could be used in advertising membership to see how this worked. Also the use of the community magazine to help broaden awareness.</p> <p>DP/SAL will work on a draft letter to take to the next committee, which once agreed, can be passed to our CEO for approval.</p>	DP/SAL
12.	<p><b>Membership Strategy</b></p> <p>CG went through outstanding points with members and the final Strategy has now been agreed.</p> <p>Members agreed that this would now only feature at every second meeting as an Agenda Item.</p>	
13.	<p><b>Tenants &amp; Residents Association Strategy</b></p> <p>CG went through outstanding points with members:</p> <ul style="list-style-type: none"> <li>• It was agreed to keep the development of a fact sheet to assist Tenants and Residents Associations with publicity until the future of all Associations was established.</li> <li>• It was agreed that YL will contact Community Councils to see if they wish members to attend any of their meetings with a view to putting forward ACHA’s principals and to try and promote the need for “Affordable Housing”. This will be added to the Action Plan.</li> </ul> <p>Members agreed that this would now only feature at every second meeting as an Agenda Item.</p> <p>AM left the meeting at 1.30pm</p>	YL/WN
14.	<p><b>Proposals for Garden in Bloom/Sunflower Competition 2014</b></p>	

	<p>Members agreed the following points.</p> <ul style="list-style-type: none"> <li>• The Garden in Bloom existing categories were agreed unanimously by members.</li> <li>• The inclusion on a Winter Garden category was “not agreed” at this time.</li> <li>• Members agreed the closing dates for the Best Garden, Largest Sunflower and Best Container awards.</li> <li>• Members agreed to allow staff to nominate gardens, with tenants approval.</li> <li>• Members agreed the press release for the Garden in Bloom with CG/WN to liaise for a Quote to be inserted and photo`s of last years winners to be inserted.</li> </ul>	WN
14.	<p><b>Agenda Items for the next meeting 6<sup>th</sup> March 2014</b></p> <p>Items were discussed and agreed.</p>	
15.	<p><b>Guest Speaker</b>  Alastair MacGregor, Chief Executive gave a presentation on the Associations progress so far and the way forward for the future.</p> <p>This agenda item was taken before agenda item 12 to allow AMacG and MB to leave for another meeting at 1pm.</p> <p>Members were all supplied with a copy of the presentation with key points being covered as follows:</p> <ul style="list-style-type: none"> <li>• Investment Programme from Transfer to 31.03.13.</li> <li>• ACHA`s New Build Programme in particular, Hood Court Helensburgh other potential sites in Helensburgh have also been identified.</li> <li>• Our Strategic Planning and Objectives Review.</li> <li>• Welfare Reform and Bedroom Tax analysis.</li> <li>• Progress of ACHA`s new subsidiary company Argyll Homes for All (AHFA).</li> <li>• New Build developments on site and about to be committed in Oban, Bonawe, Bowmore, Inveraray, Connel, Tarbet.</li> <li>• Argyll and Bute Empty Homes Initiative</li> <li>• Scottish Government Affordable Housing Supply Programme</li> <li>• ACHA`s planned programme for 2015/16</li> <li>• Argyll &amp; Bute Strategic Housing Investment Review 2013-2018.</li> </ul> <p>Q: SAL queried if windows and doors would be regarded as 2 elements in the Investment figures.  A: AMacG confirmed Yes as would kitchen and bathrooms.</p> <p>Q: SAL queried what defined “long term empty” in the Empty Homes Initiative.  A: This could be anything from 12-24 months as certain criteria was in place and it was dependant on this. AM did advise that Argyll and Bute Council were due to consider paper on this subject shortly to ascertain the detail of how this will be progressed and introduced.</p>	



	<p>Q: CG asked where the potential for new builds in Cardross was sited.</p> <p>A: AMacG confirmed that a site had been identified in Brooks Road in Cardross and also the old medical centre site and Police office in Garelochhead. These are sites where Argyll and Bute Council have agreed, in principal, if resources were available.</p> <p>CG and members thanked AMacG for his informative presentation.</p>	
16.	<p><b>AOCB</b></p> <p>SA advised that after many years of business the Kirkmichael Tenants and Residents Association has folded.</p>	
17.	<p><b>Date and Time of next Meeting</b></p> <p>Thursday 6<sup>th</sup> March 2014 at 11am in the Community Flat, 1 Kirkton Road, Cardross.</p>	
	<p><b>Public Question &amp; Answer Session</b></p> <p>There were no members of the Public in Attendance at this meeting.</p>	