

## HELENSBURGH AND LOMOND AREA COMMITTEE

### MINUTES OF MEETING

Friday 2nd September 2011 @ 11.00 am

in Kirkmichael Centre Helensburgh

#### Present:

Michael Brown (MB) - Tenant

Bill McIntyre (BM) - Tenant

Sonja Aitken (SA) – Independent

Maisie Dunlay (MD) – Tenant

Joan Roy (JR) – Tenant

Councillor Kelly (CK) – Council Representative

#### Staff Members Present:

Christine Johnston (CJ)

Yvonne Litster (YL)

Wendy Nicholson (WN)

1.	<b>Apologies:</b>  George Douglas (GD) Sandra Glazsher (SG)	Action
2.	<b>Minutes of Previous Meeting: 1<sup>st</sup> July 2011</b>  Proposed: Bill McIntyre (BM) Seconded: Maisie Dunlay (MD)  Page 2 Section 5 point 3 MB requested that this should read “Directors took same pay award as staff.”	
3.	<b>Matters Arising from Previous Minutes: 06.05.11</b>  <ul style="list-style-type: none"> <li>Page 3 Section 5 Point 4: YL updated the Committee on Rosebank Cottages Garelochhead. The late editions to the Assisted Grass Cutting Scheme were now resolved and the grass was now being regularly cut. The common area is also being cut in line with the Ground Maintenance Contract. After inspection it was noted that the bushes in question have now been pruned back and no longer cause an issue. The bushes are the responsibility of the tenants, who have a responsibility to maintain in terms of their lease agreement. Members noted that hedges do not form part</li> </ul>	

	<p>of the Assisted Grass Cutting Scheme.</p> <ul style="list-style-type: none"> <li>• Page 5 Section 9: YL confirmed that there were 9 Right to Buys in the Lomond area last financial year.</li> </ul>	
4.	<p><b>Conflicts of Interest to Declare</b></p> <p>No conflicts of interest were declared by members.</p>	
5.	<p><b>Correspondence - none</b></p>	
6.	<p><b>Board of Management Update presented by MB</b></p> <p>SA joined the meeting @ 11:20 am.</p> <p>Board Minutes 9<sup>th</sup> June and 7<sup>th</sup> July previously circulated.</p> <p>The Chief executive gave a presentation which covered the following points:-</p> <ul style="list-style-type: none"> <li>• There will be a Housing Summit on 26th august which will be attended by Housing Minister, Keith Brown , Mike Russell MSP along with a number of other relevant dignitaries from the Council and ACHA. Key objective for the day is to agree on a strategy to tackle housing need in Argyll &amp; Bute.</li> <li>• Alastair has attended a number of Council Area Committees and has provide Councillors briefings on the work of ACHA .</li> <li>• The refurbished properties at Millknowe, Campbeltown were opened on 29<sup>th</sup> July. ACHA will be working in partnership with Blue Triangle who have been let 4 properties at Millknowe for the purpose of providing support to young people.</li> <li>• “All Pay” payment cards have been launched.</li> <li>• The Scottish Government have confirmed the Association’s grant funding for the coming year.</li> <li>• Scottish Federation of Housing Associations has expressed concern to the Government regarding regulation and cost to landlords in implementing the Social Housing Charter.</li> <li>• Scottish Government has launched its consultation of Aids and Adaptations</li> </ul> <p><b>OTHER ISSUES FROM MEETING</b></p> <ul style="list-style-type: none"> <li>• The area committee chairs attended a meeting with staff from Scottish Borders Housing Assoc in July to discuss how they organise committees etc. Committee members found the meeting , in general, quite interesting. It was noted that Geographically Scottish Borders were very different from our area and what works there will necessarily work for us.</li> <li>• The audit of ACHA’s final accounts for 2010/11 was presented to the Board. It was noted that The Strathclyde Pension Fund was actually in surplus for the period- although this does not necessarily mean that the previous deficit has been eroded. There were no significant</li> </ul>	

	<p>concerns with the details of the accounts and Nick Pollard commented that he felt that the audit process had improved from previous years.</p> <ul style="list-style-type: none"> <li>• Linda Haig presented her monthly Investment update and advised that it is likely that contact for Oban, Lorn and Isles will have to be retendered. Linda also reported that there has been a number of discussions with the Council regarding their right to use Repair Orders against owners who are holding up major repairs works. It is hoped that this will assist ACHA in progressing some areas of some major work. Linda confirmed that it is always ACHA's preference to work with owners on such matters rather than enforce any action against them.</li> <li>• The Board agreed that the Park Square Development in Campbeltown will be called "New Park Square"- this will be submitted to the Council's Planning Department for final approval.</li> </ul> <p>A report regarding progress on possible office accommodation, in a number of areas, was presented. Office accommodation options have been considered for six locations. The following was recommended:</p> <ul style="list-style-type: none"> <li>• Campbeltown – explore joint development with Kintyre Cultural Forum- approved</li> <li>• Helensburgh – develop detailed business case for conversion of Stuckleckie Road as office- approved</li> <li>• Dunoon – remain in existing office- approved</li> <li>• Mid Argyll – negotiate for more space with Council- approved</li> <li>• Bute – acquire hall and convert to office- approved</li> </ul> <p><b>All options are dependent on suitable funding being available.</b></p>	
7.	<p><b>Regional Managers Report - presented by YL</b></p> <p><b>Investment and Regeneration</b></p> <p><u>Kitchen &amp; Bathrooms (Contractor – Carillion)</u></p> <ul style="list-style-type: none"> <li>• Contractor not yet started</li> </ul> <p><u>Windows &amp; Doors (Contractor – Sidey)</u></p> <ul style="list-style-type: none"> <li>• Surveys due to be carried out shortly</li> <li>• Hoping Installations will commence from late September onwards</li> </ul> <p><u>Heating &amp; Rewiring (Contractor – Carillion)</u></p>	

	<ul style="list-style-type: none"> <li>• Contractor on Site</li> <li>• Issues with Rewiring Contract</li> </ul> <p><u>Roof &amp; Roughcast</u></p> <ul style="list-style-type: none"> <li>• Still awaiting information on future contracts</li> </ul> <p><b>Garage Lock Up Strategy</b></p> <ul style="list-style-type: none"> <li>• Garelochhead – <ul style="list-style-type: none"> <li>• 3 Lockups have been refurbished for letting</li> <li>• 1 Lockup has been sold</li> <li>• Further demolitions / refurbishments and Sales to be progressed</li> </ul> </li> <li>• Darleith Road – <ul style="list-style-type: none"> <li>• demolition delayed as still awaiting the conclusion on the legalities of ownership</li> </ul> </li> </ul> <p><b>Housing Management and Maintenance</b></p> <ul style="list-style-type: none"> <li>• Estate Management Policy – Consultation Period ended 12<sup>th</sup> August.</li> <li>• Anti Social Policy – due to be presented to Policy Sub Committee for Approval</li> <li>• Gypsy Traveller Strategy – Consultation with the travelling community almost underway</li> <li>• Void Turnover Increasing</li> <li>• Close Painting – Progressing well</li> <li>• Estate Management Action Plans – Development of Fencing Project underway</li> </ul> <p><u>Good Neighbour Award – 2011</u></p> <ul style="list-style-type: none"> <li>• Judging for 2011 has taken place</li> <li>• Certificates of Merit to be issued to all nominees</li> <li>• Area Committee Chairs to Judge future competition</li> </ul> <p><u>Allpay Update</u>  <u>1<sup>st</sup> August – 12<sup>th</sup> August</u></p> <ul style="list-style-type: none"> <li>• Total Payment Card Transactions – 562</li> <li>• Total Income – £37,362.82</li> </ul> <p><u>Coming Soon.....</u>  Debit &amp; Credit Card Payments –  at our Customer Service Centre</p>	
8.	<p><b>Chairs Working Group Meeting – Update</b></p> <p>MB advised the members that unfortunately he missed this meeting, however, has advised that SA Vice Chair will be attending Pre Agenda meetings to ensure that if MB is unable to attend SA is fully updated for any future meetings.</p> <p>MB advised that a meeting was held on 18<sup>th</sup> July with the Chairs of the Area Committees and the Chair of the Board of</p>	

	<p>Management to discuss the pro`s, cons and the future of Area Committees.</p> <p>Invited to the meeting was Catherine Beattie from Scottish Borders Housing Association. Her organisation previously operated similarly to ACHA, in that they had 2 Area Committees and a Board of Management. They changed their structure and no longer have Area Committees. They now operate with a Board of Management and following Committees:- Health and Safety Committee, Housing Committee, Audit and Compliance Committee and Technical Committee. They also have a Committee called SBHA Plus which has been set up due to their Charitable Status.</p> <p>Unfortunately ACHA did not gain much insight into the benefits of changing to this structure, however, we were given an interesting presentation on how SBHA deliver their services.</p> <p>A further meeting has been arranged for 15<sup>th</sup> November and a representative from Dumfries and Galloway will be attending to give a presentation on why they operate their governance structure with Area Committees.</p>	
9.	<p><b>Tenants Panel Minutes</b></p> <p>Minutes 14<sup>th</sup> June and 19<sup>th</sup> July 2011 previously circulated</p> <p>No comments by members</p>	
10.	<p><b>Health and Safety Minutes</b></p> <p>Minutes 18<sup>th</sup> May 2011 previously circulated.</p> <p>No comments by members</p>	
11.	<p><b>Key Performance Indicators</b></p> <ul style="list-style-type: none"> <li>• Void Relet Times (Not Low Demand) – Target 31 days – <b>July 7 days</b></li> <li>• Void Relet Times (Stock Low Demand) – Target 20 days – <b>July 20 days</b></li> <li>• Void Repairs – Target 96% - <b>July 100%</b></li> <li>• Arrears – Target 2-5% - <b>July 2.2%*</b></li> <li>• Repairs Urgent – Target 96% - <b>July 100%</b></li> <li>• Repairs Routine – Target 96% - <b>July 100%</b></li> <li>• Qualifying Repairs – Target 100% - <b>July 100%</b></li> <li>• Repairs Satisfaction – Target 95% - <b>July 98.3%</b> (3 unsatisfied)</li> <li>• Post Inspection – Target 20% - <b>July 15%</b></li> <li>• Repairs Emergency – Target 99% - <b>July 100%</b></li> <li>• Allocation to Homelessness – Target 50% - <b>July 55% (6 properties)</b></li> <li>• Allocation to Waiting List – Target 25% - <b>July 27% ( 3 properties)</b></li> <li>• Allocation to Transfer – Target 25% - <b>July 18% (2</b></li> </ul>	

	<p><b>properties)</b></p> <p>YL advised that 9 out of 10 targets were met during July, with Repairs all sitting at 100% which is a fantastic achievement for the Area Team.</p> <p>BM asked about the Leadership Programme. YL advised this was a training course staff attended over a 7 month period to promote good management and assist staff that have been promoted within the Organisation.</p> <p>SA raised the Homeless Target which appears to exceed its 50% target regularly.</p> <p>YL advised that there is not always a demand for certain areas from tenants on the transfer list, therefore, the percentages allocated to the Homeless List and Direct Waiting List can fluctuate.</p>	
12	<p><b>Tenants Handbook Consultation</b></p> <p>Members were asked to put forward any comments/suggestions on the Tenants Handbook. The following points will be passed to G McInness as part of the consultation process. The closing date being the 22.09.11 if anyone wishes to add anything at a later date.</p> <ul style="list-style-type: none"> <li>• SA page 15 – regarding posts, wires and marking of boundaries, what happens if ACHA were responsible for erecting the fence and also the possibility of owners being involved. CJ that internal discussions were taking place regarding this issue and the handbook will be updated with its findings.</li> <li>• SA page 16/17 SA advised that the colours were very hard to read and that consideration should be given to changing them.</li> <li>• BM page 15 – advised that after the bathroom renewal he is unable to change light bulbs himself as it is sealed over with a protector and he has to call the freephone number. YL will look into this.</li> <li>• MB also advised he cannot change his kitchen light after renewal as this is now a strip light and cannot be easily changed.</li> <li>• SA page 27 – SA advised that the ABC Safety Checks are no longer in operation. CK advised that this department has been closed. However the Fire Service will still attend any property for a fire safety check.</li> <li>• SA page 33 – requested that it should be made clear that any tenant wishing keys over and above what they are given at sign up should be paid for by themselves.</li> <li>• SA page 32 – requested that the paragraph relating to “deceased tenants” should be tied in with page 37 if Aids and Adaptations are present within the property.</li> <li>• SA page 42 – asked that we include how tenants go about</li> </ul>	

	<p>getting a copy of the Housing Scotland Act if they so wish. Also when we refer to a SST should be also not include SSST.</p> <ul style="list-style-type: none"> <li>• SA page 47/48 – “You are responsible for....” Should be clearer the exact definitions.</li> <li>• SA page 48 – should we consider advising that there is a waiting list for the Assisted Grass Cutting Scheme.</li> </ul>	
13	<p><b>FISH – Welfare Rights Project</b></p> <ul style="list-style-type: none"> <li>• <b>Update as at July 2011</b></li> <li>• <b>End of Year Report (information only)</b></li> </ul> <p>Above updates were circulated prior to the meeting.</p> <p>YL summarised with the following comments.</p> <ul style="list-style-type: none"> <li>• The Project continues to work well with a financial gain to tenants of 1.9 million.</li> <li>• Staff are now more involved with Tribunals and gaining valuable experience.</li> <li>• Referrals overall are now beginning to reduce which was expected. CJ advised that this will allow officers to target certain groups for example new tenants. MB commented this was a good target group and new tenants receive a high volume of information at the time of sign up.</li> </ul> <p>Q: SA asked if non ACHA tenants can access this Scheme. A: CJ advised “no” that Argyll and Bute Council have a Welfare Rights Officer.</p> <p>BM commented that this service has proved its worth time and time again.</p>	
14	<p><b>Low Demand Consultation</b></p> <p>Consultation previously circulated to members.</p> <p>YL explained that the Low Demand Strategy was developed recently and she welcomed comments on the draft document. In particular, she would be interested in views relating to initiatives to tackle low demand.</p> <p>CJ advised that the Strategy was developed following the inspection carried out by the Scottish Housing Regulator. ACHA were criticised for having a “tailored approach” to low demand areas, and it was recommended that a Strategy be developed. YL advised she would welcome comments/suggestions on the above either at this meeting or by contacting her separately. The closing date for consultation is 16.09.11.</p> <p>MB and BM both raised the issue that Lomond are being asked about Sheltered Housing and Travellers Sites in which Lomond has no involvement. YL explained that the Strategy is in place to cover Argyll &amp; Bute wide and some initiatives may only relate to certain areas.</p>	

	<p>MB: raised the issue of the Mutual Exchange register being different dependant on location of office. Should they not all be the same. YL advised that this was driven purely on space in each reception. CJ further clarified that other ways of operating the Register were being considered.</p> <p>Also Home Argyll applicants would be given comprehensive information on each area to allow them to make educated decisions on local amenities, location etc.</p>	
15	<p><b>Garden in Bloom Competition - Judging</b></p> <p>Garden in Bloom Judging took place for this year's competition with the following results:</p> <p>1<sup>st</sup> Place: 31 Benbouie Drive with 25 points  2<sup>nd</sup> Place: 5 Manse Place Rhu with 23 points  3<sup>rd</sup> Place: 53 Feorlin Way Garelochhead with 16 points</p> <p>WN will contact winners and liaise with Chair and Vice Chair to organise presentation of prizes.</p>	WN
16	<p><b>A.O.C.B.</b></p> <p>Q: CK advised that the grassed area at Clachan Road to the right edge of the road had not been getting cut. CK had contacted David Rae in this regard and although the verge was cut once it has since not been cut again.  A: YL to consult with David Rae and report back to CK.</p> <p>Q: CK advised that he had not heard of reports of rats being evident around 13/14 Fairfield Gardens, Kilcreggan.  A: YL will request Area Team to investigate and advise CK of outcome.</p> <p>Q: SA asked if bollards would be getting installed at Johnson Court, Helensburgh.  A: CJ advised that Al Reay had also enquired about this proposal and that the proposal was still under the consultation exercise and anyone that could be affected should ensure that they contact the Area Team with their comments/suggestions. Once the consultation period concludes David Rae will be complying a report and will present this to the members at our November meeting.</p> <p>Q: MD advised that the strip of grass at the front of Edge Lane was not being cut.  A: YL advised that the Area Team would investigate and report back to MD.</p> <p>Q: MD advised that she had been issued with 5 satisfaction survey cards all for the same repair, but with different work order numbers. MD felt that this was excessive and poor administration and MB asked if this was due to the number of people involved in the repair reporting process.</p>	<p>YL</p> <p>YL</p> <p>CJ</p> <p>YL</p>



	<p>A: CJ advised “No”, all staff use the same process and she would investigate this matter and report back at our next meeting.</p> <p>MD raised the issue of a faulty boiler: YL advised as this was a personal issue the details would be taken at the end of the meeting.</p> <p>SA commented that due to complaints regarding Carillion, who are currently working in Kirkmichael, residents were considering holding a special residents meeting to try to ascertain why it was taking in excess of 15 days in certain properties. YL requested that SA provide all the details to herself for investigation.</p> <p>MB encouraged all tenants, in particular, to comment on the Tenants Handbook.</p> <p>Meeting Venue – A discussion took place regarding the Area Committee meeting venues. WN to provide a list of locations at the next meeting for the Committee to consider.</p>	
17	<p><b>Date and Time of next Meeting</b></p> <p>Friday 4<sup>th</sup> November 2011 @ 11 am in the Kirkmichael Centre</p>	