



**HELENSBURGH AND LOMOND AREA COMMITTEE  
MINUTES OF MEETING  
Friday 6<sup>th</sup> August 2010  
at 10.00 a.m.  
in  
Braeholm 31 East Montrose Street Helensburgh**

**Present:**

Ann Trotter (Chair) (AT) – Tenant  
George Douglas (Vice Chair) (GD) - Independent  
Joan Roy (JR) – Tenant  
Maisie Dunlay (MD) – Tenant  
Sandra Glazsher (SG) – Tenant  
Bill McIntyre (BM) - Tenant  
Councillor Kelly (CK)

**Staff Members Present:**

Christine Johnston (CJ)  
Yvonne Lister (YL)  
Paul Scullion (PS)  
Wendy Nicholson (WN)

1.	<b>Apologies:</b>  Sonja Aitken	
2.	<b>Minutes of Previous Meeting – 04.06.10</b>  Proposed: Sandra Glazsher    Seconded: Joan Roy	
3.	<b>Matters Arising from Previous Minutes 04.06.10</b>  Item 13: AOCB CK advised that he hoped to be in a position to update the Committee at the next meeting with regards to Roads and Transport Working Group and the proposed meeting with Councillor McCuish.	

4.	<p><b>Conflicts of Interest to Declare</b></p> <p>GD declared an interest in Item 8: Estate Management Action Plans for Approval. GD left the meeting for Item 8 only to allow discussions and voting to take place. GD returned for the remainder of the meeting.</p>	
5.	<p><b>Correspondence</b></p> <p>There was no correspondence received.</p>	
6.	<p><b>Board of Management Update: Presented by AT</b></p> <ul style="list-style-type: none"> <li>Alastair advised that the opening of new houses in Campbeltown was one of his proudest moments in housing in 25 years. Very good quality housing has been provided on the site.</li> <li>Torlochan T P Site (Cowal area) is now up and running. Local staff have been working with illegal encampments to get travellers to move to the new facility.</li> <li>Alastair brought the Boards attention to the improved void KPI figure and noted that this had been achieved by hard work by staff responding to comments from the Regulator.</li> <li>Rent Arrears are below target and this is particularly relevant given that these are difficult times.</li> <li>Argyll and Bute Council meeting – Our Chief Executive had met with Donald MacVicar, Argyll and Bute Council. Issues discussed included the Strategic Housing Fund, where it was indicated that Campbeltown Phase 2 and the Tweedmill site were recognised as priorities.</li> </ul> <p>Homelessness prevention is also a key issue and the possibility of a joint group was discussed.</p> <p>There are also opportunities for ACHA to work with Argyll &amp; Bute Council for services to elderly people and also on shared services. ACHA will carry out an audit of potential shared services and meet with ABC to discuss further.</p> <ul style="list-style-type: none"> <li>Trainee Strategy – Trainee strategy for four trainees and other short term placements was approved.</li> </ul>	

7.	<p><b>Regional Managers Report: Presented by YL</b></p> <p>The Regional Manager gave a presentation, including:</p> <p><b>Investment and Regeneration Programme</b></p> <p><b><u>Kitchen &amp; Bathrooms (Contractor – Carillion)</u></b></p> <ul style="list-style-type: none"> <li>• Year 4 of the Programme on schedule</li> <li>• Quality of work remains good</li> </ul> <p><b><u>Windows &amp; Doors (Contractor – Carillion)</u></b></p> <ul style="list-style-type: none"> <li>• Year 4 of the Programme on schedule</li> <li>• No reported problems</li> </ul> <p><b><u>Heating &amp; Rewiring (Gas Call)</u></b></p> <ul style="list-style-type: none"> <li>• Programme suspended</li> </ul> <p><b><u>Roof &amp; Roughcast (Contractor – Connaught)</u></b></p> <ul style="list-style-type: none"> <li>• Contract for Kilcreggan and Cardross ready to be signed off</li> </ul> <p>BM advised the Committee that during works carried out by Carillion he wished it noted that they were polite, and very clean and tidy.</p> <p>He requested, however, if it was possible for Carillion when sending appointment letters if they could include an AM or PM time slot. PS agreed to put forward this proposal.</p> <p><b>Garage Lock Up Strategy</b></p> <ul style="list-style-type: none"> <li>• Advertising Lockups for Sale: <ul style="list-style-type: none"> <li>• 23 John Street, Helensburgh</li> <li>• Cove Place, Helensburgh</li> <li>• Lineside Walk, Rhu</li> <li>• Gare Road, Roseneath</li> </ul> </li> </ul> <p><b>Housing Management &amp; Maintenance:</b></p> <ul style="list-style-type: none"> <li>• <b>Estate Management –</b> <ul style="list-style-type: none"> <li>• Working Group set up to review our Policies and Procedures</li> <li>• New Policy expected to be completed by October 2010</li> </ul> </li> <li>• <b>New Tenants Welcome Pack –</b> <ul style="list-style-type: none"> <li>• Procedures reviewed for New Tenants</li> <li>• New “Welcome Pack” for new tenants produced</li> <li>• Focuses on the tenants responsibilities and the importance of being a “good neighbour”</li> <li>• Various information booklets and helpful information supplied</li> <li>• Aim to visit every new tenant within 6 weeks</li> </ul> </li> </ul>	PS
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	<p><b>More than Housing:</b></p> <ul style="list-style-type: none"> <li>• Customer Involvement Days –</li> <li>• Event taking place following the Helensburgh &amp; Lomond AGM</li> <li>• All ACHA customers are welcome</li> <li>• Aim is to: encourage further involvement with ACHA</li> <li>• Raise the profile of Area Committees in our areas</li> </ul> <p><b>Garden in Bloom –</b></p> <ul style="list-style-type: none"> <li>• Closing Date 31<sup>st</sup> July</li> <li>• Shortlist of Gardens has been produced</li> <li>• Judging to take place 6<sup>th</sup> August – following today's meeting!</li> <li>• Winner will be presented with Vouchers and a Vase at the Customer Involvement day</li> </ul>	
8.	<p><b>Estate Management Action Plans for Approval:</b></p> <ul style="list-style-type: none"> <li>• Fencing Programme</li> </ul> <p>GD left the room as per Item 4</p> <p>PS gave the Area Committee members a presentation on the proposed fencing programme for the Lomond Area:</p> <p>This was unanimously agreed by all Members with the following points raised:</p> <ul style="list-style-type: none"> <li>• Owner Occupiers that have not agreed to the commencement of works will be visited by ACHA staff within the next 14 days to try and establish a way forward.</li> <li>• Proposed kirb line fencing will be metal as palisade fencing was often vandalised and more open to abuse.</li> <li>• Approval is only sought where owner occupiers have agreed to the works. If no agreement can be reached with owners then that phase of the work will NOT commence and another address will be sought to replace it.</li> <li>• Projected cost to ACHA will be £10,122.</li> </ul> <p>GD returned to the meeting.</p>	
9.	<p><b>Review of Key Performance Indicators</b></p> <p><b>Void Relet Times (Not Low Demand)</b> – 4 days against target of 31 days. This gave us 1<sup>st</sup> position and YL commented on the hard work of staff to achieve this figure.</p> <p><b>Void Repairs</b> – 97.3% against target of 95% (IHRT achieved 100%). Although this gave us a 4<sup>th</sup> position the figure was within the specified target.</p>	

	<p><b>Current Rent Arrears</b> – 1.71% against target of 2.5%. This gave us a 3<sup>rd</sup> position.</p> <p><b>Repairs Urgent</b> – 100% against target of 95%. This gave a position of 1<sup>st</sup> and YL expressed that this was an excellent achievement.</p> <p><b>Repairs Routine</b> – 98.4% against target of 95%</p> <p><b>Qualifying Repairs</b> – 100% completed on target</p> <p><b>Repairs Satisfaction</b> – 96.1% satisfied against target of 95%. This figure consistently remains high.</p> <p><b>Post Inspection Rate</b> – 18% against target of 20%. Partly achieved.</p> <p><b>Repairs Emergency</b> – 95.3% against target of 100% - 4.7% below target (IHRT achieved 100%). This equates to 6 jobs out of 127 being outwith target.</p> <p><b>Homelessness Applicants</b> – 14% against target of 50%, however, 57% achieved to date. However on target overall.</p> <p>BM requested clarification on what stipulates a Qualifying Repair:</p> <p>PS advised that the Regulations state that qualifying repairs covered by the Right to Repair Scheme should be of a value less than £350 and should be carried out within the specified times. If the Association does not carry out the work within these times then the tenant has the right to instruct an alternative Association Approved Contractor to carry out the works. The tenant will be compensated to the value of £15 for this inconvenience.</p>	
10.	<p><b>TENANTS PANEL MINUTES – 15<sup>TH</sup> June 2010</b></p> <p>Minutes of the 15.06.10 previously circulated.</p> <p>BM commented on the good work being carried out by David Kelly Senior Welfare Rights Officer and this team.</p>	
11.	<p><b>HEALTH AND SAFETY MINUTES</b></p> <p>No agreed Minutes ready for circulation.</p>	
12.	<p><b>AGM &amp; Customer Involvement Day 20<sup>th</sup> August 2010</b></p> <p>It was asked that as many members as possible attend both the AGM and the Customer Involvement Day.</p>	

	<p>Arrangements for the Customer Involvement Day were discussed with stalls being allocated to Strathclyde Fire Brigade, Strathclyde Police, Beacon Trust, Aon, Argyll Voluntary Action, Digital UK, Dumbarton Credit Union.</p> <p>An Office Bearers Meeting will be held separately on 08.09.10 with the paperwork to follow in due course.</p>	
13.	<p><b>A.O.C.B.</b></p> <p>GD expressed his concerns with regards to dog fouling in the area and what measures ACHA can take to help alleviate the problem for tenants.</p> <p>CJ advised that this is in fact a breach of “Tenancy Conditions” however this is only where the perpetrator can be established and where people are willing to confirm who is actually causing the problem.</p> <p>ACHA does currently liaise closely with Argyll and Bute Council on this matter and will endeavour to use the “Dog Wardens” when possible. It has been known for Contractors to refuse to cut grass where this is a particular problem due to Health and Safety issues.</p> <p>This issue is also reinforced to “New Tenants” when they are signing up for a new property.</p>	
14.	<p><b>Date and Time of Next Meeting</b></p> <p>1<sup>st</sup> October 2010 at 10.00 am venue to be confirmed.</p>	