

HELENSBURGH AND LOMOND AREA COMMITTEE

MINUTES OF MEETING

Thursday 15th November 2012 @ 11.00 am

Ante Room, Victoria Halls, Sinclair Street Helensburgh

Present:

Michael Brown (MB) - Tenant
 Stephen Allcroft (SAL) – Tenant
 Sandra Glazsher (SG) – Tenant
 Cameron Grant (CG) – Tenant
 Sonja Aitken (SA) – Independent

Staff Members Present:

Linda Haig, Director of Investment and Regeneration (LH)
 Yvonne Lister, Regional Manager, Housing & Neighbourhood Services (YL)
 Wendy Nicholson, Administration Officer (WN)

Observers Present:

Jim Milne, ACHA Board Member

1.	Apologies: Bill McIntyre (BM)	Not Present: Councillor Morton Maisie Dunlay	Action
2.	Minutes of Previous Meeting: 06.09.12 Agreed Proposed: SAL Seconded: SG MB welcomed new member CG to his first meeting along with Linda Haig our Guest Speaker. MB also introduced Jim Milne, a member of ACHA's Board who has come along to observe the meeting. It was agreed that as no members of the public were in attendance LH could give her presentation after Agenda Item 5.		
3.	Matters Arising: Page 6: Drumfork Court Lighting: YL confirmed that the lighting issue raised can be funded under the SHQS budget. In terms of Report on Drumfork Court this has been put on hold at the moment as a survey is currently being carried out on the condition of the balconies. The results and the way forward will be brought to the next meeting.		YL

	<p>Page 7: Autumn Newsletter Article: YL confirmed that all Area Committees were asked if they wished their space extended from a ¼ of a page to ½ a page and only the Lomond Area Committee wished the extended page, therefore, our next article will be the ¼ page. YL advised that this could be revisited again next year..</p>	YL/WN
4.	<p>Conflicts of Interest to Delcare</p> <p>No conflicts of interest were declared by members</p>	
5.	<p>Correspondence:</p> <p>No correspondence received</p>	
(14)	<p>Guest Speaker: Linda Haig Director of Investment & Regeneration</p> <p>Copies of LH`s presentation were distributed at the meeting to members with some key points below:</p> <p>LH advised members that for future meetings information would be streamlined towards Helensburgh & Lomond data rather than information relating to our entire area.</p> <p>ACHA has 5 Key Organisational Objectives within Investment and Regeneration department involving:</p> <ul style="list-style-type: none"> • Achieving the Scottish Housing Quality Standard by 2015. • Providing quality Customer Care across all our Services. • Developing Financial strength and capacity to meet current and future objectives. • Meeting Legal and Good Practice Standards to deliver business performance. • Promoting equal opportunities for all service users and employees. <p>Within these objectives are Key Targets which include:</p> <p>Target 1: Our Chief Executive leads on securing funding for new build properties which will ultimately be delivered by the Regeneration Team.</p> <p>Target 2: Achieve Scottish Housing Quality Standard compliance by 2015.</p> <p>Target 3: Achieve Energy Efficiency Targets by 2015.</p> <p>Target 4: Maintain Scottish Housing Quality Standard compliance post 2015.</p> <p>Several Interesting points were raised by LH on the challenges her Department faces and the achievements already made.</p>	

	<ul style="list-style-type: none"> • Even although Government funding has been drastically reduced for New Build Properties we have already successfully funded new homes in Port Ellen, Dalmally, Dunoon & Campbeltown. • Over the next 3 years it is expected new build properties will commence in Oban, Islay and Hood Court Helensburgh. • Funding is being sought through “Greener Homes” where Registered Housing Associations can enter a competition to receive monies for investment and 2 bids are likely to be been by ACHA. • “Rural Housing Development Fund” is also looking to assist developments with funding and 2/3 bids are likely to be made. • Challenges are faced in terms of Related Assets whereby ACHA inherited amongst other things bridges, septic tanks, garage sites and unadopted roads and footpaths to which ownership and title deeds must be sought, and work is ongoing trying to map all these title deeds. <p>Q: SAL: the issue of title deeds is ongoing with the Darleith Road Lock Ups in Cardross where ownership had still not been determined.</p> <p>A: LH: advised that this was an extremely lengthy process with Solicitors from ACHA and Argyll and Bute Council working to progress this issue.</p> <p>However, LH advised that as of yesterday, ACHA had issued a “non domino disposition” to this land which is a massive step forward to securing ownership. This status allows ACHA to legally take ownership of the land at Darleith Road when the legal transfer is concluded</p> <p>Correspondence will be ongoing in relation to timelines and LH will liaise with YL to keep all members updated.</p> <p>LH confirmed that her Team will start progressing the demolition approval application of the lock ups once the Solicitors have finalised the paperwork to allow immediate works to commence on converting the area for use as a car park.</p> <p>Q: CG: As ACHA took rent for these lock ups over several years does this decision have any financial implications on the Association in terms of taking money if they didn’t own the land.</p> <p>A: MB: advised that “non domino disposition” gives ACHA ownership from this time therefore allowing rent to be paid.</p> <p>MB wished to make LH aware of issues that himself and other members have come across to ensure that information coming from the ground is actually being heard by the appropriate Directors.</p>	
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- The fitting of fluorescent lights in properties is very problematic for some tenants for replacement as this cannot be carried out by one person and also in terms of the elderly and infirm ladders cannot always be used.

LH advised that these lights were fitted in the first instance as they gave a strong steady light which was deemed good Health & Safety.

- Quality Control issues were also raised as it was felt tenants should be more involved in this process.
- MB commented on how little information we actually have on our tenants which would assist in the collating of surveys and establishing what work had been previously carried out.

Q: CG asked if we could approach other agencies perhaps using the electoral roll?

A: YL this had also been raised by another Area Committee that we pay an external agency to go out and knock on doors on our behalf and advised this was a good point to note.

Q: CG then asked could our Housing & Neighbourhood Services Assistants do this when they are out and about on their day to day duties.

A: YL confirmed that workloads at this time would not permit this.

SAL: commented that this new boiler and central heating system was very cost effective and he was delighted with it.

Q: CG: asked in relation to EESSH and the amount of interest in loft insulation and cavity wall insulation, would further surveys be getting carried out in terms of cavity wall insulation, his concern being that although the holes maybe visible in properties it could well be cavity wall was installed many years previously.

A: LH responded that cavity wall insulation is extremely difficult to remove and replace and the fabric of the building must also be taken into account before this can even be considered, however, on the positive side this is currently being looked at alongside our roofing and roughcasting contract to ensure that defective cavity wall insulation is replaced when we are renewing the roughcast.

Q: CG commented that ACHA worked alongside Dunbritton Housing Association on a new build project in Lochgoilhead and asked if working partnerships would be carried out in the future.

A: LH advised that this would not be likely to happen until after 2015, due to limited funding , however, local landlords had signed an agreement to work alongside each other in terms of new build properties.

6. **Regional Managers Report presented by Y Litster**

Key Points discussed being:

Investment and Regeneration

Kitchen & Bathroom (Carillion)

- Awaiting Programme of works for installations to commence

Window & Doors (Sidey)

- Contract running smoothly

Heating & Rewire (Carillion)

Large Volumes of “No Accesses”

Roofing & Roughcasting (Morrison Spottiswood)

- Contract running smoothly at present
- Currently working in:
 - Kilcreggan
 - Arrochar
 - Cardross

Garage Lock Up Strategy

- Almost Complete
- Awaiting final legal advice regarding demolition, refurbishment and sale at some sites
- Darleith Road Lockups –
 - Update given in LH’s presentation
 - ACHA legal advisors continuing to liaise with Argyll & Bute Council to resolve the matter

Cardross Play Park

- Cardross Tenants & Residents Association (T&R) requested a gate be installed , bordering the park and the local school.
- Education Department, Argyll & Bute Council and ACHA all agreed to the proposal – Multi Agency Approach
- T&R taking lead in installing gate and forming a new access path, step and ramp
- Increased usage will result in ACHA staff carrying out more regular health & safety inspections
- Benefits – will allow the local school to have use of the facilities that are not common to normal playgrounds

Customer Complaints Update:

106 complaints were dealt with during the period 1st April to 28th September 2012.

The Lomond area have dealt with 13 of these.

Stage 3 Appeals - The Appeals Committee have upheld the outcome 14 complaints – an apology was issued in response to 1

	<p>complaints and a invoice raised for recharges was cancelled</p> <p>Stage 4 Scottish Public Services Ombudsman (SPSO) – As at the end of the previous reporting period the Ombudsman had reviewed 3 complaints previously heard by the Appeals Committee – 1 complaint has been upheld and 2 have not. The Ombudsman is still reviewing a further 3 complaints. We are now live with our new Complaints Policy, which was introduced on 1st October.</p> <p>There are now only 2 stages of complaints, and if the customer remains unhappy following a stage 2 complaint, they have the right to proceed to the public sector ombudsman.</p> <p>Key Performance Indicators</p> <p>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.</p> <p>Q: MB asked if the Tenancy Sustainment Figure on Page 5 was correct as it appeared not to give figures on anything of value. A: YL agreed and will seek clarity from CJ and report back at our next meeting.</p> <p>Good Neighbour Award:</p> <p>This year's good neighbour Award went to Betty Rintoul from Lochgair Place, Tarbert.</p> <p>Prize Draw</p> <p>A prize draw was set up to encourage customers to provide their e-mail address as a way of communication with them. Miss Casey of Helensburgh has won £100 in vouchers for simply giving ACHA her email address</p> <p>Interesting Facts on Helensburgh Central</p> <ul style="list-style-type: none"> • The population of Helensburgh is 13,660 • We have 200 ACHA properties • We have 609 people looking for various bedroom sizes in Helensburgh East & West Central (some will be on for more than one size of house) • Highest rent is at East King Street, a 4 bedroom property at £72.72 • Lowest East Princes Street - 1 bedroom flat at £46.90 • We have had no new build properties in the Helensburgh East & West Central area <p>YL did advise members that there is the possibility of some slight duplication of figures in terms of applicants wishing more than one size of property.</p> <p>Q: CG asked if future this information could be broken down a bit further to ensure no duplication within the figures to allow for</p>	YL
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	<p>transparency.</p> <p>A: YL agreed that yes this could be carried, however, it is a very time consuming exercise. In terms of this presentation it was to give a brief overview of the area in which the meeting was being held. Figures are analysed more robustly when being used to inform new build programmes. YL also advised a new Home Argyll computer system was being launched in the future which she hoped would allow for easy access to information on this nature.</p>	
7.	<p>Budgets:</p> <p>Community Action Fund Budget</p> <p>Papers were previously issued to members in their packs giving an update of how money was previously spent and what budget was remaining for 2012/13.</p> <p>Q: SAL asked for clarity on whether monies can only be awarded to community groups that have charitable status.</p> <p>A: YL confirmed that yes this was the case and that forms had been updated.</p> <p>Q: CG asked if Tenant and Resident Associations (T&R's) were covered by ACHA's Charitable Status, which would allow them to access this fund.</p> <p>A: YL stated currently T&R's could not access this fund unless they were a registered charity. However, she would seek further advice and report back at the next meeting.</p> <p>MB : commented, however, that this type of funding could be channelled through the new subsidiary in future. Clarification is to be sought as to whether this would remain the responsibility of Area Committees if this were to happen.</p> <p>Estate Management Action Plan Budget</p> <p>Papers were previously issued to members in their packs providing them with an update of how money was previously spent and what budget was remaining should funding become available this financial year.</p> <p>It had previously been clarified that the SHQS budget would be funding the lighting at Drumfork Court, therefore, this would be deducted from the costs for the next meeting.</p>	<p>YL</p> <p>YL</p> <p>WN</p>
8.	<p>Community Action Fund Applications</p> <p>At this time Lomond had no Community Action Funds to consider, however, guidance notes have been issued for future reference.</p>	

9.	<p>Nomination for Independent Member</p> <p>Members unanimously agreed that Daniel Kelly could fill a casual vacancy within the Lomond Committee. YL will contact DK to advise.</p>	YL
10.	<p>Membership Strategy</p> <p>The draft membership strategy was discussed. Members firstly felt it was good practice to actively promote that Area Committee meetings are now open to the public and that our advert should mention what Director is attending what meeting to encourage people to come along and see what we do.</p> <p>Advertising for this will be done in each area by way of posters, and also through the community magazine which it is hoped will reach a wider group and also the Area Office reception.</p> <p>Members agreed to survey all current ACHA members to try and ascertain through a small survey the following information:</p> <ul style="list-style-type: none"> • What made them pay a £1 to become a member • Did they have any expectations when they paid their £1 and if they did were they met? • Is the information you receive at the moment useful? • If you did not attend the AGM would you be willing to attend if it was held at a different location or at a different time? • YL to investigate in terms of Governance if we can make it compulsory membership. <p>YL/WN will develop a draft questionnaire to bring back to the next meeting for approval and implementation.</p>	YL/WN
11.	<p>Employee of the Season</p> <p>Members had been previously sent the forms for completion and scoring.</p> <p>YL counted the votes which were verified by WN and can confirm that:-</p> <p>David Kelly Senior Welfare Rights Officer Lomond received a score of 529.</p> <p>Anne Ferguson Community Support Assistant Ford Spence Court received a score of 516.</p> <p>YL confirmed David Kelly would be awarded Employee of the Season and that our Human Resources would be in touch with David next week to give him the good news.</p> <p>YL advised that after discussions with MB the paperwork had</p>	

	<p>been modified to make the process as simple as possible for members to use, however, asked if anyone had any suggestions to let her know.</p> <p>Q: SA asked if the forms that tenants and staff complete should be same and the information supplied was different in both. A: YL clarified that the forms were different, and consideration could be given to adapting the paperwork. In the meantime Members should base their decision on the information contained within the submission.</p> <p>Q: CG asked to help promote the employee of the season would it be possible to put photos of winners up in the area office receptions. A: YL will progress this with Corporate Services and report back to the next meeting.</p>	YL
12.	<p>Development of the Tenants & Residents Association Strategy</p> <p>YL gave a presentation on the local Tenant and Resident Associations based in the Helensburgh & Lomond area and their office bearers.</p> <p>SA was happy to report that as of the 29th October 2012 the Kirkmichael Tenant and Residents Association was now up and running with around 12 members.</p> <p>SAL confirmed that he had now taken over the role of Treasurer from MB in the Cardross Tenant and Residents Association.</p> <p>In terms of the Strategy it was agreed to:</p> <ul style="list-style-type: none"> • Create an emailing list for ease of communication between the Associations. • Contact Tenant and Resident Associations to advise them that Area Committee meetings were now open to the public if they wished to attend. • To support the existing Tenant and Resident Associations. • To keep Area Committee meetings revolving around the areas for maximum impact and attendance. • For the future, consider a strategy to encourage residents in the Lochside area to possibly start their own Tenant and Resident Association. <p>Q: CG: asked if ACHA would attend every meeting. A: YL: confirmed that it would be helpful if staff were advised in advance of the topic that was to be discussed, in order that the appropriate member of staff could attend, when required.</p>	

13.	Customer Visits to ACHA Offices 2012 - Draw New Member CG picked the lucky winner of this year`s draw. WN will notify the winner next week and arrange for vouchers to be awarded.	WN
15.	AOCB SA raised the issue of rechargeable repairs – in particular the cost of changing light bulbs. YL confirmed that if work is requested by a tenant, that is re-chargeable, then the tenant is advised of this when they contact ACHA. The normal schedule of rates for bulb replacements is applied and charged. This is obviously more expensive than a tenant carrying out the replacement themselves and costs can be excessive. SA asked if staff could advise tenants that the Care and Repair service offered by Argyll and Bute Council may be able to carry out the repair much cheaper. YL will confirm if this can be done and report back to members. All members wished it to be noted that they felt the charge for changing a light bulb was excessive. CG asked if the starter motors on strip lights were covered by ACHA. YL confirmed that Yes, ACHA will replace faulty starter motors at no cost to a tenant, but not the bulb. .	YL
	Date and Time of next Meeting Thursday 17 th January 2013 in the Kirmichael Centre Helensburgh at 11am	