

HELENSBURGH AND LOMOND AREA COMMITTEE MINUTES OF MEETING

4th August 2016 @ 13:30 pm Lamont House 9-19 Stuckleckie Road Helensburgh Present:

> Cameron Grant (CG) – Tenant Stephen Allcroft (SAL) – Tenant Malcolm Campbell (MC) – Tenant Sonja Aitken (SA) – Independent Robert Beggs (BB) – Tenant

Staff Members Present:

Yvonne Angus, Regional Manager, Housing & Neighbourhood Services (YA) Wendy Nicholson, Administration Officer (WN)

Members of the Public

None

| 1, | Welcome & Apologies: | Action |
|----|---|--------|
| | YA welcomed all members to the meeting. Following agreement from the Committee the meeting started earlier than scheduled at 12.50pm after the conclusion of the AGM as no members of the public had registered an interest in attending. | |
| | Apologies: | |
| | Councillor Aileen Morton Daniel Kelly | |
| 2. | Election of Office Bearers: | |
| | YA asked for nominations for the position of Chair for the year 2016/2017 SAL proposed Cameron Grant as Chairperson. This was seconded by SA. There were no other nominations received. | |
| | YA requested that Area Committee Members nominate their Vice Chair of the Committee. | |
| | MC proposed Sonja Aitken. This was seconded by CG. There were no other nominations received. | |
| | Chair of the Helensburgh and Lomond Area Committee for 2016/2017 is Cameron Grant. | |
| | Vice Chair of the Helensburgh and Lomond Area Committee for 2016/2017 is | |
| | Sonja Aitken. | |
| 3, | Schedule of Area Committee Meetings CG took over chairing the meeting. | |
| | Meeting Schedule for the coming year was agreed as follows with all meetings starting at 10am in Lamont House 9-19 Stuckleckie Road Helensburgh. The | |

| Thursday 1st September 2016 Thursday 3rd November 2016 Thursday 12th January 2017 Thursday 2nd March 2017 Thursday 11th May 2017 Thursday 3rd August 2017 AGM CG made a request to bring the AGM forward to 10am. This was discussed by members, however, it was agreed to keep the 11.30am start. Agenda Items for the coming year were approved with the following additions being requested. • Your Voice Scrutiny It should be noted that at each meeting there is an opportunity to review the agenda for the next forthcoming meeting and members can amend/add/remove as appropriate. 4. Code of Conduct Members received this information in their packs signed forms were duly returned to WN SAL requested if it would be possible to receive an Executive Summary for this document when future changes were made. |
|--|
| by members, however, it was agreed to keep the 11.30am start. Agenda Items for the coming year were approved with the following additions being requested. • Your Voice Scrutiny It should be noted that at each meeting there is an opportunity to review the agenda for the next forthcoming meeting and members can amend/add/remove as appropriate. 4. Code of Conduct Members received this information in their packs signed forms were duly returned to WN SAL requested if it would be possible to receive an Executive Summary for |
| being requested. • Your Voice Scrutiny It should be noted that at each meeting there is an opportunity to review the agenda for the next forthcoming meeting and members can amend/add/remove as appropriate. 4. Code of Conduct Members received this information in their packs signed forms were duly returned to WN SAL requested if it would be possible to receive an Executive Summary for |
| It should be noted that at each meeting there is an opportunity to review the agenda for the next forthcoming meeting and members can amend/add/remove as appropriate. 4. Code of Conduct Members received this information in their packs signed forms were duly returned to WN SAL requested if it would be possible to receive an Executive Summary for |
| agenda for the next forthcoming meeting and members can amend/add/remove as appropriate. 4. Code of Conduct Members received this information in their packs signed forms were duly returned to WN SAL requested if it would be possible to receive an Executive Summary for |
| Members received this information in their packs signed forms were duly returned to WN SAL requested if it would be possible to receive an Executive Summary for |
| returned to WN SAL requested if it would be possible to receive an Executive Summary for |
| |
| YA confirmed she would raise this with our Corporate Services department. |
| 5. Declaration of Interest |
| Members received this information in their packs signed forms were duly returned to WN |
| 6. Diversity & Equal Opportunities Information |
| Members received this information in their packs signed forms were duly returned to WN |
| 7. Minutes of Previous Meeting with Matters Arising 12 th May 2016 |
| Page 1 in relation to " other area`s in Park Grove" should have no apostrophe WN to remove. |
| It was agreed that for Robert Beggs the initial would be changed to BB and Rod Buchanan would remain as RB to avoid confusion. WN to change. |
| Minutes were Proposed by: SAL Seconded by: BB |
| 8. Conflicts of Interest to Declare |
| Members declared no conflicts of interest for the August meeting. |
| 09. Correspondence |
| No correspondence was received. |

| 11. Tenants Newsletter – Agree Content for Autumn Newsletter Deferred to next meeting 12. Policy Review 2016 • Repairs and Maintenance Policy deferred from 12.05.16 YA advised that the policy review is due in November. She advised that as the Your Voice Group were scrutinising this part of ACHA's service it may be the policy review is postponed until their task is complete. 13. Land Disposal Request: Murray Place Luss Members discussed the paper included in their packs. There was unanimous approval by members on this disposal request. Consultation on Group Communications and Feedback Strategy YA advised members that the draft Group Communication and Customer Feedback Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All. YA confirmed that all comments must be returned no later than 31st August 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | 10, | Community Action Fund Applications | |
|--|-----|---|----|
| 12. Policy Review 2016 • Repairs and Maintenance Policy deferred from 12.05.16 YA advised that the policy review is due in November. She advised that as the Your Voice Group were scrutinising this part of ACHA's service it may be the policy review is postponed until their task is complete. 13. Land Disposal Request: Murray Place Luss Members discussed the paper included in their packs. There was unanimous approval by members on this disposal request. 14. Consultation on Group Communications and Feedback Strategy YA advised members that the draft Group Communication and Customer Feedback Strategy has merged two existing documents – the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All. YA confirmed that all comments must be returned no later than 31st August 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | | No community action funds were received for this meeting. | |
| Policy Review 2016 Repairs and Maintenance Policy deferred from 12.05.16 YA advised that the policy review is due in November. She advised that as the Your Voice Group were scrutinising this part of ACHA's service it may be the policy review is postponed until their task is complete. 13. Land Disposal Request: Murray Place Luss Members discussed the paper included in their packs. There was unanimous approval by members on this disposal request. 14. Consultation on Group Communications and Feedback Strategy YA advised members that the draft Group Communication and Customer Feedback Strategy as merged two existing documents — the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All. YA confirmed that all comments must be returned no later than 31st August 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | 11. | Tenants Newsletter – Agree Content for Autumn Newsletter | |
| 12. Policy Review 2016 Repairs and Maintenance Policy deferred from 12.05.16 YA advised that the policy review is due in November. She advised that as the Your Voice Group were scrutinising this part of ACHA's service it may be the policy review is postponed until their task is complete. 13. Land Disposal Request: Murray Place Luss Members discussed the paper included in their packs. There was unanimous approval by members on this disposal request. 14. Consultation on Group Communications and Feedback Strategy YA advised members that the draft Group Communication and Customer Feedback Strategy has merged two existing documents – the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All. YA confirmed that all comments must be returned no later than 31st August 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | | Deferred to next meeting | |
| YA advised that the policy review is due in November. She advised that as the Your Voice Group were scrutinising this part of ACHA's service it may be the policy review is postponed until their task is complete. 13. Land Disposal Request: Murray Place Luss Members discussed the paper included in their packs. There was unanimous approval by members on this disposal request. 14. Consultation on Group Communications and Feedback Strategy YA advised members that the draft Group Communication and Customer Feedback Strategy pass merged two existing documents – the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All. YA confirmed that all comments must be returned no later than 31st August 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | 12. | | |
| the Your Voice Group were scrutinising this part of ACHA's service it may be the policy review is postponed until their task is complete. 13. Land Disposal Request: Murray Place Luss Members discussed the paper included in their packs. There was unanimous approval by members on this disposal request. 14. Consultation on Group Communications and Feedback Strategy YA advised members that the draft Group Communication and Customer Feedback Strategy has merged two existing documents – the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All. YA confirmed that all comments must be returned no later than 31st August 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | | Repairs and Maintenance Policy deferred from 12.05.16 | |
| Members discussed the paper included in their packs. There was unanimous approval by members on this disposal request. Consultation on Group Communications and Feedback Strategy YA advised members that the draft Group Communication and Customer Feedback Strategy has merged two existing documents – the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All. YA confirmed that all comments must be returned no later than 31st August 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | | the Your Voice Group were scrutinising this part of ACHA's service it may be | |
| There was unanimous approval by members on this disposal request. Consultation on Group Communications and Feedback Strategy YA advised members that the draft Group Communication and Customer Feedback Strategy has merged two existing documents – the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All. YA confirmed that all comments must be returned no later than 31st August 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | 13. | Land Disposal Request: Murray Place Luss | |
| 14. Consultation on Group Communications and Feedback Strategy YA advised members that the draft Group Communication and Customer Feedback Strategy has merged two existing documents – the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All. YA confirmed that all comments must be returned no later than 31st August 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | | Members discussed the paper included in their packs. | |
| 14. Consultation on Group Communications and Feedback Strategy YA advised members that the draft Group Communication and Customer Feedback Strategy has merged two existing documents – the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All. YA confirmed that all comments must be returned no later than 31st August 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | | There was unanimous approval by members on this disposal request. | |
| Feedback Strategy has merged two existing documents – the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All. YA confirmed that all comments must be returned no later than 31st August 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | 14. | | |
| 2016. CG requested that consultations be cross referenced prior to sending out as members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | | Feedback Strategy has merged two existing documents – the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-2014 into one streamlined document. The Strategy applies to | |
| members on various groups can receive duplicate packs for completion. YA confirmed that if you received more than one pack that you only have to complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | | | |
| complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the results. 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | | | |
| 15. Consultation on Landlord Report YA advised as above that members should not complete any consultation packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | | complete the information once and YA further advised that she would ensure the existing feedback received be checked to ensure no duplication within the | YA |
| packs more than once. 16. AOCB SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | 15. | | |
| SAL updated members on his recent visit with Your Voice Group. SAL and BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | | · · | |
| BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was learned. It is envisaged that that next topic for the Scrutiny Panel is Repairs and | 16. | | |
| | | BB travelled to Fort William to meet with other Registered Landlords. SAL felt this was an excellent meeting and a very worthwhile exercise as a lot was | |
| Maintenance. | | It is envisaged that that next topic for the Scrutiny Panel is Repairs and Maintenance. | |
| BB advised members that the interviews for consultants to provide them with independent support took place last week and it was agreed that Tenant | | · | |

| | Information Service (TIS) would facilitate all the partners for their next project. | |
|-----|---|--|
| | Next meeting scheduled for 14 th September 2016 | |
| 17. | Date and Time of next Meeting: | |
| | 1 st September 2016 at 10am in Lamont House | |