



<p>some costs . However, as ACHA is a stock transfer organisation we are only allowed to keep around £5-6k + legal costs from the sale of any land.</p> <p>Page 3 – Ground Maintenance Contract – WN to supply BB with ISS contact details in relation to involvement with community groups.</p>	WN
<p>CJ confirmed that an article on the grass cutting Argyll Community Housing Association (ACHA) provide would be completed and issued in the next edition of the Tenants Newsletter, unfortunately the article provided did not meet the criteria the Area Committee requested therefore it missed the deadline of the Spring Newsletter.</p> <p>DK commented that it is important that awareness is raised in relation to the amount of grass that ACHA cut as he feels there is a misconception that Argyll and Bute Council cut all grass in the area.</p>	WN
<p>Page 4 – CG asked for the removal of the first two lines of the second paragraph as there was an error in the information he had received WN to remove from “Scottish Housing Regulator to However ...”</p> <p>Page 5 - Jutland Court - Query was raised regarding the number of units available to ACHA and if Factoring would be considered on this this site. CJ advised that our Investment and Regeneration department confirmed that the final mix of tenure on the site has not been established yet, however, this will be confirmed to members as soon as the information is available. There is also potential for a Phase 2 which forms part of Regional Managers report under agenda item 5. Factoring options will be considered going forward should this be required.</p>	CJ
<p>Q: MC asked should we be considering taking on more Factored properties at this time as MC considers this to be extra work for our maintenance service.</p> <p>A: CJ responded that if ACHA carry out communal repairs to Factored Blocks this allows for the work to be taken forward through the factoring contract which makes the work less onerous on staff. CJ also confirmed that maintenance on any factored block is not extra work but part of our ongoing maintenance to the fabric of the building. No internal work to factored owners properties takes place.</p> <p>Q: MC asked if using Argyll Homes for All (AHFA) can cope with the additional work load.</p> <p>A: CJ Yes as this forms part of our contract agreement that AHFA to carry out communal repairs to factored properties- which also contain ACHA tenants. It is work which would be carried out anyway</p>	
<p>Page 5 - New Build Sites CJ confirmed that the Dobbies site is owned by the house builder Persimmon. Different options for the site are currently being considered and how they meet the section 75 affordable requirement. ACHA have offered to be considered if an affordable housing partner is required. The Sawmill site is proposed to be developed by Cala Homes and they are in discussions with Link Housing Association.</p> <p>Q: CG asked if we can confirm which sawmill this is as x2 sawmills are operational in the Cardross area.</p> <p>A: WN to check and advise members at the next meeting.</p>	
<p>Page 9 – Item 8 in relation to our contractor having their own cherry picker – CJ confirmed that AHFA are expected, as with any other contractor</p>	WN

	<p>ACHA deal with to carry out the work within the agreed timelines, it is up to the contractor themselves how they achieve this. Regular meetings between ACHA and AHFA are set up to address some of these issues to allow closer management of our Work in Progress report. CJ believed a costings exercise had previously taken place to work out if plant equipment should be purchased or hired.</p> <p>MC commented on the charges that are involved in relation to Cherry Pickers and that it makes sense for the contractor to carry out a costing exercise to establish if it is indeed best use of budgets to purchase a cherry picker out right or whether to hire one.</p> <p>CJ advised that she would ascertain if this exercise was now fully completed if so what the outcome was. This information will be passed to members at the next meeting.</p> <p>DK confirmed that discussions on this matter had taken place during a Board of Management meeting with regards to how best to move forward taking into account the issue of storing large items of equipment as opposed to the costs involved in the hire of the equipment.</p> <p>SAL commented there are Cherry Pickers that can be mounted onto vans and used in conjunction with existing equipment and felt frustrated that remedial works could not be carried out within target due to lack of equipment by the contractor.</p> <p>Page 12 – CG advised that in relation to responses on the surveys being neither satisfied nor dissatisfied CG had spoken with the regulator the reason for it being there is because some customers may not have experience of the question asked.</p> <p>CJ advised that the Scottish Housing Regulator (SHR) are currently running several roadshows across the area and that ACHA would be attending a number of these roadshows to put forward their views on how satisfaction is recorded and how the final figures are presented.</p> <p>Minutes were proposed by DK and seconded by SA.</p>	CJ
3.	<p>Conflicts of Interest to Declare</p> <p>Members declared no conflicts of interest.</p>	
4.	<p>Correspondence:</p> <ul style="list-style-type: none"> • Notification has been received from the Office of Scottish Charities Regulator (OSCR) that current guidelines have been changed anyone wishing to view these changes can do so by visiting the website and following the lync provided. • The Scottish Housing Regulator has published their Risk Assessments anyone wishing to view these can do so through the website. • An invitation has been received from Project 81 in Garelochhead to attend an award ceremony on the 3rd June 2016 - CG unfortunately has a prior engagement and asked if anyone wished to attend - MC confirmed that he could attend on the committee's behalf. 	
5.	<p>Regional Managers Report – Presented by Christine Johnston</p>	

CJ updated members on the following key issues:

Investment and Regeneration:

Investment Works Package	Estimated Target 2015/16	To end Mar 16
Windows/Doors	193	42
Kit/Bath	23	17
Heat/Re-wire	30	12
Roof/Rough	161	169
	407	240

Repairs & Maintenance Contract	Annual Repair numbers End March	Monthly Ave.
	3356	280
	3356	280

20.24%

Kirkton Farm Cardross:

- ACHA are in discussions with Avant Homes regarding this site.
- The developer has proposals for a mixed development of private and affordable units.
- Funding within the Strategic Housing Investment Plan (SHIP) is available for approximately 20 units on this site.
- A planning application has yet to be submitted.

Jutland Court Helensburgh

- The planning application for the 16 units is anticipated to be approved shortly.
- The developer has been requested to provide a bat survey as a condition of the approval.
- Subject to funding approvals being received commencement is anticipated to be in October 2016 with 18 months onsite.
- Discussions with the Scottish Government and Argyll & Bute Council suggest it is likely that funding for Phase 2 will be made available for a further 16 units.

Multi Agency Meeting Kirkmichael

- Walk through Kirkmichael took place on 12th April
- This focused on trouble spots/problem areas/areas for improvement
- Engaged with the Community Payback Team who work with tenants and residents in the Kirkmichael Area.
- Local Rugby Club are looking to develop coaching sessions in Kirkmichael and this has been actively encouraged through our Community Action Fund scheme.

- Next meeting scheduled for 10th May 2016

Syrian Refugee resettlement programme

- Bute families have settled well into the Community
- Discussions are ongoing regarding the rehousing of 5 syrian refugee families in Campbeltown.

Welfare Rights

ACHA welcomed a grant approval by the Scottish Government of £170,000 to support its Welfare Rights Information Service through the People and Communities Fund. The Association has, over the past 6 years, supported a small team of staff to work with tenants on low incomes and who have been vulnerable to welfare reform changes.

The primary objective of the project has been to assist vulnerable tenants in terms of maximising and stabilising income, and to assist them in maintaining their tenancies. Over the years the project has survived on a variety of grants, assistance from the Scottish Government, Argyll & Bute Council and ACHA. The financial support will allow us to do further outreach work in communities throughout Argyll and Bute to reach those who need help the most

Community Action Fund - Project 81 Garelochhead

Members were shown the article published in the Helensburgh Advertiser along with photos of the event itself.

Q: SAL asked RB if the Multi Agency received support from Argyll and Bute Council.

A: RB confirmed Yes at the moment funding is available however there are concerns in relation to the costs of a Janitor and these are currently being looked at.

Q: MC asked RB in relation to the multi agency if residents are working with the group - had there been a good response to the work already done.

A: RB confirmed that Yes feedback has been very positive so far with regards to the youth survey carried out in the area. The group were working on a format previously used by West Dunbartonshire Council to give public reassurance and work with local services other partners and the community police. A Gala day is also being organised for this Summer.

Q: DK asked RB if ACHA can provide funding for the Kirkmichael Development Group to assist with costs.

A: RB advised that as the group were not a registered Tenants and Residents Association or a registered charity ACHA were unable to assist, however, we do assist with administration where possible.

	<p>Q: SAL asked in relation to Kirkton Farm Cardross if the whole development was around 80 properties as a whole.</p> <p>A: CJ will check the precise figure and advise members at the next meeting.</p>	CJ
6.	<p>Estate Action Management Plans (EMAP)</p> <p>RB discussed with members the new Estate Action Management Plans provided in their papers. Members were asked to consider the following 5 projects</p> <p><u>Proposal: 21 Fairfield Gardens Kilcreggan</u> To renew fencing - palisade 1.35m high gate. Install Timber NE 1.05m and posts to 18.5m side fence and timber gate at a cost of £1002.00</p> <p><u>Proposal: 1 to 3 Navy Way Rosneath</u> Renew palisade fencing 1.35m high gate. Install Timber NE 1.05m and posts to front and side fences and timber gates at a cost of £3366.29. Sections to be fitted as follows: No1 Front 4.6m and side 8m No2 Front 7.3m and side 4m No3 Front 7.6m and Side 4m - Gates to be fitted at each location</p> <p><u>Proposal: 15 to 17 Clachan Road Rosneath</u> Renew palisade fencing 1.35m high gate. Install Timber NE 1.05m and posts to back, front and side fences at a cost of £3789.36 No 15 – 7m back and front fences, 20m side fence No 17 – 6m back and front fences and 5m side fence 1 gate front and back at both locations</p> <p><u>Proposal: 1 Clachan Road Rosneath</u> Renew palisade fencing 1.35m high gate. Install Timber NE 1.05m and posts at a cost of £1494.84 32m at side and front. Gate fitted at front.</p> <p><u>Proposal: 2 and 3 The Fairway Garelochhead</u> Renew palisade fencing 1.35m high gate. Install Timber NE 1.05m and posts at a cost of £892.26. Front fence at both including path/gate access total 13.7m vertical board.</p> <p>Members unanimously agreed to all the above Estate Management Action Plans (EMAPs) with clarification required for 1 to 3 Navy Way in relation to the extent of the renewal if part of the existing fence could be saved.</p> <p>RB to report back with comments to the next meeting.</p> <p>CG and MC both commented on the high costs of the work provided in the proposals above and that previous discussions on these high costs had not reduced the amounts being charged.</p> <p>Q: MC asked if AHFA are looking at other suppliers to try and keep their costs</p>	RB

	<p>down.</p> <p>A: CJ has confirmed that at the point of contract renewal this issue will be taken into account by AHFA also discussions will take place to reconsider how this budget works in relation to EMAP projects but this is the costs that ACHA have to work with in line with our current schedule of rates system</p> <p>SAL thanked RB for the work that went into his presentation and the information supplied to assist members in making their decision.</p>	
7.	<p>Community Action Fund Applications</p> <p>CG advised members that he had received correspondence from CM in relation to the 3 year spend of the Community Action Funds in each area.</p> <p>CG read out the email in its entirety to all members for comments.</p> <p>CJ confirmed that in relation to CM's first comment that the Association had taken the decision to only issue funding to Charities was contributing to the underspend of the £10,000 budget. CJ advised we are only able to give donations to charities in line with Rule 84.2 that refers – the Board shall set and review periodically its policy for the donation of funds to charitable organisations. Such donations must further the objects of the Association and the Board shall report to the members on such donations.</p> <p>CJ confirmed that this rule was to try and ensure that this money was given to organisations that needed it the most and it also allowed for transparency as charities were also regulated in terms of how they conduct their business.</p> <p>CJ stated that in terms of CM second comment the £10,000 budget is split equally between all areas, if the money is not spent in any one area then it can be transferred to an area that may require it. – as has happened in the past.</p>	
8.	<p>Key Performance Indicators (KPI) Report</p> <p>CJ confirmed that the figures available from February 2016 and asked for any questions from members.</p> <p>Page 2 - SAL asked what the Target for Repairs Satisfaction was CJ to confirm for next meeting</p> <p>Page 3 – SAL asked in relation to Right First Time how this figure was calculated.</p> <p>CJ confirmed that this was a moving target as this figure was only a snap shot in time as and when more jobs are fully completed then the figure changes to reflect this.</p> <p>Page 8 – SAL asked if the current tenant rent arrears figure was across the whole of ACHA CJ confirmed YES it is was.</p> <p>8b. <u>Key Performance Score Card</u></p> <p>CJ asked members if they wished to use the new KPI Scorecard instead of the current layout used today. This would ensure accurate and detailed information for the Helensburgh and Lomond area.</p> <p>Members agreed to use the Score Card layout for future meetings.</p> <p>SAL commented on the traffic light colours not being suitable for any members that may have colour blindness, CJ commented that this is something</p>	CJ

	<p>members could discuss if they wished changes to be made to the Area Committee layout.</p> <p>SAL also commented on the use of the word Tolerance CJ confirmed that as this layout had previously been agreed by the Board it would not be changed for their meetings, however, again this is something that members may wish to consider changing for their reporting layout.</p>	
9.	<p>2016 Policy Review</p> <p>Repairs and maintenance to be deferred to the next meeting.</p>	
10.	<p>Retirement of Members prior to AGM</p> <p>Members agreed with the paper provided that the following members would stand down from the Area Committee prior to the AGM of the 4th August 2016.</p> <p>Cameron Grant Daniel Kelly</p>	
11.	<p>Agree Promotional Material for inclusion in AGM Letters</p> <p>Members agreed to the material which will now be included in the AGM paperwork due to be issued in mid June 2016.</p> <p>Members agreed to keep the format the same as with previous years and the judging of the Garden in Bloom competition will follow the AGM.</p>	
12.	<p>Agenda Items for meeting August 2016</p> <p>Members agreed to the contents of the paper with CJ requesting that the following be included:</p> <ul style="list-style-type: none"> • Consultation on Group communication and feedback policy • Consultation on Landlord report in the layout and preferences of the ARC indicators that are to be included. <p>It was agreed that this would be posted out in advance of the meeting to give members plenty time to consider and make comments.</p>	CJ
13.	<p>“Your Voice” – Tenants Scrutiny Group Update</p> <p>SAL updated members on the work of the Group.</p> <p>Firstly SAL advised that the void and lettings policy had now been finalised and had been submitted to the board of management and approved in full.</p> <p>An article had also been drafted for the tenants spring newsletter and had been published on the front page.</p> <p>It is still envisaged that the next topic to be looked at will be non reactive repairs, however, the next meeting on the 1st June will be in Fort William to meet with the Lochaber and Aberdeen scrutiny group so that members can learn from more established Groups.</p> <p>MC asked if SAL and BB were enjoying their role. SAL advised yes it’s a challenge and takes you right out of your comfort zone but is also very worthwhile and enjoyable.</p>	

14. Presentation by C Johnston: Gypsy Travellers Survey 2016

CJ presented members with the above Survey details with the key points being noted as follows:

What was found in 2015

- Poor satisfaction levels with regard to management and value for money
- Low numbers responding
- Tenants unhappy with level of engagement

Revised and Improved Methodology

- Residents were visited personally by Housing & Neighbourhood Services Assistants using a new style questionnaire encouraging feedback.
- Several visits were made to contact as many residents as possible for the widest possible feedback.
- The survey contained 15 questions, with an opportunity for residents to comment after each one.
- Each question has a preamble to give respondents the context in which the question is being asked.
- Strict confidentiality is maintained at all times

Who we spoke to

- The annual Travelling Persons survey was carried out in February 2016.
- The number of respondents totalled 12 this year, compared with 7 in 2015. 4 Tenants were unavailable (1 Ledaig, 3 Duncholgan) therefore the survey represents 75% of the available tenants.
- The site at Ledaig polled 6 of the 7 residents (NB one family occupies 2 pitches).
- The site at Duncholgan polled 6 out of 9 residents
- The Torlochan site currently has no residents.

2016 revealed...

- All tenants were happy with how ACHA now communicates with them.
- The new Gypsy/Traveller newsletter made a positive impact on tenant satisfaction with 82% being very satisfied or fairly satisfied with it.
- Tenants said they were very satisfied with the welfare rights service.

Annual Return on the Charter (ARC)

- Question 5 on the survey is used to provide statistical information for the ARC. This is known as indicator 37. The question read: Taking everything into account, how satisfied or dissatisfied are you with ACHA's management of the site?

How did tenants respond?

84% rated the management of the site as Very Good or Fairly Good, a substantial improvement over the 57% rating the same aspect in 2015. This puts us into the top 10 landlords who provide Gypsy Traveller sites in Scotland.

What next?

- We will continue to listen to tenants concerns.
- Comments are fed back to the Senior Management Team and an action plan has been devised.
- Further issues of the Gypsy Travellers newsletter are planned.

	<ul style="list-style-type: none"> Welfare Rights staff continue to visit the sites regularly. 	
15.	Chairs Update <ul style="list-style-type: none"> Scottish Housing Regulator has issued a news release with a link to the report on the website for anyone wishing to view. Cardross Tenants and Residents Association have now held their AGM, and it was confirmed that tenants and residents accounts have to be audited by a chartered accountant in line with guidance, it ensures openness and transparency and it also protects the treasurer and members of the association who are using tenants money. 	
16.	AOCB No business was reported	
17	Date of time of next meeting Thursday 4 th August 2016 time 1.30 pm Lamont House 9-19 Stuckleckie Road Helensburgh.	
18.	Public Question & Answer Session No questions were raised	