



## HELENSBURGH AND LOMOND AREA COMMITTEE

### MINUTES OF MEETING

Thursday 3<sup>rd</sup> September 2015 @ 11.00 am  
Lamont House Stuckleckie Road Helensburgh

#### Present:

Cameron Grant (CG) - Tenant  
Daniel Kelly (DK) – Independent  
Malcolm Campbell (MC) – Tenant  
Sonja Aitken (SA) – Independent  
Robert Beggs (RB) – Tenant  
Stephen Allcroft (SAL) – Tenant  
Councillor Aileen Morton (CM) – Council Representative

#### Staff Members Present:

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

#### Members of the Public

Jim Milne

1.	<b>Welcome &amp; Apologies:</b>  <b>Apologies:</b> Mike Brown (MB)	<b>Action</b>
2.	<b>Minutes of Previous Meeting 03.07.15 &amp; Matters Arising:</b>  Page 2: It was noted that the March meeting was missing from the list of Meetings and should be inserted as 3 <sup>rd</sup> March 2015.  Page 3: It was noted that the minute did not reflect that DP's apology had been read out to Members. Minute will be updated to reflect this.  Proposed by: RB                      Seconded by: SAL  In terms of Matters Arising, Page 4, Item 10: SA advised that the hedge in question had been cut back to a reasonable standard.	

3.	<b>Conflicts of Interest to Declare</b> Members confirmed no conflicts of interest to declare.	
4.	<b>Code of Conduct</b> <u>This was included in Members packs and all members read, signed and returned completed forms to WN.</u> <del>This was included in Members packs and all members were asked to sign and return completed forms to WN.</del>	
5.	<b>Diversity and Equal Opportunity</b> <u>This was included in Members packs and all members read, signed and returned completed forms to WN.</u> <del>This was included in Members packs and all members were asked to sign and return completed forms to WN.</del>	
6.	<b>Connected Person</b> This was included in Members packs and all members <del>were asked to sign</del> <u>read, signed</u> and returned <u>ed</u> completed forms to WN.	
7.	<b>Correspondence:</b> <ul style="list-style-type: none"> <li>Land Disposal Request in Luss - requesting private off road parking which had been previously agreed by members. CG received correspondence from the Director of Investment and Regeneration advising that this request had now subsequently been rejected. It further read that the full facts relating to the land had not been made apparent at the time it was presented to the Area Committee and an apology was received.</li> <li>Glasgow West of Scotland Forum of Housing Associations – will be having their Annual Meeting on 20<sup>th</sup> November 2015 in the Grand Hotel <u>Glasgow</u></li> <li>Scottish Housing Regulator Landlords Report will be available to view on Monday 31<sup>st</sup> August. Landlords have until end of October to produce their own Landlord report.</li> <li>Chartered Institute of Housing – excellence awards on website for anyone wishing to nominate must be carried out before 21<sup>st</sup> September 2015.</li> </ul>	
8.	<b>Regional Managers Report – Presented by Y Angus</b>  YA updated members on the following topics:  <b>Investment and Regeneration</b> <b><u>Heating and Rewires</u></b> Winding down to concentrate on Roof and Roughcast works. <b><u>Windows and Doors</u></b> Planning Permission now received for various properties previously held. <b><u>Kitchens and Bathrooms</u></b>	

**Comment [b1]:** What was this about Wendy? Need to put in an explanation as to why it was raised (sorry, but I can't remember or I would have added it in).

<p>Winding down to concentrate on Roof and Roughcast works.</p> <p><b><u>Roof &amp; Roughcast Programme</u></b></p> <p>Maitland Court Programme almost complete</p> <p><b><u>Cyclical Painting Programme</u></b></p> <p>Additional Painters now employed with AHFA</p> <p><b><u>Cyclical Gutter Programme</u></b></p> <p>On Going with no issues at present</p> <p><b>New Build Programme</b></p> <ul style="list-style-type: none"> <li>• Funding Secured for 16 new homes in Helensburgh</li> <li>• Exploring a development at the former Jutland Court site</li> <li>• This would replace the new build programme hoped for at Cardross (not proceeding)</li> </ul> <p><b>Cowal &amp; Bute Area Committee Update</b></p> <ul style="list-style-type: none"> <li>• Board have issued <a href="#">a 4 month 4<sup>th</sup></a>-termination notice</li> <li>• Members contacted to encourage interest in joining the Committee</li> <li>• So far no response</li> </ul> <p><b>Multi Agency Meeting, Kirkmichael Helensburgh</b></p> <ul style="list-style-type: none"> <li>• Spate of anti social behavior incidents</li> <li>• Multi Agency meeting organised with Agencies to share intelligence</li> <li>• Aim to is see what additional partnership working is possible</li> <li>• 2 main community organisations supporting the area folded <ul style="list-style-type: none"> <li>• Kirkmichael TRA</li> <li>• Kirkmichael Sports &amp; Recreation Association</li> </ul> </li> <li>• Small group of locals trying to set up a new group – Kirkmichael Community Development Group</li> </ul> <p><b>Your Voice Panel</b></p> <ul style="list-style-type: none"> <li>• First meeting took place during August</li> <li>• 6 Panel Members</li> <li>• Scrutinising ACHA's Minimum Letting Standard</li> <li>• Tenant Participation Advisory Service (TPAS) supporting the group on their first task</li> <li>• Next steps <ul style="list-style-type: none"> <li>• Visit empty properties to "test" the process</li> </ul> </li> </ul>	
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	<ul style="list-style-type: none"> <li>• Carry out interviews with new tenants on their experiences</li> <li>• Compile a report for the Board of Management</li> </ul> <p><b>Housing &amp; Neighbourhood Services Re-Structure</b></p> <ul style="list-style-type: none"> <li>• New structure in place from 1<sup>st</sup> October</li> <li>• 2 Regional Managers</li> <li>• 4 Local Managers, Housing Neighbourhood Services</li> <li>• 4 Housing Services Officers</li> <li>• 4 Administrative Officers</li> <li>• 11 Housing &amp; Neighbourhood Services Assistants</li> <li>• 4 Lettings Assistants</li> <li>• CSA's remain unchanged</li> <li>• Customer Service Centre remains unchanged</li> <li>• Repairs &amp; Maintenance transferred to Investment and Regeneration department</li> </ul> <p><b>Garden in Bloom 2015</b></p> <p>Winners will be announced at the meeting under agenda item 16 and will be contacted shortly.</p> <p>As for the Sunflower Competition 2015 this won by the Mulberry Bush Nursery, Kiwi Group for growing a sunflower to the height of 151.6 cm.</p> <p>Q: MC asked if there was a particular reason behind the Housing and Neighbourhood Services (HANS) Restructure.</p> <p>A: YA confirmed that the Director of HANS was requested to carry out a review of how services were delivered.. The re-structure was approved by the Board of Management.</p>	
9.	<p><b>Key Performance Indicators</b></p> <p>YA advised that after reviewing the KPI's she felt it would be beneficial to discuss with members what they would like included in the KPI report and also if they felt it should remain in the Information Pack or be part of the Agenda at each meeting.</p> <p>MC proposed that the KPI report should be part of the Agenda. This was seconded by councillor Morton.</p> <p>Members then went onto agree the following criteria for the KPI report:</p> <ol style="list-style-type: none"> <li>1. Emergency Repairs</li> <li>2. Urgent Repairs</li> <li>3. Routine Repairs</li> <li>4. Qualifying Repairs</li> </ol>	

	<p>5. Void Repairs  6. % of Repairs carried out Right First Time  7. % of Appointments Kept  8. Tenancy Sustainment  9. Total number of lets  10. Average relet days (not low demand)  11. Average relet days (low demand)  12. Void Loss as a %  13. % of Arrears  14. Repairs Satisfaction</p> <p>Q: MC asked if telephone surveys formed part of the repairs satisfaction data.  A: YA confirmed that a percentage of calls were made to customers to record satisfaction. She confirmed that other methods of gathering satisfaction for the repairs service included cards being left by our contractor AHFA and post inspection visits carried out by ACHA staff.  Q: MC raised concerns that he felt not all tenants were receiving these cards and that he himself did not receive any form of communication after repairs in relation to satisfaction.  A: YA confirmed she would discuss MC's personal issue separately to ascertain the details. However, she confirmed that during telephone satisfaction calls to customers ACHA staff ask if a card was left by the Contractor. She acknowledged that there could be an issue with cards being left and would raise this again with AHFA.  Q: MC asked if staff members during routine visits looked around estates when visiting to pick up on other issues for example if the close lighting was out.  A: YA replied Yes that staff are expected to take action on any issues they come across while out and about the estates.  Q: RB asked if a survey was carried out on the new tenants at Duchess Court as he would be interested in seeing the results.  A: YA confirmed that in addition to the settling in visit survey ACHA carry out an additional survey of tenants moving into new build properties. She advised she would contact the I&amp;R department to provide the results for the next meeting.</p>	<p>YA</p> <p>YA</p>
10.	<p><b>Estate Management Action Plans – Update</b></p> <ul style="list-style-type: none"> <li>Quarterly report issued to members for information and no issues were raised: YA confirmed all works should be completed by the end of the financial year.</li> <li>Members raised a query in relation to the estimated costs at 10 and 12 Hope Street. It was agreed that an update will be</li> </ul>	<p>YA</p>

	provided at the next meeting.	
11.	<b>Community Action Fund Applications</b>  No Action Funds received.  Chair requested that members promote this fund to registered charities in the Helensburgh and Lomond area.	ALL
12.	<b>Consultation – Community Action Fund Application</b>  Members all approved the amendments made, however, did have the following comments: <ul style="list-style-type: none"> <li>• Project Budget: was the breakdown just a bit too much information.</li> </ul>	YA
13.	<b>Agree Autumn/Winter Newsletter Content</b>  Members discussed various options for their article and finally agreed upon promoting our Investment and Regeneration Programme at Maitland Court Helensburgh .  RB will draft article and submit to WN with CM sourcing an owner quote for inserting.  DK left meeting 12.15pm	
14.	<b>Membership Strategy</b>  Members reviewed the strategy and no changes were made. It was agreed that the strategy would be reviewed again in September 2016. However, Members asked that WN provide a Review of Membership statistics for the next meeting. WN will add this to the information pack.	WN
15.	<b>Tenants &amp; Residents Association Strategy</b>  Members requested the following updates: <ul style="list-style-type: none"> <li>• Craigendoran and Kirkmichael Tenants and Residents Association should be removed from page 3.</li> <li>• Agreed that Action Point “Identifying Community Groups in the Area” should be closed off <del>at</del> this time.</li> </ul> Q: CM asked as the Kirkmichael area of Helensburgh area was no longer supported by a Tenants and Residents Association that maybe joint working with ACHA and other agencies may be considered, in particular, Dunbritton Housing who have properties located in Kirkmichael. A: YA confirmed that this could be covered at the Multi Agency	

**Comment [b2]:** Wendy, as I recollect they finally agreed on promoting the works carried out to Maitland Court and not CAF applications? It was agreed that Councillor Morton would source a quote from an owner and there would also be reference to Duchess Court new build. They also wanted a before and after pic of Maitland.

**Comment [b3]:** Hi Wendy, I'm not sure what this means as there is a TRA in Lomond.....(sorry, I don't remember what this could be about).

	<p>Meeting for Kirkmichael.</p> <p>Q: CM asked if ACHA were in a position to offer any funding from the TRA budget to support the Kirkmichael CPG.</p> <p>A: YA confirmed she would look into this.</p> <p>Q: CG asked that the Tenants Panel be mentioned as a TRA in the strategy.</p> <p>A: YA confirmed that the Tenants Panel was set up as the Umbrella Group for all registered TRA's.</p>	YA
16.	<p><b>Judging of Garden in Bloom 2015</b></p> <p><b>Sunflower Competition Results 2015</b></p> <p>WN confirmed that the Mulberry Bush Nursery have won the Tallest Sunflower Competition with the Kiwi Group recording a height of 151.6cm for their sunflower.</p> <p>In terms of the Garden in Bloom competition the results were as follows:</p> <p>1<sup>st</sup> Place Winner: Mr McKenzie Cardross</p> <p>Joint 2<sup>nd</sup> Place: Mr Carty Cardross</p> <p>Joint 2<sup>nd</sup> Place: Mr and Mrs Youden Cardross</p> <p>3<sup>rd</sup> Place: Mr and Mrs Kennedy of Kirkmichael.</p> <p>Winners were announced for the Best Garden in 2015 and all winners will be contacted by staff shortly.</p> <p>Members agreed that the winners Shield should be kept in the Lamont House reception area, with a glass plaque being issued to the winner along with garden vouchers of their choice.</p> <p>Members agreed that a flyer should be inserted with the AGM papers for 2016 advising members of ACHA that they will be involved in the judging of the garden in bloom competition.</p>	WN
17.	<p><b>Agenda Items for Meeting in November 2015</b></p> <p>Members agreed to the agenda items with the following to be added:</p> <ul style="list-style-type: none"> <li>• KPI Report</li> <li>• ARC Presentation</li> </ul> <p>MC also raised a previous issue regarding Gas Safety Checks and CO2 detectors. YA advised this information will be supplied to MC.</p>	WN
18.	<p><b>Chairs Update</b></p> <ul style="list-style-type: none"> <li>• The Argyll Hotel in Inveraray is now known as the Inveraray Inn.</li> <li>• Members are reminded the AGM will be held there on the</li> </ul>	

**Comment [b4]:** Can you put in the placings in the minutes Wendy? Saves us minuting it at the next meetng. Thanks.

**Comment [b5]:** Did Cameron not mention something about Bobby being nominated onto the Regional Network?

	<p>17<sup>th</sup> September 2015.</p> <ul style="list-style-type: none"> <li>The Regional Network are meeting with the Scottish Housing Regulator in Inverness on the 12<sup>th</sup> September if anyone wishes to feed any comments through the Chair to take to the meeting.</li> <li>Chair advised that RB was nominated by the National Engagement Committee to be part of the Highland and Argyll and Bute network.</li> </ul>	
19.	<p><b>AOCB</b></p> <ul style="list-style-type: none"> <li><a href="#">SGAL</a> provided the Committee with an update on the “You Voice Panel” and advised they were looking at the full void process. He felt that the work staff had went to and the presentations were excellent and very informative with the next meeting being scheduled <a href="#">d</a> for November.</li> <li>SA asked if the name board would be mounted in the reception area as it was in the James Street office in order that customers knew who to ask for when entering the office. YA advised that this Board would not be getting used. She advised the Committee that we were encouraging customers to deal with the front line staff who have the knowledge to provide information and advice to customers on most occasions without having to involve other staff. This would ensure a consistent approach in all offices.</li> </ul> <p>CG asked if pictures of all the staff could be considered.</p> <ul style="list-style-type: none"> <li>CM – raised a concern from the Health and Safety Minutes included in the information pack which indicated that the front reception desk was not fit for purpose. YA confirmed that this would be covered by a risk assessment. She further advised that CCTV and 2 panic alarms were also installed. YA advised she would update members regarding the risk assessment at the next meeting.</li> <li>CM will miss next 2 meetings due to commitments with Argyll and Bute Council, she asked members if they would prefer another Council representative. YA commented that CM was a valued member of the committee and all members agreed. CM will remain as the Council representative.</li> </ul>	<p>YA</p> <p>YA</p>
20.	<p><b>Date and Time of next Meeting</b> Thursday 5<sup>th</sup> November 2015 – Lamont House 11am</p>	
	<p><b>Public Question &amp; Answer Session</b> No questions were received.</p>	



