

MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

Wednesday, 28th March 2018 at 10.30am

Dalriada House, Lochgilphead

Attendees

Sandra MacKenzie, Tenant (SMack), Vice Chairperson

Sandra Johnston, Tenant (SJ)

Councillor Donald MacMillan, Council Representative (DMacM)

John Muir, Tenant (JM)

Staff in Attendance

Yvonne Angus, Regional Manager (YA)

Rod Buchanan, Housing Officer (RB)

Sheila Gillen, Customer Services Assistant (SG)

Rachael MacIndeor, Modern Apprentice (RMacI)

Not in Attendance

Michael Roberts, Independent (MR)

		Action
1.	<p>Welcome & Apologies</p> <p>Sandra MacKenzie (SMack) welcomed all members to the Mid Argyll & Kintyre Area Committee meeting.</p> <p>Yvonne angus (YA) advised members that since our last meeting, Raymond McIntosh-Walley had resigned from the Mid Argyll & Kintyre Area Committee. As a result, this has created a vacancy for a Chairperson for the Mid Argyll & Kintyre Area Committee. This will be discussed further under agenda item 2.</p> <p>YA advised that no apologies were received. Mike Roberts (MR) was not in attendance.</p>	
2.	<p>Recruitment of Chairperson</p> <p>YA reminded members that nominations for the position of Chairperson of the Area Committee should be by the individual in the first instance. This position can be held by a tenant member or independent member, if no tenant member is available or willing to act in this capacity.</p> <p>To secure the position of Chairperson, YA asked for nominations from the tenant members present.</p> <p>Outcome: No nominations were received.</p> <p>There were no Independent Member present.</p> <p>As there were no nominations received for the position of Chairperson, SMack agreed to lead this meeting as Vice Chairperson however SMack advised that she is unable to attend the Board of Management meetings or commit to leading future area committee meetings in the absence of a Chairperson. As no-one</p>	

7. Regional Managers Update

Investment Update

Investment Works Package	Area	Estimated Target 2017/18	Completed by end Jan 2018
Windows/Doors	Mid Argyll & Kintyre	246	178
Kitchen/Bathroom	Mid Argyll & Kintyre	10	28
Heat/Re-wire	Mid Argyll & Kintyre	83	87
Roof/Roughcast	Mid Argyll & Kintyre	55	109
	Totals	394	402

Repairs & Maintenance Contract	Annual repair numbers at the end Jan 2018	Monthly average	Average repairs per day (Jan 2018)	Average repairs per day (Jan 2017)
Mid-Argyll	2281	228	11.1	9.75
Kintyre	3644	364	17.8	12.16
Totals	5925	296	14.45	10.96
% of Total Repairs	30.80%			

- **Windows & Doors:** this contract has been accepted by M&K MacLeod Construction. Final snagging taking place;
- **Door Entry:** this contract is almost complete;
- **Kitchens & Bathrooms:** where tenants previously refused to have these works carried out or where access wasn't provided, the Investment team are picking these up as properties become void;
- **Heating & Rewire:** ongoing and almost complete apart from some stragglers;
- **Roof & Roughcasting:** The contract was issued to Turner who are currently on site finishing snagging;
- **Average repairs done per day (Mid Argyll) – January 2018:** 11.1
- **Average repairs done per day (Kintyre) – January 2018:** 17.8
- **Average repairs done per day (Mid Argyll) – January 2017:** 9.75
- **Average repairs done per day (Kintyre) – January 2017:** 12.16

Planned Maintenance

- **Gutter Cleaning:** this contract is close to completion with no issues to report.
- **Painting & Pre-Painting Programme:** both contracts are disappointingly running behind target and will not achieve full budget spend this year.

We continue to have issues with both contracts and regular meetings are being held with the contractor.

- **Electrical Periodic Inspections:** contract is currently behind target with a substantial underspend projected. We are holding regular meetings with the contractor.
- **Gas servicing:** ongoing with 100% of properties currently with Valid LGSR. Staff are working hard to ensure we maintain this standard.
- **Solid Fuel servicing:** is on its second cycle and it is pleasing to report all properties have been visited once. The second cycle should be completed by the end of March and we expect 100% of properties to have Solid Fuel certificates issued. This will be a first on this contract and a benchmark for future years.
- **Unvented Cylinder servicing:** this contract is progressing well and we expect full budget spend.
- **Water Testing:** the contractor has started Tank disinfection within the complexes and the contract is progressing well.

Regeneration Update

- **Tower View, Inveraray (Phase 2)**
 - Discussions remain ongoing with the Estate and the Council concerning a potential phase 2 of 10 units. Cost and planning issues remain to be resolved.
- **Oakhill, Tarbert (Phase 2)**
 - A planning application has now been submitted for 4 3-bedroom houses on a Council owned site adjacent to the new build properties
 - Our design team are still in discussion with the Council planner about the planning application. The Council roads engineer, same as for Inveraray, has requested a number of variations since the application was made. We are anticipating that the change in layout can be dealt with as an amendment to the current application and keep to the original timescale, currently planned during 2019/20. The Area Committee will be kept up-to-date with progress.

Kintyre & Bute Low Demand Strategy

- Only one affected tenant remains to be rehoused
- Discussions are ongoing regarding the timescales for the demolition of Queen Street, Princes Street and Saddell Street
- Feasibility Study underway in terms of the future of the properties in the Dalintober scheme (John Street, Dalintober & High Street) and the proposed ACHA offices

Customer Service Centre

New Call Management System

- New Call Management System installed
- Live date was 17th January 2018
- Monitors the type of calls received via 0800 number from customers
- Phase 1 also allows for Web Chat, Call Backs and emails.
- Currently working on the development of reports

Tenants Conference 2018

- We held our first major Tenants Conference on Saturday, 17th February. The Tenants Conference proved a hit with tenants, with 86% requesting an annual conference
- Suggestion Feedback
 - 89% of attendees wished a Conference every year
 - 7% of attendees wished a conference every two years
 - When we asked where we should hold the next conference the top 3 locations were:
 - Inveraray with 41%
 - Oban with 30%
 - Cowal with 15%
 - Top 3 Topics for discussion at a future conference:
 - Tenant Participation with 29% of the vote
 - Planning Services for the Future 26% of the vote
 - Is your Rent Value for Money 18% of the vote

Rent Increase 2018/19

- The annual rent consultation was completed during December 2017 and January 2018
- The rent consultation stated the Association's intention to increase rents by 4.2%.
- It also reminded tenants that this would be in addition to any changes arising from the rent restructuring approved in September 2015 (2018/19 being the third and final year of the phasing of any rent increases resulting from the harmonisation and restructuring of the Association's rents).
- It made tenants aware that the Association's proposed uplift of 4.2% was less than the uplift would have been had it been based on the historic assumption of RPI +1% (with the most recent available RPI at the time of publishing the consultation being September 2017 which was 3.9% - this would have equated to a 4.9% increase
- This year there were 80 responses which equates to approx. 1.6% of our current tenant base.
- At their meeting on 8th February the Board of Management agreed to the increase of 4.2% and letters have been issued to tenants, giving them the statutory 28 days' notice.

Your Voice Group Update Estate Management

- The group last met on 31st January in Oban & agreed the format for the Estate inspections & the dates for these.
- A visit took place at Oban on 20th February where group members shadowed the Estate staff & carried out an independent inspection.
- The group were due to visit Dunoon on 1st March, however, unfortunately this was cancelled due to the weather.

8. Estate Management Action Plans (EMAP) 2017/18

a) Approved EMAP Projects 2017/18: Progress – RB provided members with a verbal update:

MID ARGYLL			
Address			Update
1.	13 and 17 Knapdale Terrace, Ardrishaig		
	To supply & fit back garden fencing to 13 Knapdale Terrace and front and back garden fencing to 17 Knapdale Terrace	£2,004.00 Contractor: Euan Seator	Approved Due to be completed by end March 2018
2.	21 Glenfyne Crescent, Ardrishaig		
	To supply and fit new fencing and remove concrete plinths and rubble from garden	Initial cost: £2,000 Contractor: ISS Price from contractor, ISS: <ul style="list-style-type: none">Fencing: £3,932.40 (inc. VAT)Garden works: £2,313.60 (inc. of VAT) Agreed to hold fencing to allow for further quotes to be obtained and reconsider again in 2018/19.	Approved Due to be completed by end March 2018
3.	Lochgair Place, Tarbert		
	To supply and fit metal handrails to central grassed area at Lochgair Place	£1,320.00 Contractor: Euan Seator	Approved Due to be completed by end March 2018
4.	45/47 Union Street, Lochgilphead		
	To supply and fit wire and post fencing to rear garden area	£945.00 Contractor: AHFA	Approved Due to be completed by end March 2018
5.	5 & 6 Easfield, Tarbert		
	Supply & fit new chainlink fence to front garden area	5 Easfield: £1,500.00 6 Easfield: £1,404.00	Approved Due to be completed by end March 2018

		Contractor: Euan Seator	
6.	Garden In Bloom		
	Garden In Bloom / Largest Sunflower Competition	£350.00	Approved
KINTYRE			
Address		Update	
1.	Glenside, Campbeltown		
	Replace one bin store to match existing	£2,250.00 Contractor: AHFA	Approved Work has been completed.
2.	5 Burnside Cottages		
	Replace front garden fence	£792.00 Contractor: Euan Seator	Approved Due to be completed by end March 2018
3.	4, 6, 10 & 12 Smith Drive, Campbeltown		
	Replace front garden gates	£648.00 Contractor: Euan Seator	Approved Due to be completed by end March 2018
4.	4 Burnside Cottages, Stewarton		
	Replace front garden fencing	£1,080.00 Contractor: AHFA	Approved Work has been completed.
5.	4, 8 & 9 Millers Park, Saddell		
	Replace front garden fencing	£3,348.00	Approved Work has been completed.
6.	26/28 Davaar Avenue, Campbeltown		
	Divisional fencing	£1,583	On hold * * This project cannot progress as we did not get all private owners to agree to pay their share.
7.	33 Smith Drive, Campbeltown		
	Replace back garden fence	£1,900. Private owner share: £576.00 ACHA share: £1,324.00 Private owner consultation ongoing	On hold This is a factored block. Still awaiting outcome of private owner's consultation to establish if they will pay their share. Private owner has requested further information.

	8.	3 Tosh's Park, Carradale																													
		Replace garden fencing & gates	Awaiting quote from contractor	Approved with conditions a) the project at 33 Smith Drive, Campbeltown did not proceed, i.e. the private owner did not agree to pay their share; b) the project did not exceed the available budget.																											
	9.	Garden In Bloom																													
		Garden In Bloom / Largest Sunflower Competition	£400.00	Approved																											
9.	Estate Management Action Plans (EMAP) 2018/19 Prior to the meeting, members received a report outlining the proposals for the expenditure of the budget for the forthcoming financial year (year 7 of the 7-year plan). RB reminded members that the Area Committee are responsible for approving expenditure from the Estate Management Action Plan (EMAP) budget for the Mid Argyll and Kintyre area. Members were provided with a full presentation of the proposed projects and were asked to prioritise the EMAP projects for 2018/19. Once approved, area teams will carry out tendering from ACHA's approved contractors. On receipt of costs, projects will be submitted to the Area Committee for final approval. The priorities for 2018/19 were agreed as follows:																														
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10.	<p>Key Performance Indicators (KPIs)</p> <p>Prior to the meeting, members received the Key Performance Indicators (KPI) report, which included the score card up to the end of the financial year. YA talked through performance in both Mid Argyll & Kintyre. No further comments were received.</p>																						
11.	<p>Community Action Fund (CAF) Applications</p> <p>a) Budget Update: £1,300.00 SMcK reminded members this was the last meeting prior to the end of the financial year.</p> <p>b) Consider New Applications</p> <p>i. Argyll & Bute Youth Forum</p> <ul style="list-style-type: none"> • Amount Requested: £500.00 • Decision: Agreed • Amount Awarded: £500 <p>ii. Blarbuie Woodland Enterprise Ltd (Councillor MacMillan left the room)</p> <ul style="list-style-type: none"> • Amount Requested: £500.00 • Decision: Agreed • Amount Awarded: £500 <p>SMcK advised the remaining balance for the budget was now £300</p> <p>c) Correspondence: none received</p> <p>YA advised the Members that the Board of Management had provided a donation to the Nancy Glen Appeal. SJ asked if any remaining balance in the MAK Community Actin Fund budget could be put towards the Nancy Glen fund.</p>	YA																					
12.	<p>Scheme of Delegated Authority – Consultation</p> <p>Prior to the meeting, members received a copy of the Scheme of Delegated Authority (SDA). The SDA is currently under review and is due for submission to</p>																						

	<p>the Board of Management. The SDA sets out the duties which have been delegated to the Area Committees by the Board of Management.</p> <p>Members previously requested to be involved in the consultation of the SDA so were asked to read the paperwork in advance of the meeting. Members were asked to provide comments by 14th March 2018, however, due to the meeting being rescheduled, YA advised the deadline had been extended.</p> <p>The following comments were received:</p> <p>Section 1 – Delegated Responsibility In terms of Investment and development priorities, the Area Committee are not currently consulted on the priorities, and they are happy for this to remain. However, they would like to be provided with the Programme of Investment works being carried out in their area(s) at the start of each financial year.</p> <p>Section 4 – Delegated Responsibilities Estate Management – the wording needs to be made clearer and include responsibility for the budget. Health & Safety Update – this should be removed Governance Updates – unclear what this is meant to mean Land Disposal Updates – the wording needs to change to reflect the responsibility that the Area Committees have. Best Neighbour Award – Members feel that this should be delegated fully to the Area Committee's, and each provide their "scores" to select the overall winner. They believe this is a fairer way to do it. Employee of the Season – needs to be reworded as only 3 AC's involved Employee of the Year – this is delegated to Chairs only and should remain as the Chair's responsibility Policy Review – felt this needs to be reworded Community Action Fund – Needs to be reworded Tenants & Residents Association funding – this should be removed</p> <p>Section 5 – Liaison Arrangements More explanation needed in terms of targets for budgets</p> <p>Following the outcome of the consultation Members requested that they are advised what comments were included in the final draft, and what comments were rejected.</p>	YA
13.	<p>Policies for Review – Progress</p> <ul style="list-style-type: none"> a) Allocations Policy: Craigforth consultants have been appointed to assist with the review of the Allocations Policy to ensure it meets the requirements of the new 2014 Act. A full consultation exercise will take place that will include Area Committee Members; b) Allotment Policy: not yet commenced c) Anti-Social Behaviour Policy: not yet commenced d) Data Protection Policy: this will be replaced by General Data Protection Regulations (GDPR) due to be introduced during May 2018. e) Group Anti-Fraud, Corruption & Bribery Policy: The review will be undertaken in January 2018 and we expect consultation to take place thereafter. 	

	f) Septic Tank Maintenance & Repair Policy: due to commence in May 2018.	
14.	<p>Tenants Newsletter Spring Article (deadline 14th March 2018)</p> <p>As discussed under agenda item 4, members were due to approve the article on 14th March, however, as the meeting was not quorate and rescheduled to 28th March, the article had already been submitted to ensure it met the deadline.</p> <p>Members were provided with a copy of the article for their information.</p>	
15.	<p>Agenda Items for May meeting</p> <p>Members were provided with a report prior to the meeting. Following discussion, it was agreed the following agenda items would be considered at the next meeting with no further items to add:</p> <ul style="list-style-type: none"> • Welcome & Apologies • Recruitment of Chairperson • Minutes of Previous Meeting – 28th March 2018 • Matters Arising (including information pack) • Conflict of Interest • Correspondence • Chairpersons Report • Regional Managers Update • Key Performance Indicators • Estate Management Action Plans (EMAP) Projects 2018/19 • Community Action Fund Applications <ul style="list-style-type: none"> a) Budget Update b) Consider New Applications c) Correspondence • Policies for Review – Progress • Annual General Meeting (AGM) Arrangements – 1st August 2018 • Agenda Items for the Next Meeting • Any Other Business • Members Standing Down Prior to Annual General Meeting (AGM) • Date & Time of Next Meeting 	
16.	<p>Any Other Business</p> <p>SJ advised that she knew of someone who recently visited Duncholgan and there was a bad smell. YA advised her that Lingerton was in close proximity to Duncholgan and they often experienced the smell from the dump.</p> <p>Tenants Conference – SMack asked what proportion of tenants attended the conference from the MAK area. YA confirmed she would try to obtain this information and provide an update at the next meeting.</p>	YA
17.	<p>Date & Time of Next Meeting</p> <p>The Mid Argyll & Kintyre Area Committee meeting will be held at 10.30am in Dalriada House, Lochgilphead on:</p> <ul style="list-style-type: none"> • 23rd May 2018 • 1st August 2018 (Annual General Meeting) 	

The meeting concluded at 11.50am