

**MID ARGYLL & KINTYRE AREA COMMITTEE MEETING**  
**Monday, 8<sup>th</sup> February 2010 at 11.15am**  
**Argyll Arms Hotel, Campbeltown**

**Attendees**

Sandra MacKenzie, Tenant (SMK)  
 Carole Anne Shields, Tenant (CS)  
 Susan Paterson (Independent) (SP)  
 Valerie St Helene, Tenant (VH)

**Staff in Attendance**

Yvonne Litster, Regional Manager – Housing & Neighbourhood Services (YL)  
 Linda Haig, Director of Investment & Regeneration (LH)  
 Iain McLeod, Local Manager – Property Services (IMcL)  
 Jenna Shaw, Admin Officer (JS)

		Action
<b>1.</b>	<b>Apologies</b> Lochiel Cushnie, Morag McEachran and Councillor Donnie MacMillan	
<b>2.</b>	<b>Minutes of Previous Meeting</b> One amendment required to page 3 to the minutes from 8 <sup>th</sup> December 2009,  “Members of the Board of Management or Area Committee who fail to attend four consecutive meetings of the Committee without special leave will be deemed to have resigned.”  The minutes from 8 <sup>th</sup> December 2009, were proposed by Susan Paterson and seconded by Carole Anne Shields.	
<b>3.</b>	<b>Matters Arising</b> It was suggested at the last meeting that an Incentive be given to tenants who occupy larger homes to transfer to smaller homes. YL advised this suggestion would be taken forward by the Void Working Group.  YL has submitted a report to the Board of Management in regards to the future of the MAK Area Committee on behalf of Members. The report recommended the Association retain one Committee. JS to co-ordinate a campaign to attract more Members.	JS

4.	<p><b>Conflicts of Interest to Declare</b></p> <p>In line with the Association's Policy on Conflicts of Interest and Disputes, Members should declare when they have a personal or commercial interest in any business being conducted by the Association and take no part in the Committee's deliberations and may be required to absent themselves during these deliberations. Such business will include, but is not restricted to, offer of employment contract, Estate Management Action Plans etc.</p> <p>The Committee will not consider any business which is not competent.</p> <p>This will remain as an agenda item for all future meetings.</p> <p>SP advised the Estates Management Action report 10.5 includes a photograph of her property which is owned. Sincere apologies for this inaccuracy were expressed to SP. IMcL to investigate.</p> <p>Members confirmed there were no conflicts of interest to declare.</p>	IMcL
5.	<p><b>Correspondence</b></p> <p>No correspondence received at date of meeting.</p>	
6.	<p><b>Chair's Report – Board of Management Meeting – 3<sup>rd</sup> December 09</b></p> <p>The minutes of the Board of Management meeting held on 3<sup>rd</sup> December 2009, were circulated prior to the meeting.</p> <ul style="list-style-type: none"> <li>• The Association is due to renew its subscription to EVH (Employers in Voluntary Housing), and it was agreed this should be paid. The advantages of being an associate member of EVH include use of their Counselling service; use of their database; providing health and safety advice.</li> <li>• The Chief Executive, Alastair MacGregor, met with the Housing Minister on 10<sup>th</sup> December 2009, during which a number of issues were discussed e.g. the HAG (Housing Association Grant) Benchmark and Homelessness targets. Further discussions/meetings will take place in due course.</li> <li>• The Board discussed the final inspection report – ACHA received a "C" grade. Final report published 25<sup>th</sup> January 2010. A number of areas for improvement have been highlighted and ACHA has developed improvement plans. Regular updates will be made to the Regulator and the Board on progress.</li> <li>• During the cold snap, ACHA undertook a number of initiatives to assist tenants, i.e. staff phoned elderly/vulnerable tenants, media awareness on checking on neighbours, assisted the Council with gritting in Lomond, Bute and Oban. We were pleased to see a good deal of positive publicity for ACHA during this period with good feedback received.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Burst pipes and water damage – during the cold snap, it was noted that a number of tenants do not have Home Contents Insurance. To address this, a campaign during March is to be arranged to encourage tenants to join scheme. At present, only 20% of tenants have ACHA insurance. It is unknown what percentage of tenants has insurance from other companies. Nationally, only 56% of tenants are insured.</li> <li>• Both the Chief Executive and Councillors present, thanked staff and Contractors who had worked above the call of duty over the festive season.</li> <li>• The Oban office is now up and running and is proving to be popular with tenants.</li> <li>• Housing of Armed Forces Personnel – the numbers aren't known how many apply for housing, but ACHA has a protocol for housing armed forces personnel and does not exclude personnel from applying for housing prior to discharge from services.</li> <li>• Ground at Argyll Court, Inveraray – the Board approved the purchase of the ground at Argyll Court. Potential development for the future.</li> <li>• Perfect Attendance Certificates – the Chair of the MAK Area Committee has been asked to present the Mid Argyll &amp; Kintyre staff with perfect attendance certificates during 2009. Staff with two years consecutive perfect attendance will receive an additional days' leave. Presentation to take place 8<sup>th</sup> and 12<sup>th</sup> February 2010.</li> </ul> <p>It was agreed a brief report would be presented by the Chair at future Area Committee meetings and approved Board of Management minutes circulated with the agenda papers.</p>	
7.	<p><b>Regional Manager's Report</b></p> <p><b>Windows and Doors - Macleod's</b> – Almost finished installing at Chalmers Ct, Inveraray. We are currently installing doors at McIntyre Terrace, Lochgilphead.</p> <p>In Campbeltown, we are Installing windows and doors at Smith Drive and Ralston Road, although almost complete at Smith Drive. Staff are very happy with the standard of the installation and the finished product.</p> <p><b>Heating &amp; Rewire - Gas Call</b> – Carrying out 2 solid fuel installs at Church Terrace, Tarbert and one Rewire and Wet electrics heating</p>	

	<p>install at Foulis Road, Inveraray. All work is progressing well.</p> <p>In Campbeltown, we have one heating and rewire install at Dalintober. The Installation is going well with no significant delays. Concerns were raised in regards to the position of GasCall. YL advised Members GasCall is continuing with programme of works as per their contract.</p> <p><b>Kitchen &amp; Bathrooms – Connaught</b> – Currently not working in Mid Argyll area. Due back later in year.</p> <p>In Campbeltown, work progresses in the Craigowan and High Street area. This is progressing well with no major issues. Most tenants are happy with the standard of work and service received.</p> <p><b>Roof &amp; Roughcast</b> – Finishing the project at Wallace Cottage, Southend. Currently stripping roughcast at Dalintober. The Project is slightly behind schedule due to weather conditions earlier in contract.</p> <p>CAS raised concerns about the condition of the properties at Dalintober. IMcL is aware of the delay to the door installations due to an issue with planning; however, this is currently being investigated by staff.</p> <p>SP raised concerns about the amount of debris left in gardens following roughcasting. LH advised contractors are to ensure the area is cleared at the end of the project.</p> <p><b>New Parliament Place</b> – The contractor handed over the 2<sup>nd</sup> phase of New Parliament Place. Properties have been relet to the new tenants. Once again, the new tenants are extremely happy with the standard of the properties.</p> <p>Concerns were raised to the allocation of properties at New Parliament Place to disabled persons. YL advised applicants are consulted prior to allocation and that all allocations are made in line with the HOME Argyll Allocations Policy.</p> <p>The 3<sup>rd</sup> and final phase is on schedule and the handover is planned for mid June 2010.</p> <p>The Chief Executive has arranged for Scottish Minister, Alex Neil, to attend. YL to update Committee with more details nearer the time.</p> <p>YL advised the LIFT brochure is almost complete with a further</p>	YL
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	<p>advertising campaign to take place over the next month to assess demand. In the event of no interest, we would recommend the Scottish Government convert these properties to social rented housing.</p> <p><b>Phase 2 – Park Square</b> – LH advised we are currently in negotiations with Argyll &amp; Bute Council in regards to the site at Park Square. Await outcome of discussions.</p> <p><b>Proposed Tarbert Development</b> – The site owner has lodged a planning application for 15 units. ACHA are discussing development costs but the project has no HAG funding. This is at a very early stage and no commitments have been made.</p> <p><b>New Development, Ardrishaig</b> – We are on course for a completion date in August 2010. The Board of Management approved the Committee's recommendation on the naming of the new development. Awaiting confirmation from Argyll &amp; Bute Council and Royal Mail.</p> <p><b>Dalaruan Feasibility Study</b> – Consultation with the 5 private owners at Dalaruan Street to clarify if they will get involved with the potential building modernisation and external improvements is still ongoing. Following this consultation, a plan will be developed as to how this project will be taken forward.</p> <p><b>Millknowe Terrace</b> – Tenders for the Millknowe Terrace project have now been returned and are currently being evaluated. We have now had 2 meetings with Argyll &amp; Bute Council to discuss the possibility of a Youth Homeless Project. At the moment it is proposed that we would have 3 flats available for this client group, with the fourth being occupied by the support provider and the caretaker.</p> <p><b>Cold Weather Snap</b> – initiatives carried out by ACHA. Previously discussed during Chair's report.</p> <p><b>Pressurised Area Designation</b> – The consultation period closed on 15<sup>th</sup> January. Only 3 people responded to the consultation exercise throughout the Argyll &amp; Bute area. The application for Pressurised status has now been finalised and will be presented to the Board of Management on 10<sup>th</sup> February 2010. Await outcome.</p> <p><b>Strategic Planning Days</b> – These will take place on 24<sup>th</sup> &amp; 25<sup>th</sup></p>	
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	<p>February 2010. As usual, the Area Committee Members will be invited to attend on 25<sup>th</sup> February. This year, there is no requirement for a presentation from the Area Committees.</p> <p><b>Tenants Survey</b> – The comprehensive tenants satisfaction survey has now been issued to all our tenants and we would encourage all tenants to complete this.</p> <p><b>Garden Competition</b> – Oban, Lorn &amp; the Isles have successfully run a garden competition with an organisation called “Oban in Bloom”. Although we do not have an organisation like this in this area, we thought it would be a good idea to have a garden competition in all our areas. SP suggested working in partnership with the Community Garden in Campbeltown. SP agreed to provide further information. The Mid Argyll &amp; Kintyre garden competition will be open to all tenants. Tenants can nominate themselves, or can be nominated by someone else. It will be judged by Area Committee members and a trophy for the best garden will be presented each year to a tenant in Mid Argyll and one in Kintyre. The Area Committee will be asked to approve the purchase of the trophies at the April Area Committee meeting.</p> <p><b>Duncholgan Road</b> – Continues to be a problem and it is in an extremely poor condition. Local residents have raised their concerns on numerous occasions and a petition was received in December. The road has now been surveyed and estimated costs for the upgrade have now been received. There are issues surrounding who is responsible for upgrading the road, and legal advice is being sought regarding the shared costs. It is hoped that this will be resolved in the near future.</p> <p><b>Welfare Rights Officers</b> – 4 Officers have now been appointed. This is a collaborative project with Dunbritton Housing Association and West Highland Housing Association. All new tenants will be offered a welfare rights visit and our elderly tenants will also be targeted. Our aim is to try and increase the uptake of benefits.</p> <p><b>Perfect Attendance Awards</b> – In the Mid Argyll &amp; Kintyre area team, a total of 10 staff received certificates for perfect attendance during 2009. 7 of these staff were awarded certificates for having perfect attendance at work for one year and 3 staff received a certificate and an extra day’s annual leave for having 2 years perfect attendance.</p>	<p>SP/JS</p> <p>ALL</p>
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8.	<p><b>Review of Key Performance Indicators</b>  The Performance report for the period up to 31<sup>st</sup> December 2009 was circulated prior to the meeting.</p> <p>From the exception report, SMK highlighted inconsistencies with the rankings within the league tables. YL to investigate.</p> <p>YL commented that performance remains consistently high in Mid Argyll &amp; Kintyre.</p>	YL
9.	<p><b>Naming of Ardrishaig Development</b>  Following the last meeting, the Board of Management approved the Committee's recommendation on the naming of the new development.</p> <p>We are awaiting confirmation from Argyll &amp; Bute Council and Royal Mail to this decision.</p>	
10.	<p><b>Estate Management Action Plans</b>  Iain McLeod, Local Manager – Property Services, presented the following Estate Management Action Plan projects for approval:</p> <p><b>10.1 Sheltered Housing Complex Winter Gritting</b>  Retrospective approval sought for costs of winter gritting at Sheltered Housing Complexes.  Financial Implication: £1,243.15 (including VAT)  Decision: APPROVED</p> <p><b>10.2 Dunchologan TP Site</b>  Retrospective approval sought for gritting of access road to Dunchologan TP Site.  Financial Implication: £188.00 (including VAT)  Decision: APPROVED</p> <p><b>10.3 5 Lochgair Place, Tarbert</b>  Retrospective approval sought to replace damaged and bossed roughcast at 5 Lochgair Place, Tarbert.  Financial Implication: £1,535.25 (including VAT)  Decision: APPROVED</p> <p><b>10.4 Blocks 5-10 &amp; 11-16 Easfield, Tarbert</b>  Drainage to blocks 5-10 &amp; 11-16 Easfield, Tarbert  Financial Implication: £3,701 (including VAT). This would be a shared cost project and would be split between the 7 ACHA properties and the 5 private owners (share cost £330.78, including admin fees at 12.5% applied to all).  Decision: APPROVED</p> <p><b>10.5 14, 15, 17, 18, 19, 22, 25, 26 and 29 Wallace Cottages, Southend</b>  To approve the provision of new chain link fencing and gates at 14, 15, 17, 18, 19, 22, 25, 26 and 29 Wallace Cottages, Southend.  SP asked if all fencing was being replaced as some fencing has</p>	

	<p>recently been renewed. IMcL to investigate. Financial Implication: £6,889.00 (including VAT). Decision: APPROVED</p> <p><b>10.6 13, 14, 17 &amp; 18 Tormhor, Carradale</b> To approve the provision of new chain link fencing and gates to the front of the properties at 13 (no gate required for this property), 14, 17, 18 Tormhor, Carradale. Financial Implication: £2,608.50 (including VAT). Decision: APPROVED</p> <p>All tenants/private owners are consulted before reports are presented to the Area Committee.</p> <p>The budget summary is as follows:</p> <p><u>Kintyre</u> Budget (including VAT): £18,708.00 ACHA Commitment 09/10 (including VAT): £17,870.00 Income Expected from Private owners 09/10 (including VAT): £0.00 Balance: £838.00</p> <p><u>Mid Argyll</u> Budget (including VAT): £13,437.00 ACHA Commitment 09/10 (including VAT): £15,086 Income Expected from Private owners 09/10 (including VAT): £1,540.00 Balance: -£109.00</p> <p>As a result, the Area Committee agreed a total of £109.00 would be vired from the Kintyre budget to balance accounts.</p> <p>A presentation will be provided at the next Area Committee meeting to show before and after pictures of all approved projects throughout the year.</p>	<p>IMcL</p> <p>YL</p>
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	<p>SP advised contractors/staff may be affected by the road at Southend. The road conditions are currently monitored 24/7 with a new layout proposal awaiting approval. If necessary, Stewart Turner - Head of Roads &amp; Amenity Services, Argyll &amp; Bute Council, will be able to provide updates.</p> <p>A further tour to be arranged for the next meeting to include the rural areas of Kintyre.</p>	JS
<b>13.</b>	<p><b>Date and Time of Next Meeting</b> 12<sup>th</sup> April 2010 at 11.00am - Kintyre Area – venue to be confirmed.</p>	

Following the meeting, a tour of New Parliament Place, Millknowe Terrace, Dalaruan Street and Park Square took place at 12.00pm.