



## MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

**Wednesday, 20<sup>th</sup> July 2016 at 11.15am**

**Dalriada House, Lochgilphead**

### Attendees

Sandra Johnston, Tenant (SJ)  
Sandra MacKenzie, Tenant (SMack)  
Councillor D MacMillan (DMacM)  
John Muir, Tenant (JM)  
Michael Roberts, Independent (MR)

### Staff in Attendance

Yvonne Angus, Regional Manager (YA)  
Gayle Stead, Governance & Compliance Manager (GS)  
Jenna Shaw, Administration Officer (JS)

		Action
1.	<p><b>Welcome and Apologies</b></p> <p>Yvonne Angus (YA) welcomed all members to the first Mid Argyll &amp; Kintyre Area Committee meeting for the year 2016/17.</p> <p>There were no apologies submitted.</p>	
2.	<p><b>Election of Office Bearers</b></p> <p>In terms of nominations for the position of Chairperson, YA advised that this had been discussed at previous meetings and we were conscious that at the current time, we still have no members interested in fulfilling the position of Chairperson.</p> <p>YA further advised that in the first instance, nominations for the position of Chairperson should be presented by Tenant members of the Area Committee. In there are no nominations received from any Tenant members, nominations could be considered from Independent members. YA further clarified that the role of Chairperson could not be fulfilled by the Councillor representative, only Tenant or Independent members could be nominated.</p> <p>YA requested nominations for the position of Chairperson. There were no nominations received.</p> <p>On receiving no nominations, members were asked to consider the following options:</p> <ul style="list-style-type: none"> <li>• Members to elect a Vice Chairperson who would stand and conduct meetings until the position of Chairperson is filled.</li> <li>• In the absence of the Vice Chair at a meeting, or if the Vice Chair was not willing to act, members of the Area Committee could elect a member of the Area Committee to chair that particular meeting.</li> </ul> <p>YA reiterated the importance of information between the Area Committee and</p>	

the Board of Management and vice versa, therefore, the following interim measures could be put in place:

- 'Recruitment of Chairperson (Tenant or Independent Member)' is added to the agenda and discussed at each Area Committee meeting until the position is filled;
- The Vice Chairperson to conduct meetings until the position of Chairperson is filled. In the absence of a Chairperson, the Vice Chairperson would normally be required to attend Board of Management meetings during the time they are filling the post or at least not miss four consecutive Board of Management meetings, however, temporarily they would not be expected to attend.
- In the absence of the Vice Chair at a meeting, or if the Vice Chair was not willing to act, members of the Area Committee could elect a member of the Area Committee to chair that particular meeting.
- Request that a member of the Area Committee who has a position on the Board of Management to act as a temporary conduit for information between both meetings. YA further clarified that the Director of Housing & Neighbourhood Services provides an update from the Board meeting to the Area Committee, however, the Area Committee member would provide any further updates.
- Continue to try and recruit additional members to fill the 4 vacancies.

Following discussions, JM highlighted an interest in the position of Chairperson, however, he confirmed that he would not be in a position to undertake this role at the present time as he felt he required training to adequately fulfil this role. GS advised that anyone interested in the Chairperson position, would be provided with training to develop this skill and it would be permitted for an Area Committee member to Chair a meeting to gain experience. JM commented that he would gain valuable experience in Chairing a meeting should he consider this position in the future.

YA requested nominations for the position of Vice Chairperson.

Nomination: Sandra MacKenzie

Proposed by: Michael Roberts

Seconded: John Muir

SMacK advised that she was willing to take on this role on the condition that she would not be required to attend Board meetings. YA reassured SMacK that she would not be required to attend. GS commented that this would be an interim measure.

Following discussion, it was agreed the position of Chairperson would remain vacant, however, this will remain on the agenda and will be discussed at every meeting until this position can be filled. YA advised that this is not a permanent solution but an interim measure. YA would report any updates in this regard to Corporate Services following each meeting.

YA encouraged members to consider the position of Chairperson for the next meeting due to be held in September.

3.	<p><b>Schedule of Area Committee Meetings</b></p> <p><b>a) Agree proposed dates and times of meetings</b> Members were asked to consider dates, times and venues for 2016/17 meetings. The following dates were discussed:</p> <ul style="list-style-type: none"> <li>• 6<sup>th</sup> September 2016 – agreed</li> <li>• 11<sup>th</sup> November 2016 – agreed</li> <li>• 20<sup>th</sup> January 2017 – agreed</li> <li>• March 2017 – to be agreed</li> <li>• May 2017 – to be agreed</li> <li>• July 2017 (Annual General Meeting) – to be agreed</li> </ul> <p><b>b) Agree venues</b> During 2015/16, meetings were held in Lochgilphead due to no Kintyre representative. Again, due to no representation from the Kintyre area, it was agreed meetings would be held at 10.30am in Dalriada House, Lochgilphead, although this could be reviewed should we recruit any members from the Kintyre area. YA advised that staff would continue to encourage members to join the Area Committee.</p> <p><b>c) Set agenda for forthcoming year</b> The agenda setting programme for 2016/17 was agreed.</p>	
4.	<p><b>Code of Conduct</b> SMack asked members to ensure to read and sign the Code of Conduct that was circulated prior to the meeting and return to JS. YA advised that it is a condition of membership for governing body members within the Group that they agree and adhere to the Code of Conduct.</p>	
5.	<p><b>Diversity &amp; Equal Opportunities Information</b> SMack asked members to ensure to complete the Diversity &amp; Equal Opportunities pro forma that was circulated prior to the meeting and return to JS.</p>	
6.	<p><b>Declaration of Interest</b> SMack asked members to ensure to complete the Declaration of Interest pro forma that was circulated prior to the meeting and return to JS.</p>	
7.	<p><b>Minutes of Previous Meeting – 11<sup>th</sup> May 2016</b> The minutes from 11<sup>th</sup> May 2016 were agreed as a true and accurate record.</p> <p>Proposed by: John Muir Seconded by: Sandra Johnston</p>	
8.	<p><b>Matters Arising (including Information Pack)</b></p> <p><b>Page 3:</b> “Members requested that should Lloyds Banking Group complete their review and the Business Plan is presented to the Board of Management by June 2016, B.West, Director of Finance and IT attend the Mid Argyll &amp; Kintyre Area Committee meeting in September 2016 to provide an overview of the key issues.”</p>	

<p><b>Update:</b> YA informed members that the Business Plan has now been approved by Lloyds and the Board of Management. As requested by members at the previous meeting, we have invited B.West, Director for Finance &amp; IT to attend the next meeting in September.</p> <p><b>Page 4:</b> “YA advised members that the concerns previously raised by the Mid Argyll &amp; Kintyre Area Committee regarding this rule within ACHA’s Donation policy has been raised with the Director of Finance &amp; IT as this policy is currently being reviewed. We await the outcome of the review.”</p> <p><b>Update:</b> YA advised members that following the review, we are only able to offer donations to charities in line with Rule 84.2 that states, ‘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.’ YA advised that this rule was to try and ensure that grants were 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><b>Page 5:</b> “MR commented that under the Control of Substances Hazardous to Health (COSHH), he felt that the Area Committee should be made aware of any asbestos identified within ACHA properties and of the remedial action taken by the Association. MR clarified the information should include where the asbestos has been identified, what is it actually doing there, what type of asbestos is detected, any other hazardous substances found and what remedy has been put in place. YA to investigate if it is possible to provide this information and report back to members at the next meeting.”</p> <p><b>Update:</b> YA apologised that she had no update but would ensure an update would be available at the next meeting in September.</p> <p><b>Page 7:</b> “Syrian Refugee Resettlement Programme: Discussions are ongoing regarding the rehousing of 5 Syrian refugee families in Campbeltown.” SMaCK queried if the resettlement programme was still taking place in Campbeltown. YA clarified that the plan to rehouse Syrian refugees in Kintyre was no longer going ahead, however, plans are being made for a further resettlement in Bute.</p> <p><b>Page 6:</b> “Tower View, Inveraray” JM queried if the Association was due to arrange an official opening for the development. YA explained that there had been various challenges with this new build development. Since the last meeting, we have been advised that there has been issues surrounding the sound insulation within the 4 flats within the development. A report of the outcome of investigations is expected this afternoon. 8 out of the 12 properties have signed up. YA further advised that at the present time, there are no plans of an official opening.</p> <p><b>Page 11:</b> “Estate Management Action Plan (EMAP) Projects 2016/17 Priorities – Kingsway, Tarbert. Project deferred – SMaCK to inspect area and report findings to members at the next meeting.”</p> <p><b>Update:</b> SMaCK reported to members that the fencing was in reasonable condition and useable, however, SMaCK noted they were red with rust, more so with the gates/gate posts which appeared to be corroded. SMaCK further commented that there was attractive bowtop fencing at one end which left the</p>	<p>YA</p>
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	<p>remaining end look an eyesore. YA thanked SMaCK for her feedback and advised this would be passed back to S.Campbell as she is leading on all EMAP projects.</p> <p><b>Page 11 – 13: “Estate Management Action Plan (EMAP) Projects 2016/17 Priorities”</b>  <b>Update:</b> YA advised members that as agreed at the last meeting, the EMAP projects for 2016/17 would be discussed further at the next meeting in September. S.Campbell will attend this meeting to provide a further report.</p> <p><b>Page 13: “Estate Management Action Plan (EMAP) Projects 2016/17 Priorities. MR requested that for future reports, a detailed analysis is provided from AHFA as to how the cost of the project is calculated, for example, itemised by labour, materials etc.”</b>  <b>Update:</b> YA confirmed that she has requested that a detailed analysis is provided from AHFA when costing projects and will provide a further update at the next meeting in September. It was agreed by members in May to defer this item until September 2016.</p>	YA
9.	<p><b>Conflicts of Interest to Declare</b>  No conflicts of interest were declared.</p>	
10.	<p><b>Correspondence</b>  There was no correspondence received prior to the meeting.</p>	
11.	<p><b>Consultation: Layout and Content of Landlord Report</b>  Members were invited to participate in the review of ACHA’s Landlord Report, which covers performance levels during 2015/16, and provide their views and preferences on the layout and information to be included.</p> <p>By way of background, ACHA is required by the Scottish Housing Regulator (SHR), to produce an annual Landlord Report which contains meaningful information, as chosen by our tenants and other customers, in relation to our progress towards meeting the outcomes and standards of the Scottish Social Housing Charter (The Charter).  ACHA welcomes the opportunity to interact with our customers and aims to produce a Landlord Report which accurately reflects their interests and concerns.  ACHA is required to publish our Landlord Report by the end of October and in order for us to meet this deadline members were requested to return their completed feedback survey forms to JS by 20<sup>th</sup> July 2016.</p> <p>SMaCK commented that she found ACHA’s Landlord report heavy going and it failed to hold her attention. SMaCK appreciated the need to have this information included within the report, however, she found the other reports were more interesting. SMaCK commented that the report by Albyn Housing Society seemed too good to be true but congratulated them if the information reported was correct. The content within the reports from Clyde Valley and Glen Oaks was interesting and held her attention as they were shorter than the ACHA report. In terms of the ‘Financial Summary – Income and Expenditure’ information as detailed on page 23 of ACHA’s report, SMaCK believed that some tenants may have difficulties understanding this, however, preferred the structure and simplicity of the ‘Financial Highlights’ within page 6 &amp; 7 of Glen Oaks report.</p>	ALL

	<p>YA advised that ACHA's Landlord report also combines the Annual report and as a result, there is information that we must report on.</p> <p>YA advised members that the Tenant Scrutiny panel, the 'Your Voice' group, also did an exercise on this and members had a similar view that the report was too difficult to read.</p> <p>YA thanked SMack for her comments, advising that it was really helpful to gain this feedback.</p> <p>MR commented that he preferred ACHA's report compared to the others distributed for consultation as he would rather receive more information/detail.</p>	
12.	<p><b>Consultation: Group Communications and Feedback Strategy</b></p> <p>Members were invited to participate in the review of the Group Communications and Feedback Strategy.</p> <p>The draft Group Communications and Customer Feedback Strategy has merged two existing documents – the Group Communication Strategy 2013 and the Customer Contact and Feedback Strategy 2011-14 into one streamlined document. The Strategy applies to ACHA and Argyll Homes For All.</p> <p>Members were asked to review the new document that was circulated prior to the meeting and provide their comments by way of a short questionnaire. Completed questionnaires should be returned to JS by Tuesday, 30<sup>th</sup> August 2016.</p> <p>As raised at the Annual General Meeting (AGM), MR commented that page 11 of the Group Communication &amp; Feedback Strategy that was circulated to members prior to the meeting makes reference to AHFA tenants. YA thanked MR for raising this and advised that clarification would be sought for the next meeting.</p>	<p>ALL</p> <p>YA</p>
13.	<p><b>Agenda items for September meeting</b></p> <ul style="list-style-type: none"> <li>• Welcome &amp; Apologies</li> <li>• Recruitment of Chairperson (Tenant or Independent Member)</li> <li>• Minutes of Previous Meeting – 20<sup>th</sup> July 2016</li> <li>• Matters Arising (including information pack)</li> <li>• Conflict of Interest</li> <li>• Correspondence</li> <li>• Community Action Fund Applications <ul style="list-style-type: none"> <li>a) Budget Update</li> <li>b) Review Existing Applications</li> <li>c) Consider New Applications</li> </ul> </li> <li>• Regional Managers Update</li> <li>• Tenants Newsletter – Agree Content for Autumn Newsletter</li> <li>• Key Performance Indicators (KPI)</li> <li>• Estate Management Action Plans (EMAP) Projects 2016/17</li> <li>• Garden In Bloom/Sunflower Competition – winners to be announced</li> <li>• Customer Complaints</li> <li>• Policies for Review – Progress</li> <li>• Agenda Items for November meeting</li> </ul>	

	<ul style="list-style-type: none"> <li>• Any Other Business</li> <li>• Date &amp; time of next meeting</li> </ul> <p>This was agreed by all members with no further items to add.</p> <p>It was agreed by members that due to the number of items to be discussed at the next meeting, Bruce West would be invited to attend the Mid Argyll &amp; Kintyre Area Committee in November.</p> <p>It was reiterated to members that 'Recruitment of Chairperson' will be added as an agenda item at every meeting, until this vacancy is filled.</p>	JS/YA
14.	<p><b>AOCB</b></p> <p>SJ advised members that the Community Action Fund grant awarded to Argyll &amp; Bute Third Sector Interface had been gratefully appreciated. The grant allowed members of the group to arrange a trip to Callander, which was much enjoyed by all.</p>	
15.	<p><b>Date, time of next meeting</b></p> <p>The next meeting will be held on Tuesday, 6<sup>th</sup> September 2016 at 10.30am, Dalriada House, Lochgilphead.</p>	

*The meeting concluded at 12.05pm.*