

MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

Wednesday, 30th November 2016 at 10.30am
Dalriada House, Lochgilphead

Mid Argyll & Kintyre Area Committee Attendees

Sandra MacKenzie, Tenant (SMacK)
Sandra Johnston, Tenant (SJ)
John Muir, Tenant (JMM)
Councillor D MacMillan (DMacM) (from agenda item 1-7)

Guests in Attendance

Jim Milne, Independent (JM)

Staff in Attendance

Yvonne Angus, Regional Manager (YA)
Sarah Campbell, Local Manager – Housing Services (SC)
Alastair MacGregor, Chief Executive (AMG)
Gayle Stead, Governance Manager (GS)
Bruce West, Director of Finance & IT (BW)
Jenna Shaw, Administration Officer (JS)

1.	<p>Welcome & Apologies</p> <p>SMacK welcomed all members to the meeting and gave a special welcome to guests, Alastair MacGregor, Chief Executive; Jim Milne, Chairperson of the Board of Management; Bruce West, Director of Finance & IT & Gayle Stead, Governance & Compliance Manager.</p> <p>Apologies were received from Michael Roberts.</p>	
2.	<p>Recruitment of Chairperson</p> <p>YA reminded members that the position of Chairperson for the Mid Argyll & Kintyre Area Committee remained vacant. 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>YA asked for nominations for the position of Chairperson from the tenant members present.</p> <p>JMM commented that he would offer to stand as Chairperson for the Area Committee but advised that he did not feel he had the experience to do this, however, he was quite willing to do so. JMM was concerned about keeping notes should he be appointed to this role.</p> <p>YA reassured JMM that as previously offered, ACHA would provide the appropriate training if he wished to undertake this role. Taking that into account, YA asked JMM if he wished to nominate himself as Chairperson for the Mid Argyll & Kintyre Area Committee. JMM responded that if this</p>	

	<p>would help, then yes he would be willing to nominate himself as Chairperson.</p> <p>SJ left the meeting. YA declared that as SJ had left the meeting, the meeting would temporarily be adjourned. SJ joined the meeting.</p> <p>Following JMM's nomination, YA asked the members in attendance to propose this motion. The members in attendance did not propose the nomination.</p> <p>YA thanked JMM for his offer of willing to act as Chairperson and reassured JMM that training would be arranged to ensure JMM felt confident in undertaking this role, should he wish to do so in the future.</p> <p>No other nominations were received from Tenant members.</p> <p>As there were no independent members of the Area Committee in attendance at the meeting, no further nominations were received.</p> <p>YA advised the Committee that HRCS had sought advice our lawyers, Brechin Tindal Oatts (BTO) with regard to the ongoing vacant Chairperson position as the Rules are silent on this matter. She passed over to GS to provide the update</p> <p>GS advised members that ACHA had received the following advice from BTO:</p> <p>"The Area Committee can co-opt suitable candidates to the Area Committee. This might offer an option (for at least a temporary period) to find someone new to take the role of Chair, albeit that it is probably more normal for a Chair to be someone who has experience of the Area Committee, rather than a new appointee. If considering co-option, are there any existing Tenant or Independent members of the ACHA Board who might be co-opted to this Area Committee? I suggest any such co-option should be considered as a temporary measure, to allow the Area Committee to recruit more robustly and succession plan for Chair and Vice Chair positions moving forward.</p> <p>Ultimately, if the Area Committee cannot find a Chair, the Board of Management may have to consider operating their power to terminate the Scheme of Delegated Authority (SDA) (effectively bringing the Area Committee to an end) as set out in Section 7 of the SDA, paragraph (i) – the SDA can be terminated by ACHA giving 4 months' notice to the Area Association on the grounds listed. Various of these grounds will apply if the Area Committee continue to fail to appoint a Chair – e.g.:</p> <ul style="list-style-type: none"> • Ground (a) insufficient interest from members to sustain the Area Committee. If no member is sufficiently interested to fulfil the essential role of Chair, this ground would be available to ACHA. • Ground (b) the Area Association has (by act or omission) failed to comply with the Rules (e.g. Rule 38.2) or breached the terms of the SDA (e.g. paragraph 3.7 of the SDA). <p>The Area Committee should be made aware that this termination option may have to be seriously considered by ACHA if no Chair can be found. Further, if this Area Committee has other difficulties, in addition to the</p>	
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	<p>failure to appoint a Chair, it may be that ACHA has more than one reason to consider termination.</p> <p>On a related point, the Vice Chair's reluctance to act as Chair is itself indicative of a failure to consider succession planning. While the Rules and the SDA / SO do not require the Vice Chair to move onto the role of Chair in due course, it is often considered a step towards the Chair's role, forming part of a succession plan. If this is not the case for this Area Committee, they need to be encouraged to consider what other form of succession planning they will put in place – to avoid exactly the situation that has arisen at present. Alternatively, they need to be encouraged to appoint as Vice Chair someone who will consider becoming Chair in due course, as part of the succession plan for the Area Committee."</p> <p>GS advised that for the purpose of this meeting and in the absence of a Chairperson, SMacK would continue to act as Vice Chairperson to allow the meeting to continue.</p>	
3.	<p>Minutes of Previous Meeting – 20th July 2016</p> <p>The minutes were agreed as a true and accurate record.</p> <p>Proposed: John Muir (JMM) Seconded: Councillor MacMillan (DMacM)</p>	
4.	<p>Matters Arising (including information pack)</p> <p>Page 4 of the minutes of the previous meeting (20/07/16): "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>Update 30/11/16: YA advised that following liaison with colleagues in the Investment team, we would be able to provide members with information on the type of asbestos; the whereabouts of the asbestos within the property (i.e. floor tiles, facias etc); the remedy (i.e. encapsulation or removal). However, information regarding actual addresses would not be provided to members.</p> <p>The Investment team also confirmed that ACHA comply with the relevant legislation which is to have an asbestos register and to carry out inspections. They pointed out that it is not a requirement to remove asbestos but to manage it. However, where it is damaged they will arrange for this to be removed.</p> <p>In light of this information, YA asked members if they still wished this request to be progressed in the absence of the addresses. Should the Area Committee wish this request to be progressed, YA asked if members wished details only on where it has been removed, or where it has been 'managed'.</p> <p>All members agreed that they did not wish this request to be progressed as they felt there would be no requirement to provide this information to the Area Committee.</p>	

	<p>Page 5 of the minutes of the previous meeting (20/07/16): “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.”</p> <p>Update provided 20/07/16: 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> <p>Update 30/11/16: YA advised members that she had been advised by AHFA’s Operations Manager that they mainly use the Schedule of Rates codes for pricing, particularly for projects like wooden fencing. Where works are sub-contracted, for example, metal fencing then the price is as quoted to AHFA, plus the standard mark up. For other jobs, AHFA will estimate the labour and material involved.</p> <p>AHFA further advised YA that as there is an element of commercial confidentiality involved, they would need to seek further advice as to whether a more detailed breakdown of costs could be provided to the Area Committee.</p>	
5.	<p>Conflicts of Interest to Declare</p> <p>SMaCK declared a conflict of interest under agenda item 12(c)(iv) (Estate Management Action Plans (EMAP) Projects 2016/17: Lochgair Place). SMaCK was aware that she would not be able to participate in the discussions and decision regarding this item.</p>	
6.	<p>Correspondence</p> <p>There was no correspondence received prior to the meeting.</p>	
7.	<p>Presentation: Alastair MacGregor, Chief Executive & Jim Milne, Chairperson of the Board of Management</p> <p>JM thanked members for allowing him and AMG to attend to talk to the Area Committee. JM explained it gave everyone the chance to exchange views.</p> <p>JM explained that he was a strong supporter of Area Committees and the work they do. JM further explained that he was not happy that on his watch, we have temporarily lost the Bute & Cowal Area Committee and do not want to also lose the Mid Argyll & Kintyre Area Committee.</p> <p>JM and AMG have discussed Area Committees and have proposed that they visit each Area Committee, at least once every year. That way, Area Committees can see that they both exist and are not just names on Minutes of a Board meeting. It will give an opportunity for a frank exchange of views. However, in addition JM would expect the Chair of Area Committees to take up any matter that he or she wished to discuss with JM or AMG at any time during the year, face to face, by phone or by email.</p> <p>JM stated that Area Committees are the lifeblood of the Board as they possess the local knowledge that a Board with an area the size of Argyll to look after can never attain. JM see Area Committees as the first step onto the main Board. Many tenants would see volunteering for the main Board as a step too far. By having experience of an Area Committee, members will see that the most important element is to have a commitment to tenants interests, mixed with some common sense and importantly, the time to spare.</p> <p>JM advised that he is looking for help at present with the Bute & Cowal Area Committee and as a result of the recent legal advice, with the Mid</p>	

Argyll & Kintyre Area Committee. JM questioned how members thought we could resurrect the Bute & Cowal Area Committee. For example, would evening meetings help? JM asked what is the best way to engage our tenants, for example, knock on doors, have a public meeting etc. JM stated that this is very appropriate for the situation regarding the Mid Argyll & Kintyre Area Committee and recommended a recruitment phase. JM encouraged members to discuss this matter and welcomed their thoughts.

AMG stated that he had argued strongly that in terms of the Governance structure, ACHA should have an Area Committee under the Board of Management and that he fully supported Area Committees. AMG further stated that we need to ensure there is a mechanism to recruit, exploring all options, for example, evening meetings, Lync/Skype meetings giving more options for participation. AMG advised that the Area Committee have a very active and developed role in the Association and it is important to have the continuation of Area Committees.

AMG provided a presentation which covered the following:

- The 6 Strategic Objectives, as agreed by its Board of Management in 2016
 1. Achieving the Scottish Government housing standards and addressing housing need in Argyll & Bute, through development and upgrading;
 2. Providing quality customer care and equality across all of our services;
 3. Developing the financial strength and capacity to meet current and future objectives'
 4. Deliver progressive and sustainable business performance and service delivery; (*DMacM left the meeting*)
 5. Improving strategic relationships and partnerships;
 6. Continuous improvement of Scottish Social Housing Charter indicators.
- Some other key issues

SJ advised that she had been a member of the 'Your Voice' tenant scrutiny group. SJ praised the excellent work carried out by the group, which provided a lot of detail and explanation. SJ felt that she was unable to commit to the group as she felt a lot of the work involved visual investigation but unfortunately, her sight was failing. SJ felt this group was a very useful tool for ACHA as the Association has committed to implement some of the recommendations made by the group.

YA advised that an update of the work carried out by the 'Your Voice' group is included in the Regional Manager update/presentation provided at every Area Committee meeting. YA suggested that David Rae, Housing & Neighbourhood Services Compliance & Policy Assistant, could attend a meeting to provide a detailed presentation if members wished. AMG stated that as an organisation, ACHA are committed to evaluating what we are able to provide to meet the needs of our customers to facilitate participation and he would liaise with staff if this hasn't been done. SJ confirmed that ACHA had provided assistance, but felt she was unable to commit wholly to the group.

YA further confirmed that every option had been explored and staff had closely liaised with SJ to ensure she was able to participate with the work

	<p>of the group.</p> <p>SMacK thanked AMG for an interesting presentation.</p> <p>YA explained that as a result of Councillor MacMillan leaving the meeting during the presentation, only 3 members of the Area Committee were now in attendance. In accordance to the Scheme of Delegated Authority, section 2.3, "Business can only be conducted if a quorum of at least 4 Area Committee Members is present, within 15 minutes of the scheduled starting time of the meeting. Falling below this number during the course of a meeting will not invalidate any decisions taken at the meeting."</p>											
8.	<p>Presentation: Bruce West, Director of Finance & IT Key Issues Relating to ACHA's Business Plan BW provided a presentation on the key issues relating to ACHA's Business Plan which covered the following:</p> <ul style="list-style-type: none">• Introduction• Overview• Financial Health Check• Assumptions• Financial Results – Over Time• Financial Results – Summary• Sensitivities• The Future <p>JMM asked if ACHA was affected by the financial market and the value of the pound in relation to our suppliers. BW explained that on one level, the value of the pound does not affect ACHA. Where it may have an impact on the Association is where some of the people/companies that supply our suppliers are based overseas and the pound is worth less, resulting in an increased cost to our suppliers. The increase may then be passed on to the Association. BW explained that this would be monitored and reviewed as part of the Business Plan.</p> <p>JMM commented that an article in today's paper reported the cost to the Government for administering Universal Credit (UC). JMM felt that the Government would need to undertake a strategic review of the process. BW explained that from ACHA's point of view, the impact of UC and whether this was leading to an increase in rent arrears was more of a concern to the Association than the cost to the Government for administering it.</p>											
9.	<p>Regional Managers Update YA provided members with the following update:</p> <p>Investment The figures in terms of the Investment programme include:</p> <table><tr><th>Investment Works Package</th><th>Area</th><th>Estimated Target 2016/17</th><th>Completed by Oct 2016</th><th></th></tr><tr><td>Windows/Doors</td><td>Mid Argyll & Kintyre</td><td>150</td><td>165</td><td></td></tr></table>	Investment Works Package	Area	Estimated Target 2016/17	Completed by Oct 2016		Windows/Doors	Mid Argyll & Kintyre	150	165		
Investment Works Package	Area	Estimated Target 2016/17	Completed by Oct 2016									
Windows/Doors	Mid Argyll & Kintyre	150	165									

Kitchen/Bathroom	Mid Argyll & Kintyre	12	11	
Heat/Re-wire	Mid Argyll & Kintyre	70	21	
Roof/Roughcast	Mid Argyll & Kintyre	40	141	
	Totals	272	338	
Repairs & Maintenance Contract	Area	Annual repair numbers at the end Oct 2016	Monthly average	Average repairs per day
	Mid-Argyll	1406	201	9.63
	Kintyre	1574	225	11.23
	Totals	2980	213	10.43
	% of Total Repairs	27.56%		

- **Windows & Doors:** ACHA are ahead of the original target of 150.
- **Kitchens & Bathrooms:** the Investment team are picking these up as properties become void.
- **Heating & Rewire:** due to be tendered shortly.
- **Roof & Roughcasting:** the contract is now complete and practical completion issued. Again, there has been more completed than originally targeted for.
- **Door Entry:** this contract is almost complete.

Investment: Cyclical Maintenance

The cyclical maintenance contracts are progressing well in all areas.

- **Planned Maintenance Programmes:**
 - Painting Contract – this has been brought back on target by a series of regular meetings with the contractor. The Investment team are confident the contract will be fulfilled this year;
 - Asbestos Surveys, Electrical Periodic Inspections & Gutter Cleaning Contracts – this is now our focus to ensure all commitments are met;
 - Solid Fuel Operatives – both operatives have left AHFA and they were replaced with one individual who will be assisted by an apprentice, if and when required;
 - Gas Contract – this continues to function well under the close watch of the Investment team;
 - Solar Panel/Air Source Heat Pump & Unvented Hot Water Contract – this was awarded to Blair Plumbing & Heating Solutions and they are progressing with the contract numbers.

Regeneration:

- **Tower View, Inveraray (Phase 2):**
 - A planning submission has now been submitted with a

- proposal to build 10 units;
- It is still subject to funding approvals being received, and acquisition of the land, but it is hoped that this will all be in place by the end of March 2017;
- This development includes consideration for an adapted property.

Low Demand – Kintyre:

- Options Appraisal Review has now been completed in respect to low demand properties in both Kintyre & Bute;
- A report is to be submitted to the Board of Management at their December meeting;

Low demand – Mid Argyll:

- We have received permission to convert 3 bedsit properties in Tarbert to one bedroom properties.

Conservation Area Regeneration Scheme (CARS) Project, Inveraray:

- The 4 CARS projects are currently on site:
 - Relief Land & Temperance – expected to be completed by the end of January 2017;
 - Chamberlains & Arkland – expected to be completed by the end of March 2017;
- Works have been slower than anticipated due to a number of technical and planning issues.

Scottish Social Housing Charter (SSHC)

- **Landlord Report**
 - Our Landlord Report has now been published, and is available on our website. Tenants were also made aware by email and text message;
 - The finalised report took account of comments we received from members of the Area Committee during the consultation period.
- **Tenant Satisfaction Survey 2016**
 - The 2016 survey is underway and due to be completed within the next 2 weeks. Thereafter, the results will be analysed and presented to the Board of Management.
- **Tenant Scrutiny ‘Your Voice’ Group**
 - The group are undertaking their 2nd scrutiny exercise, the “Life of a Repair”, with the assistance of the Tenant Information Service (TIS) as their independent support provider;
 - The exercise will involve interviews with staff from ACHA & AHFA;
 - Undertaking Mystery Shopping;
 - Members of the group are very enthusiastic about this topic and although there is a lot of work involved they hope to have the task completed by March/April 2017.

Consultation:

- **Repairs & Maintenance Policy**
 - ACHA have completed the consultation on the new Repairs & Maintenance policy. Members were included in the consultation of the policy which concluded on 25th November 2016;

- The main aim of the policy was to:
 - Ensure the policy is aligned with the Scottish Social Housing Charter Key Performance Indicators;
 - Explain our approach on rechargeable repairs.
- The main changes to the policy that were consulted on included:
 - The time taken to complete emergency repairs. ACHA's average time for completing emergency repairs is 8.59 hours whilst the Scottish average in 2015/16 was 5.1 hours.
 - Providing further explanation on what repairs are rechargeable.
- A final policy document will be considered by ACHA's Board of Management.
- **Proposed Rent Increase 2017/18**
 - ACHA are currently considering the 2017/18 rent increase and is in the process of consulting tenants on their views;
 - ACHA's Business Plan assumes an annual increase in rents based on the increase in the Retail Prices Index (RPI) plus 1%. The rent increase is based on the increase in the RPI at December each year. The December 2016 RPI will only be known in mid-January 2017. Currently, RPI as at September 2016 is 2.0% which would, if it stayed the same in December, mean an increase of 3.0%. In preparing budgets for 2017/18, ACHA is assuming an increase in RPI at December 2016 of 2.4%, which with the addition of 1% would lead to a rent increase of 3.4%.
 - An information leaflet has been prepared and issued to tenants which includes the:
 - Proposed rent increase – 3.4%;
 - How ACHA rents compare to others;
 - How ACHA spends its money;
 - Why rents need to increase;
 - Our commitment to value for money.
 - The rent increase will be considered by the Board of Management on 16th February 2017;
 - Tenants will be advised of any changes to their rent by the end of February 2017;
 - Any changes will be implemented from 3rd April 2017.

Our "10 Year" Anniversary

- ACHA celebrated its 10 year anniversary on Monday, 21st November 2016.
- The Board of Management agreed that it would be appropriate to recognise this landmark in an appropriate way which leaves a legacy of benefit for the future. The Board approved:
 - 10th anniversary name badges;
 - A legacy for Primary & Secondary schools across Argyll & Bute. This includes an annual bequest of £10,000, for 10 schools a year, for 10 years – the theme being the three 10's. The aim is to provide the practical support of young people's learning and development.
- We also invited our very first new tenants to meet ACHA's 1st tenants on the 10-year anniversary. They both received a commemorative gift.

Garden In Bloom 2016

Members of the Area Committee judged the 'Garden In Bloom' competition. YA advised the winners for 2016 were as follows:

Best Garden – Mid Argyll

- 1st Mr McCuaig, 22 Ardpatrik Place, Lochgilphead
- 2nd Mr & Mrs McLeod, 8 Poltalloch Street, Lochgilphead
- 3rd Mrs Napier, 1 Old Schoolhouse, Clachan

Best Garden – Kintyre

- 1st Mr Lang, 120 Millknowe, Campbeltown
- 2nd Mrs Baker, 65 Dalaruan Street, Campbeltown
- 3rd Mr & Mrs Livingstone, 83A Millknowe Terrace, Campbeltown

Best Container – Mid Argyll

- 1st Mrs Stewart, 2 Chalmers Court, Inveraray
- 2nd Mrs McGhee, 16 Chalmers Court, Inveraray
- 3rd Mr Grieve, 14 Lochgair Place, Tarbert & Mr Lount, 1 Chalmers Court, Inveraray

Best Container – Kintyre

- 1st Mrs Stewart, 66 Smith Drive, Campbeltown
- 2nd Mr Shields, 34 New Parliament Place, Campbeltown
- 3rd Miss McMillan, 14 New Parliament Place

In terms of the sunflower competition, the winners this year were:

- Emily Balkeen from Baddens Farm Nursery, Lochgilphead. Emily's grew to an impressive 131cm and;
- Jessica Ferguson from Southend Pre-5 Unit. Jessica's sunflower sunflower was measured at 125cm.

10.

Community Action Fund Applications (attached)

a) Budget Update

Community Action Fund Budget	
Budget for 2016/17	£2,500
Total Cost of Approved Projects	£ 600
Balance	£1,900

b) Review Existing Applications

There were no existing applications for review

c) Consider New Applications

i. Kintyre Youth Forum – FOR INFORMATION ONLY

Amount Requested: £500.00

Decision: Application not considered. Prior to the meeting, ACHA advised the group that the application was not eligible for consideration. The reason is the Area Committee had already considered an application and made an award this financial year to Argyll & Bute Youth Forum. The rules of the Community Action Fund state that each group may apply for a maximum of £500 in any one financial year.

	<p>Amount Approved: £0.00</p> <p>ii. Lochgilphead Phoenix Project (retrospective application) Amount Requested: £300.00 Members requested that the Association seek clarification from the group that the money will be utilised for the project as detailed in the application. AMG clarified that retrospective applications have been approved previously. Decision: Application approved, pending clarification Amount Approved: £300.00</p> <p>iii. Tarbert Village Hall Amount Requested: £500.00 Decision: Application approved Amount Approved: £500.00 AMG suggested a press release is prepared on completion of the project to involve members of the Hall Committee, Mid Argyll & Kintyre Area Committee and Councillor Horn. YA advised that the Area Committee proactively promote the Community Action Fund.</p> <p>iv. Befrienders Amount Requested: £500.00 Decision: Application approved Amount Approved: £500.00</p> <p>d) Budget Remaining</p> <table><tr><th colspan="2">Community Action Fund Budget</th></tr><tr><td>Budget for 2016/17</td><td>£2,500</td></tr><tr><td>Total Cost of Approved Projects</td><td>£1,900</td></tr><tr><td>Balance</td><td>£ 600</td></tr></table>	Community Action Fund Budget		Budget for 2016/17	£2,500	Total Cost of Approved Projects	£1,900	Balance	£ 600	<p>JS</p> <p>JS</p>
Community Action Fund Budget										
Budget for 2016/17	£2,500									
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Balance	£ 600									
11.	<p>Key Performance Indicators (KPI) Prior to the meeting, members were provided with the KPI score card which outlines progress against objectives and targets set for ACHA.</p> <p>YA advised members that in terms of the KPI for Anti-Social Behaviour (percentage of anti-social behaviour cases which were resolved within locally agreed targets), as detailed in Appendix 1, work is progressing to align reporting to correspond with the statistics reported to the Scottish Housing Regulator for the Annual Return on the Charter. This will ensure the information reported to the Area Committee is more meaningful.</p>									
12.	<p>Estate Management Action Plans (EMAP) Projects 2016/17</p> <p>a) Budget Update</p> <ul style="list-style-type: none">• Mid Argyll<ul style="list-style-type: none">i. 2016/17 EMAP Budget: £7,890.00ii. Total Cost of Previously Approved EMAP Projects: £2,001.00iii. Balance: £5,889.00• Kintyre									

- i. **2016/17 EMAP Budget:** £11,214.00
- ii. **Total Cost of Previously Approved EMAP Projects:** £7,553.00
- iii. **Balance:** £3,661.00

b) Review Previously Approved Applications – Progress: Verbal Update. SC advised members that all previously approved projects are progressing.

- **Mid Argyll**
 - i. **3 High Park, Tarbert**
 - ii. **15 Hillfoot, Tarbert**
 - iii. **Caledonia Court, Ardrishaig** – project no longer required.
- **Kintyre**
 - i. **20a-f Davaar Avenue, Campbeltown**
 - ii. **24 New Parliament Place, Campbeltown**
 - iii. **35 New Parliament Place, Campbeltown**
 - iv. **75 Millknowe Terrace, Campbeltown**
 - v. **Barrhill, Glenbarr**
 - vi. **102 Smith Drive, Campbeltown**

c) Consider Previously Deferred/Approved Applications

- **Mid Argyll**
 - i. **1 The Glebe, Clachan**
 - Cost of project: £1,646.00
 - Decision: Approved by SMaCK, SJ & JMM
 - ii. **16 MacDonald Terrace, Lochgilphead**
 - Cost of project: £3,776.00 or £1,606.00
 - Decision: £3,776.00 Approved by SMaCK, SJ & JMM
 - iii. **Kingsway, Tarbert**
 - Cost of project: £6,039.00
 - Decision: Declined by SMaCK, SJ & JMM

SMaCK left the meeting to allow final discussions regarding projects under agenda item 12(c)(iv) & 12(d). Following the outcome of the decisions made by SJ & JMM, SMaCK rejoined the meeting.

GS clarified that as previously stated, although there were only 2 remaining members in attendance for agenda item 12(c)(iv) & 12(d), a quorum of at least 4 Area Committee members were present within the starting time of the meeting. The 2 remaining members were able to make the decision on behalf of the Area Committee. Any decisions would need to be properly recorded within the minutes.

iv. Lochgair Place, Tarbert

- Cost of project: £2,121.00
- After discussion, it was clarified that this project could not be approved at this meeting to be carried out in 2017/18. There are projects already awaiting approval for the Area Committee for next year (year 6).
- Decision: Declined by SJ & JMM. SJ & JMM

	<p>were aware this project could not be approved for 2017/18, however, they requested that this project is reconsidered within year 6.</p> <ul style="list-style-type: none"> • Kintyre <ul style="list-style-type: none"> i. Glenside, Campbeltown <ul style="list-style-type: none"> • Cost of project: £4,130.00 • Decision: Partially approved. SMacK, SJ & JMM agreed that stage 1 of this project would be completed in 2016/17 and stage 2 completed in year 6 (2017/18). It was further agreed that part of the Kintyre budget would be utilised for Mid Argyll to meet budget requirements. d) Consider New Applications <ul style="list-style-type: none"> • Mid Argyll <ul style="list-style-type: none"> i. 45-47 Union Street, Lochgilphead <ul style="list-style-type: none"> • Cost of project: £800.00 • Decision: Approved by SMacK, SJ & JMM • Kintyre – No applications presented for consideration 	
13.	<p>Customer Complaints: April – June 2016</p> <p>The Customer Complaints report collated by the Human Resources & Corporate Services team had been amended at the request of the Mid Argyll & Kintyre Area Committee. YA hoped that members found the report more meaningful with this additional information.</p> <p>YA advised members that due to the timing of the Area Committee meeting, the report covering the period July – September 2016 was not available, however, this would be presented to the Area Committee in January 2016.</p>	
14.	<p>Policies for Review – Progress</p> <p>YA provided members with a verbal update on the progress of the policies due for review:</p> <ul style="list-style-type: none"> a) Repairs & Maintenance Policy: consultation concluded. Documentation was issued to members from our Investment & Regeneration team. b) Estate Management: policy review is underway. There will be a consultation exercise early in the New Year and Area Committee members will be included. c) Low Demand Strategy: currently work underway in terms of the future of long term voids in Kintyre & Bute. A report is due to be presented to the Board of Management in December for consideration. d) Customer Contact & Feedback Strategy: consultation concluded. e) Tenant Involvement Strategy: now referred to as the Tenant Participation Strategy. The new strategy has now been published. f) Group Remuneration Strategy incorporating Total Reward: no update. g) Group Retirement and Flexible Retirement Policy: no update. h) Group Training & Development Policy: no update. i) Heating Policy: consultation due imminently, to be concluded by 	

	<p>January 2017.</p> <p>j) Talent Management and Succession Planning Programme: no update.</p>	
15.	<p>Funding for Outdoor Improvements and Activities</p> <p>Members were provided with a report prior to the meeting. YA asked that Area Committee members share this information with their networks, friends, colleagues, other groups and organisations to ensure as many eligible groups are in a position to apply for funding.</p>	
16.	<p>Schedule of Area Committee Meetings</p> <p>Members were provided with a report prior to the meeting. SMack requested that members complete the form detailing their availability to attend the Area Committee meetings in March, May & July 2017 and return to JS at the end of the meeting.</p> <p>SJ advised that she would not be able to attend the next meeting, scheduled for 20th January 2017. Following discussions members requested that the January date be changed. YA advised that JS would contact all members with regards to the meeting date to ensure all members could attend.</p>	JS
17.	<p>Agenda Items for January 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 • Minutes of Previous Meeting – 30th November 2016 • Matters Arising (including information pack) • Conflict of Interest • Correspondence • Regional Managers Update • Community Action Fund Applications <ul style="list-style-type: none"> a) Budget Update b) Review Existing Applications c) Consider New Applications • Key Performance Indicators • Estate Management Action Plans (EMAP) Projects 2016/17 • Customer Complaints • Policies for Review – Progress • Policies for Review 2017/18 • Tenants Newsletter Article – deadline March 2017 • Proposals for Garden In Bloom/Sunflower Competition 2017 • Employee of the Season – Winter Award • Agenda Items for March meeting • Any Other Business • Date & time of next meeting 	
18.	<p>Any Other Business</p> <p>YA advised members that she had been notified this morning that our Corporate Services team were arranging Induction training for members which would be held in January 2017. It would also cover refresher training. The training would include background information; roles as a member; etiquette; code of conduct; confidentiality and payments and benefit. YA advised that this training was mandatory and members would</p>	

	be contacted in due course.	
19.	Date & Time of Next Meeting To be confirmed.	

The meeting concluded at 12.35pm.