

MID ARGYLL & KINTYRE AREA COMMITTEE MEETING
Wednesday, 9th March 2016 at 10.30am
Dalriada House, Lochgilphead

Attendees

Colin Davidson, Independent (CD)
 Norman Beaton, Tenant (NB)
 Sandra Johnston, Tenant (SJ)
 Sandra MacKenzie, Tenant (SMack)
 John Muir, Tenant (JM)
 Councillor D MacMillan (DMacM)
 Michael Roberts, Independent (MR)

Not in Attendance

Carole Ann Shields (CAS)

Staff in Attendance

Yvonne Angus, Regional Manager (YA)
 Jenna Shaw, Administration Officer (JS)

1.	<p>Welcome & Apologies</p> <p>Colin Davidson (CD) welcomed all members to the meeting.</p> <p>Apologies were received from Carole Ann Shields.</p> <p>YA advised that members who fail to attend four consecutive meetings, without special leave, will be deemed to have resigned. As this is Carole Ann's fourth consecutive meeting that she has failed to attend, it would be normal procedure to write to confirm her resignation. CD requested that we write to ask if CAS has the intention to continue.</p>	JS
2.	<p>Minutes of Previous Meeting – 13th January 2016</p> <p>Page 4: "NB raised concern that the incentive is subjective, there is no impartial decision made and it generates a lot of resentment from staff. CD acknowledged NB's concerns but advised it would be for the Board of Management to make any decision about changing this incentive."</p> <p>NB requested that this is amended to, "...and it can generate resentment from staff."</p> <p>It was noted that there were two agenda items marked as number</p>	JS JS

	<p>13. JS to amend.</p> <p>Subject to the above amendments, the minutes from 13th January were agreed as an accurate record.</p> <p>Proposed by: Sandra MacKenzie Seconded by: John Muir</p>	
3.	<p>Matters Arising (including information pack)</p> <p>Tower View Site Visit – at the last meeting, members requested a site visit to the Tower View development in Inveraray. This visit was cancelled. YA explained the site area is currently opened up all round the buildings for services works and this will be on-going for some time. YA proposed site visit is arranged for the next meeting in May to also include a site visit to the Conservation Area Regeneration Scheme (CARS) project.</p> <p>As the site was due to be completed by May, it was agreed members would await the official opening of the Tower View development to view the properties.</p> <p>CD advised that following the site visit to the Tayvallich development, he had received interesting photographs which demonstrated that major civil engineering work was taking place. CD advised that he had brought this to the attention of Linda Haig. CD had noted the official opening was due to take place on 30th March, however, is surprised due to the amount of civil engineering work being undertaken.</p> <p>Page 2: “CD commented that it would be useful to be provided with comparative figures for Fyne Homes, WHHA & Dunbritton. NB requested that we also extend our comparison to River Clyde Housing Association.</p> <p>YA advised that this could be benchmarked against RSL’s that are members of Scottish Housing Network (SHN), however, this was declined by members.”</p> <p>YA explained that further benchmarking analysis against Registered Social Landlords (RSL) that are members of Scottish Housing Network (SHN), was declined by members at the last meeting. However, comparison figures for Fyne Homes, WHHA & Dunbritton as requested by Members has been provided by Bruce West, Director of Finance & IT.</p> <p>Information on the management costs are shown below. This information has been obtained from the Scottish Housing Regulator (SHR) website and is based on 2014-15 accounts.</p>	

ACHA	£1,136.88
WHHA	£1,153.41
Fyne Homes	£1,304.07
Dunbritton	£1,547.44
River Clyde Housing Association	£1,676.00

YA noted that ACHA demonstrate the lowest management costs in comparison to the above RSL's.

CD queried how ACHA deal with the matter of new builds as it would seem that the costs associated with new builds shouldn't fall upon tenants, for example, the extra staff employed to manage new build developments. CD questioned how they are funded.

YA explained this is absorbed within the current ACHA compliment of staff, for example, the staff within the Investment & Regeneration department are responsible for managing new build developments and Housing & Neighbourhood Services (HNS) staff are involved in the openings, the allocation of the properties to new tenants, housing/estate management etc. YA explained that ACHA do not employ additional staff for new build developments.

CD queried if the building of new properties inadvertently increases the rent for tenants in existing properties.

After discussion, CD and NB requested further details regarding rents and new builds, i.e. are the rental values for existing properties in anyway increased as a result of new builds and to what extent, i.e. what % or average of the existing rents go towards new builds.

NB requested a note of the 2014-15 management costs that had been obtained from the SHR website of other RSL's. YA advised that these would also be included within the minutes from today's meeting.

Page 2: "NB commented that the updated organisational structures were still to be issued. JS to ensure these are available for the next meeting."

ACHA's organisational structure charts were circulated to members in advance of the meeting.

CD commented that in terms of the Finance & IT he could understand the reason for these posts as there is lot of activity that is important within this department.

Similarly, it is understood the reason for the posts within HNS as there is a lot of work to be done.

However, in terms of the Human Resources & Corporate Services

YA

	<p>department, CD would like to understand the need for all the posts within Human Resources, i.e. HR & Training Officer, Senior HR & Training; HR & Training Assistant (x2). Members requested that Colette Benham attend the next meeting to explain the purpose of all these posts within the department.</p> <p>Page 6: “Members believed it would be beneficial to know the extra cost arising as a result of the administration of Stewart McNee Ltd. YA explained that if this information wasn’t confidential, this could be reported at the next meeting.” YA advised that this has been reported to the Board of Management as a confidential item and it wouldn’t seem appropriate to report the detail beyond that forum. However, Linda Haig has advised that the Inveraray new build extra costs will hopefully be partly supported by a performance bond that was in the original contract and that the Scottish Government have increased their grant contribution to share ACHA’s additional costs. The net extra cost will not have a significant detrimental effect on our new build programme.</p> <p>Page 7/8: “Tenant Satisfaction: CD queried how the new figures compared to other housing associations. YA to investigate and provide details.” YA advised that we can only benchmark our new 2015/16 figures against other RSL’s 2014/15 figures, therefore, not a true comparison. However, we will get an indication of how well we compare following the publication of the 2015/16 Annual Return of the Charter (ARC) results, which we can’t do until 2015/16 ARC returns are published. Once the 2015/16 ARC results have been published, benchmarking will be undertaken. YA advised members that RSL’s are not required to carry out a large scale survey each year. RSLs can opt to do this survey every 3 years. This allows RSLs to implement action plans based on negative responses, to allow time for improvements to be made by the time the next survey takes place.</p> <p>Page 10: “Customer Complaints: SMack requested that the summary of the complaint categories and trends is also provided. Information to be circulated to members at the next meeting.” The summary of the complaint categories and trend were circulated to members in advance of the meeting. To be discussed further under agenda item 9.</p> <p>Page 11: “Article for Tenants Newsletter (Spring Edition): Prior to the meeting, members were provided with a report of previous</p>	<p>YA</p>
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newsletter articles produced by each Area Committee. After discussion, CD volunteered to draft the article for the next newsletter and email to JS. Thereafter, JS to include a photograph and circulate to members for approval.”

Since the last meeting, the article for the spring newsletter was produced by CD and approved by all members.

YA advised that due to no Area Committee currently operating within Bute & Cowal, it may generate more article space within future newsletters.

Page 11/12: Policies for Review

YA suggested this becomes a standing agenda item so that we do not lose sight of the Policies for review.

Members were made aware that they also asked to be consulted on ACHA’s Business Plan.

YA sought advice on this from ACHA’s Governance & Compliance Manager, Gayle Stead, and was advised as follows:

The area committee members can provide any comments they wish in relation to any policy for consideration. These comments may or may not be able to be adopted, however, depending on how they comply with either legislative requirement, regulatory requirement, Group aims, objectives or required business practice, but their comments will be very welcome. The Board of Management has included within the Area Committee Scheme of Delegated Authority that ‘Area Committees are delegated to review the policy timetable annually, at the beginning of the financial year and decide which policies to feed into the review process’.

It may be beneficial for the Area Committee to perhaps look at a wider cross section of policies as the focus seems to be mainly on one area of operation.

- Group Remuneration Strategy incorporating Total Reward,
- Group Retirement and Flexible Retirement Policy,
- Group Training & Development Policy
- and Talent Management and Succession Planning Program

When they are reviewed we will ask for comment from the Area Committee which will be considered. Approval of the policies will be by the Policy Committee.

With regard to the Business Plan, I do not feel that involvement in a review of the actual document would be within the Area Committee remit; the Business Plan is a formal statement of business goals and plans which is a key strategic document communicating our vision and objectives

	<p>and is central to the organisation's strategic decisions. The Business Plan will sit within the remit of the Board of Management as opposed to the Area Committee and will be revised each year following the Strategic Planning Sessions. The Strategic Planning Session was held during February, and a review session will be held in October, the outcomes of these sessions will be fed into the plan.</p> <p>The process for Area Committee members feeding into the Business Plan would be through their Chair who will have a seat on the Board of Management and be involved in the development of the strategic objectives.</p> <p>CD noted that although the Area Committee is not involved in the review of the Business Plan, it doesn't stop members from commenting on it.</p> <p>CD anticipated that the Business Plan could be viewed by the Area Committee.</p> <p>YA to seek guidance and confirm if the Business Plan could be circulated. It was queried if the Business Plan was published. CD commented that he wasn't sure why it would be confidential as we are a public body.</p> <p>From the Board of Management minutes (dated 3rd December 2015 and 21st January 2016) that were included within the information pack, NB noted reference to the Strategic Planning sessions and the report by Freya Lees, North Star Consulting, and questioned if this report was available to the Area Committee. CD thought this report would not be available to the Area Committee as it was regarded as confidential as the works was funded by the Board.</p> <p>However, YA to seek clarification and confirm. It would be beneficial for members to receive the summary of the outlined recommendations and full document, if allowed.</p> <p>SMack queried the location of Lamont House. YA advised this was our new offices that were built in Helensburgh and was named after former colleague, Alan Lamont.</p>	<p>YA</p> <p>YA</p>
4.	<p>Conflicts of Interest to Declare</p> <p>NB declared an interest in relation to agenda item 7, relating to correspondence received from Fyne Families. NB confirmed that he would not partake in this discussion.</p>	
5.	<p>Correspondence</p> <p>Correspondence received from Fyne Families, dated 25th January 2016. To be discussed further under agenda item 7.</p>	
6.	<p>Regional Managers Update</p> <p>Due to the power failure in Dalriada House today, members were</p>	

provided with a copy of the presentation.

YA provided members with the following update:

Investment

The figures in terms of the investment programme include:

Investment Works Package	Area	Estimated Target 2015/16	To end Jan 2016	
Windows/Doors	Mid Argyll & Kintyre	193	18	
Kitchen/Bathroom	Mid Argyll & Kintyre	23	14	
Heat/Re-wire	Mid Argyll & Kintyre	35	37	
Roof/Rough	Mid Argyll & Kintyre	161	180	
	Totals	412	249	
Repairs & Maintenance Contract	Area	Annual repair numbers end Sept	Monthly average	Average repairs per day
	Mid-Argyll	1662	166	7.62
	Kintyre	2328	233	10.68
	Totals	3990	199.5	9.15
	% of Total Repairs	30.63%		

The £3.5M roof and roughcast contract in the Mid Argyll & Kintyre area is on-going and will not complete until the end of April at the earliest. The contract is running behind programme, primarily caused by more asbestos removal than first allowed for and the poor weather conditions. The door entry contract has been issued and is on site. In terms of kitchens & bathrooms, I&R are picking up refusals etc. as they become void and similarly for heating & rewire fails.

Members queried that in terms of the roof/roughcast programme why works had exceeded the target, i.e. 180 completed; 161 target. The same also applied to the heating/re-wire programme: 37 completed; 35 target.

YA to request further clarification and advise at the next meeting.

YA

YA advised that figures to the end of March 2016 will be presented at our next meeting in May 2016.

Following a recent leak from his kitchen skylight window, JM queried if there was a planned maintenance programme scheduled to remove moss from roofs as this was affecting several properties within McCracken Court.

YA to request information from the investment team.

YA

Investment: Cyclical Maintenance

- **Planned Maintenance Programmes:** we currently have planned maintenance programmes on-going in Mid Argyll, Kintyre of external paint, grounds maintenance, gutter cleaning and pre-painter works.
- **Servicing Contracts:** we also have servicing contracts on going for solid fuel systems, gas systems (excluding Mid Argyll), water quality testing in sheltered housing, aids & adaptations equipment, electrical periodic inspections, oil boilers, lifts in sheltered housing, portable fire fighting equipment in sheltered housing, fire alarms in sheltered housing, unvented cylinder, thermostatic mixer valves, solar heating systems and air source heat pumps.

Regeneration: Torr Mor Road, Tayvallich

The handover is due on 24th March, and the official opening will take place on 30th March. Invitations for the opening have been issued this week. It is extremely challenging for HNS to ensure everything is ready for the opening.

We are currently liaising with prospective new tenants, and hope they will be able to attend the opening.

SJ advised member that 'Torr Mor' means 'a big hill' in Gaelic.

Regeneration: Tower View, Inveraray

The contract to complete the 12 units further to the administration of Stewart McNee Ltd., is being progressed onsite by MacLeod Construction Ltd., Lochgilphead. This contract started in January and is due to complete by May 2016. The housing mix comprises 4 one-bed flats, 4 two-bed flats and 4 three-bed houses.

In terms of a site visit, members were happy to await the official opening to view the properties.

Conservation Area Regeneration Scheme (CARS) Project, Inveraray

Listed Building Consent has now been obtained for the works. We have instructed our consultant, Gleeson Historic Building

Consultants, to accept the tenders and confirm the start date for the works, which is likely to be Monday 28th March for all four buildings. Relief Land and Arkland will be on-site until 19th December, and Temperance & Chamberlains will be on-site until 31st August.

CD commented that it was excellent to see works being done on these old properties

Syrian Refugee Settlement Programme

- A further 5 Syrian refugee families were rehoused by ACHA on 16th February
- This brings the total to 9 Syrian refugee families on Bute
- A further 6 Syrian refugee families will be rehoused in Campbeltown in spring. YA will be attending a meeting on Friday with Argyll & Bute Council to start the planning of the rehousing settlement in Campbeltown.

JM enquired as to how the refugee families were settling in on Bute.

YA advised the community of Bute seems to have embraced the resettlement and families are settling in well to community.

Your Voice Scrutiny Panel

- The 'Your Voice' panel met with Tenant Participation Advisory Service (TPAS) on 20th January
- The panel discussed their findings from their visits to void properties and interviews with staff and tenants
- The final report has now been produced and includes recommendations.
- Report will now be submitted to:
 - Senior Management (SMT) on 17th March
 - Board of Management on 31st March
- Your Voice meeting on 8th March
 - Agreed the final amendments to the report
- Starting new task
 - Scrutinising ACHA's Communications
 - Newsletters
 - Landlord Report
- Agree timetable for future tasks
- Interview organisations for independent support during 2016/17

SJ commented that following this exercise, ACHA's void processes have now refined.

Customer Satisfaction Surveys

- 2015/16 Factoring Survey now completed
 - Out of 248 attempted surveys, 74 surveys were completed (30%)
- In terms of the ARC question:
 - “How satisfied are you with the Factoring Service provided by ACHA”:
 - 2014/15 – 46%
 - 2015/16 – 69%

Factored owners have been given the opportunity to provide both positive and negative comments and suggestions for improvement which allows for a meaningful action plan to be developed.

Performance updates will be reported to service users via the annual Factored Owners newsletter and development of the website.

- 2015/16 Gypsy Traveller Survey just completed
- Results will be presented to Board of Management on 31st March.

JM asked what exactly is ACHA doing in regards to the Factoring service? Who actually pays for the factoring? Is ACHA losing or gaining money from the Factoring service?

YA explained that Factored owners pay an annual administration fee. This fee provides owners with a reactive repairs service allowing ACHA to organise works on behalf of owners. Depending on the value of the repairs work, consultation may be required prior to the commencement of works. At present, ACHA has 248 owners that have joined the Factoring Service. The Board of Management took the decision not to proactively continue with the Factoring service, however, would pursue new interest received from owners.

Rent Harmonisation & Restructuring

- New Rent Structure introduced from 1st April 2016 – for all NEW tenants
- Phased in over 3 years for existing tenants
 - Average 1.6% increase on top of the normal rent increase over 3 years
- This will generate an additional income to ACHA of around £900k per annum

Background:

- ACHA inherited a range of different rent levels from Argyll & Bute Council, Strathclyde region & West Dumbartonshire;

- It was agreed that we would look to harmonise rent levels so that tenants were paying the same, based on the size and type of property
- Rent re-structure also considered so that:
 - They compare favourably to other landlords
 - Be affordable to tenants
 - Improve ACHA's longer term financial planning to support continued investment in our homes
- All tenants were consulted during August 2015
- 328 responses (6.6%) were received
- The Board of Management agreed to the rent restructure and harmonisation in September 2015, with implementation from 1st April 2016.
- The annual rent increase consultation for 2016/17 took place in December and January. Consultation was on RPI +1%. It also reminded tenants that this would be in addition to any changes arising from the rent restructuring approved in September 2015.
 - Following the consultation, 46 responses (0.9%) were received.
 - This is an increase on the 29 responses last year.
- Board of Management approved the rent increase:
 - RPI + 1%: 2.2% increase
- Letters are due to be issued to tenants, giving a minimum of 28-days' notice prior to the increase.

JM queried how tenants should alter bank payment to reflect the increased rent charge. YA explained that Direct Debit payments would change automatically, however, tenants are responsible for contacting their bank in regards to Standing Order payments.

Ending of the Right to Buy

- Tenants right to buy their Council or Housing Association house comes to an end on 31st July 2016
- ACHA are taking a low key & reactive approach to this by:
 - Scottish Governments Frequently Asked Questions (FAQ's) and information leaflet to be made available;
 - Setting up a dedicated phone helpline and email address for enquiries;
 - Posting a notice on our website
 - Article to be included within the spring newsletter
- We expect there could be a surge of late applications prior to the end of July, however, our Finance & IT team are prepared for this.

Welfare Rights

- ACHA have submitted a bid for funding for the Welfare Rights Service for 2016/17
- Should the bid be unsuccessful, the Board of Management have approved the continuation of ACHA's Welfare Right Service for up to 3 years.

Preparation for Annual Return on the Charter (ARC)

- ACHA underwent a validation exercise during February
- 10 Indicators were validated by consultants
- This exercise is carried out to ensure we are reporting correctly to the SHR
- Most of the recommendations include data cleansing which ACHA undertake at the end of the financial year
- Worthwhile exercise which will be helpful when we are preparing for the 2015/16 ARC submission

ACHA Raises Money For Charity

At the last meeting, members presented Christine O'Hare, member of the Marie Curie fundraising group and ACHA staff member, with a cheque for £430. The money was raised by ACHA staff after participating in the gift of time raffle. The article was published in the Argyllshire Advertiser on 22nd January.

JM raised concerns of the incurred cost to ACHA in maintaining a Gypsy Traveller site that is currently unoccupied and questioned what the future for the site was. YA believed JM was referring to the Gypsy Traveller site at Torlochan. As this was not YA's area of operation, YA agreed to obtain further information and provide an update at the next meeting (within Regional Managers Update).

NB commented that it may be beneficial to compare rent increase by other RSL's.

After discussion, it was agreed a comparative rent increase by other RSL's would be beneficial and would therefore be benchmarked once the 2015/16 ARC figures are published and made available, likely towards the end of May. It was agreed a comparison would be arranged against the previously 5 RSL's, i.e. ACHA; WHHA; Fyne Homes; Dunbritton & River Clyde Housing Association.

CD advised that he had previously commented to the Board of Management that we should be aiming to provide the minimal rent increase possible and this should not be increasing each year.

NB agreed this was not sustainable.

It was commented that although the rent increase has been agreed for 2016/17, it was agreed that concerns from members

	<p>should be passed to CD to raise at the Board.</p> <p>CD commented that it was not economic to print the Regional Managers presentation in this paper format with colour.</p> <p>YA explained that ACHA staff had been provided with 10 minutes notification prior to the electricity being disconnected at Dalriada House and the Area Committee meeting was about to commence. There was no alternative but to print the document. It was impossible for staff to try and re-colour the document in the 10 minute deadline.</p>	
7.	<p>Community Action Fund Applications</p> <p>a) Budget Update</p> <p>b) Review existing applications</p> <p>c) Consider new applications</p> <p>JS advised an application had been received from Argyll & Bute Third Sector Interface on 8th March and therefore had not been included in the agenda papers. JS further advised that Argyll Voluntary Action received an award under the same charity registration number as Argyll & Bute Third Sector Interface. The grant had been awarded by Oban, Lorn and the Isles Area Committee in July 2015. We had been in contact with the group prior to the meeting and advised that under ACHA's Donation policy, no applicant group will be able to make a second application in the same financial year and priority will be given to new applicants in succeeding years. The group had therefore requested that the application is presented at the next Mid Argyll & Kintyre Area Committee in May for consideration.</p> <p>YA advised members that the concerns previously raised by the Mid Argyll & Kintyre Area Committee regarding this rule within ACHA's Donation policy has been raised with the Director of Finance & IT as this policy is currently being reviewed. We await the outcome of the review.</p> <p>YA explained that the Community Action Fund budget is currently underspent and invited members to revisit previous applications for further consideration in order to utilise the budget prior to the end of the financial year. This practice is applied each year to ensure the budget is fully utilised. The Mid Argyll & Kintyre Area Committee has previously used funds from another area where their budget was exhausted.</p> <p>CD believed that any money not used by the Community Action Fund budget should be absorbed back into ACHA's accounts. YA advised that should the budget not be utilised, there was a potential the budget could be reduced in the future. YA further</p>	

	<p>explained that to ensure budgets were managed effectively, it was imperative that senior management closely monitor budgets, reducing any budget that continued to be underspent to allow for the budget to be utilised elsewhere within the organisation.</p> <p>Opinion on revisiting previously submitted applications was divided between members, however, it was agreed these would be reviewed again.</p> <ul style="list-style-type: none"> • Application: Home Start Amount Requested: £500.00 Decision: Agreed Amount Approved: £500.00 • Application: South Kintyre Development Trust Amount Requested: £500.00 Decision: Rejected Amount Approved: £0.00 <p>It was further explained the Community Action Fund grants are well publicised to the public with a number of methods used to advertise including the tenants newsletter; press releases; ACHA's website and posters in display in all area offices.</p>	
8.	<p>Key Performance Indicators</p> <p>Prior to the meeting, members were provided with the KPI exception report which outlines progress against objectives and targets set for ACHA up to December 2015.</p> <p>It was queried if geography was a factor for being slow in terms of the response to emergency repairs (performance detailed on page 5 of the report). YA explained there is various reasons for performance failures and it is not indicated within the report provided by I&R that the poor performance related to emergency repairs is due to geography</p> <p>JM queried why AHFA obtain supplies which are then transported to another area, e.g. AHFA acquire materials from a supplier within Lochgilphead which is then taken by van to Dunoon. JM queried why AHFA cannot source materials from the area where the job is getting done if a supplier is available. YA to investigate and provide clarification.</p>	YA
9.	<p>Customer Complaints</p> <p>Prior to the meeting, members were provided with a detailed report of complaints received and dealt with during April – December 2015.</p>	

	<p>It was clarified the outcome of an Ombudsman complaint is reported to the Board of Management.</p> <p>SMack commented that she did not find appendix 1.2, 'Complaint Outcomes' helpful as the information was meaningless. All members agreed.</p> <p>MR suggested that to make the information more relevant it would be of value to list the complaint by category, i.e.</p> <ol style="list-style-type: none"> 1. Treatment by/attitude of member of staff 2. Treatment by/attitude of Board member/Contractor 3. Inadequate standard of service 4. Failure to provide a service 5. Equalities & Diversity 6. Dissatisfaction with ACHA policy 7. Disagreement with decision (other procedures used) 8. Delays in responding to enquiries and requests 9. ACHA failure to follow appropriate admin process <p>Along with the outcome detail and target, e.g. date received, date dealt with, complaint outcome and whether the complaint was dealt with within target, as a traffic light system. YA agreed to liaise with HRCS and advise if this would be possible.</p>	YA
10.	<p>Presentation – Results of the Tenants Satisfaction Survey</p> <p>Due to the power failure in Dalriada House, members agreed that the presentation would be circulated with the minutes from the meeting. This will remain as an agenda item for the next meeting in May.</p>	YA
11.	<p>Review of Estate Management Action Plan Projects 2015/16</p> <p>Prior to the meeting, members were provided with a report of the Estate Management Action Plan projects for 2015/16 detailing progress to date and budget expenditure.</p>	
12.	<p>Judging of Employee of the Season (Autumn Award: October - December)</p> <p>Prior to the meeting, members were provided with the application for the Autumn award. After discussion, the award was declared by vote:</p> <ul style="list-style-type: none"> • In favour: MR, DMacM, NB, JM, SJ, SMack • Not in favour: CD <p>Due to a majority in favour of the nomination, members agreed to the award. Members agreed the award is divided between both members of staff.</p>	
13.	<p>Agenda Items for May meeting</p> <p>It was agreed that the following agenda items would be considered at the next meeting with no further items to add:</p>	

	<ul style="list-style-type: none"> • Minutes of Previous Meeting – 9th March 2016 • Matters Arising (including information pack) • Conflict of Interest • Correspondence • Regional Managers Update • Community Action Fund Applications • Key Performance Indicators • Customer Complaints • Estate Management Action Plan – 2016/17 Priorities • Policies for Review – Progress • Presentation – Results of the Tenants Satisfaction Survey • AGM Arrangements – 13th July 2016 • Any Other Business • Members standing down prior to AGM • Date & Time of Next Meeting 	
14.	<p>Any Other Business</p> <p>MR requested that for future meetings, members are provided with a report detailing accidents that have taken place within the home. YA clarified that we would be able to provide information where an accident has been reported by a member of staff only. It was agreed this would be reported for future meetings and would include reported accidents within the Mid Argyll & Kintyre area.</p> <p>SJ advised that due to health reasons, she may have to resign from the Area Committee but hoped to continue for as long as possible.</p>	
15.	<p>Date & Time of Next Meeting</p> <p>Wednesday, 11th May 2016 at 10.30am. To be held in Dalriada House, Lochgilphead.</p>	