

MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

Wednesday, 10th May 2017 at 10.30am

Dalriada House, Lochgilphead

Mid Argyll & Kintyre Area Committee Attendees

Douglas Prophet, Tenant (DP)

Sandra MacKenzie, Tenant (SMack)

Sandra Johnston, Tenant (SJ) (left after agenda item 14)

John Muir, Tenant (JM)

Councillor D MacMillan (DMacM) (left after agenda item 12)

Raymond McIntosh-Walley, Independent (RMW)

Michael Roberts, Independent (MR)

Staff in Attendance

Sarah Campbell, Local Manager – Housing Services (SC)

Gayle Stead, Governance & Compliance Manager (GS)

Jenna Philips, Administration Officer (JP)

1.	Welcome & Apologies Prior to the meeting, apologies were received from Yvonne Angus, Regional Manager.	
2.	Nomination for Approval RMW left the meeting. Members received a copy of the nomination submitted by RMW prior to the meeting. DP asked for the nomination to be approved. Proposed: John Muir Seconded: Sandra MacKenzie All members in attendance unanimously approved the nomination for Raymond McIntosh-Walley. RMW re-joined the meeting. On behalf of the members of the Area Committee, DP welcomed RMW to the Mid Argyll & Kintyre (MAK) Area Committee.	
3.	Recruitment of Chairperson DP advised members that this item would be deferred to the next meeting due to be held in August as this would be the Annual General Meeting (AGM) and the Area Committee would be electing a new Chairperson at this meeting. DP explained this item had also been deferred as YA was not in attendance. DP confirmed this would be on the agenda for next meeting.	

4.	<p>Minutes of Previous Meeting – 29th March 2017</p> <p>The minutes from 29th March 2017 were agreed as a true and accurate record.</p> <p>Proposed: Sandra MacKenzie Seconded: John Muir</p> <p>MR advised that he wished to raise an issue under item 2 from the minutes of the previous meeting (29th March 2017) and queried if this should be raised now or under agenda item 5, Matters Arising. DP advised this should be raised under agenda item 5, Matters Arising.</p> <p>Page 9, item 14 ‘Any Other Business’: DP advised members that following the local Council election, DMacM had been re-elected and had therefore re-joined the MAK Area Committee.</p>	
5.	<p>Matters Arising (including information pack)</p> <p>Recruitment of Chairperson: MR advised that he was livid with what was reported at the Board of Management as detailed in the Board of Management meeting minutes of 16th February 2017. MR commented that it was his understanding that it was the Governance & Compliance Manager that would be presenting the matter to the Board of Management, instead it was presented by the Chairperson of the Audit Committee. MR provided JP with a statement that he wished to go on record. MR further advised that according to the Board of Management minutes dated 16th February 2017, the report to the Board of Management was totally misrepresented and wrong.</p> <p>DP asked why the Area Committee were not given prior notice of this statement. MR stated that he was happy to read the statement to the Committee. The statement read:</p> <p>“Election of Chair of the Mid Argyll & Kintyre Area Committee</p> <p>After reading the Board of Management meeting minutes of the 16th February I would like the following statement to go on record.</p> <ol style="list-style-type: none"> 1. When I offered to stand as Chair of the Mid Argyll & Kintyre Area Committee I explained that at that time I was unable to drive due to a clinical condition and that my return to driving was an unknown factor. I mentioned this as I had no wish to contravene the Board attendance requirement. 2. It is common knowledge that I sit on a number of NHS Highland Argyll & Bute HSCP committees as well as one NHS Greater Glasgow and Clyde Committee but I have never stated that I would prioritise one meeting over another. There are and will be times when meetings clash but my choice must be on whether or not I have a direct input – response to questions raised at previous meetings – to one or other committee. 3. I suggested that the compulsory membership of the Board of Management for all Chairs of local committees could prove to be a stumbling block as it is known that some people are reluctant to 	

	<p>come forward to act as Chair for that one reason.</p> <p>4. It was my understanding that the Governance & Compliance Manager would be raising the above issues at the next Board of Management and not the Chair of the Audit Committee. In light of this I would like to receive a copy of the report mentioned in the Board of Management minutes.”</p> <p style="text-align: center;"><i>End of Statement</i></p> <p>DP advised MR that as he was acting as the temporary Chair of the MAK Area Committee, he had taken the matter to the Board of Management. DP commented that to say what was reported to the Board was a total fabrication was totally ridiculous and that MR had asked us to raise the matter with the Board. DP confirmed that it had been his recommendation that the Board reject the request. DP explained that legal advice had been sought from Brechin Tindal Oatts (BTO) solicitors. DP passed to GS.</p> <p>GS explained that she was not in attendance at the Board of Management meeting when this matter had been discussed. GS advised that the report had bullet pointed what had been discussed at the last MAK Area Committee meeting. GS further explained that this request would require amendments to the Rules of the Association, which the Board were not keen to change at this time. At present, there is a requirement to have a representative from each Area Committee attend the Board of Management meetings and members of the Board wished to keep it the way it currently is.</p> <p>MR reiterated that he had not said that he would prioritise the NHS over ACHA. MR commented that he wasn't happy and still wasn't happy about it.</p> <p>DP responded that MR had stated at the last meeting that he was going to prioritise the NHS at this time.</p> <p>MR replied that he should perhaps be prioritising the NHS at this current time. MR asked the Chair to be excused and motioned to leave the meeting.</p> <p>DP replied, “I think we can rest our case with that one then”.</p> <p>GS asked that the matter was discussed and asked MR if he would stay for the meeting. GS commented that a lot of members are in the same position in that they have other commitments, which makes it very difficult and we do appreciate this.</p> <p>MR asked the Chair if he would like him to stay. DP responded that he didn't want him to go. DP explained the issue was with MR being the Chair (with conditions) but also commented that MR had his own free will.</p> <p>MR replied that he would stay for the rest of the meeting.</p>	GS
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	<p>SC explained that in terms of the information pack provided to members prior to the meeting, there were no copies of the last minutes of the Tenants Panel as the Panel had not provided their last approved minutes. DP advised members that the next Tenants Panel meeting was scheduled for next week.</p> <p>Page 2, item 3 of the Board of Management meeting held on 16th February 2017, that was included in the information pack, "Councillor Bruce Marshall has not received a response as yet in relation to the enquiry he made to Argyll and Bute Council in relation to the islands fund", JM asked if there was any further update. GS explained this was a matter for the Board of Management.</p> <p>Page 3, item 3 of the Board of Management meeting held on 16th February 2017, which was included in the information pack, "Cameron Grant requested an update on the Council's position in relation to double Council Tax. The Director of Finance & IT advised he had just finalised drafting a list of all properties concerned which he would now present to the Council. He stated he would update the Board once a response had been received." JM queried if there was any further update. GS explained this was a matter for the Board of Management.</p> <p>Page 12, item 22 of the Board of Management meeting held on 16th February 2017, which was included in the information pack, "The Chief Executive advised the Scottish Government were currently consulting on the extended coverage of the FOI Act to RSLs and the GWSF had encouraged its members to respond to the consultation." SMaCK enquired what the abbreviation 'GWSF' denoted. GS confirmed this was 'Glasgow and West of Scotland Forum'.</p>	
6.	<p>Conflicts of Interest to Declare</p> <p>SJ declared a conflict of interest under agenda item 9b (i) (Community Action Fund Application: Consider New Applications – Tarbert Soup Group). It was agreed that SJ would not participate in the discussions and decision regarding this application.</p> <p>SMaCK declared a conflict of interest under agenda item 11 (Prioritisation of Estate Management Action Plans (EMAP) 2017/18), in relation to the EMAP proposal for Lochgair Place, Tarbert. It was agreed that SMaCK would not participate in the discussions and decision regarding this item.</p>	
7.	<p>Correspondence</p> <p>JP advised members that following the approval of a Community Action Fund application, a card of thanks had been received this morning from Lynda Syed on behalf of Argyll & Bute Third Sector Interface. The card read, "with grateful thanks for your support for our "Lunch Bunch" project."</p>	
8.	<p>Regional Managers Update</p> <p>SC provided members with the following update:</p>	

Investment Works Package	Area	Estimated Target 2016/17	Completed by March 2017	
Windows/Doors	Mid Argyll & Kintyre	150	294	
Kitchen/Bathroom	Mid Argyll & Kintyre	12	27	
Heat/Re-wire	Mid Argyll & Kintyre	70	43	
Roof/Roughcast	Mid Argyll & Kintyre	40	144	
	Totals	272	508	
Repairs & Maintenance Contract	Area	Annual repair numbers at the end March 2017	Monthly average	Average repairs per day
	Mid-Argyll	2529	211	10.08
	Kintyre	3129	261	12.47
	Totals	5658	236	11.28
	% of Total Repairs	30.63%		

- **Windows & Doors:** ACHA have exceeded the original target of 150. The contract has been accepted by M&K MacLeod's. All survey work has been completed and installs are taking place;
- **Kitchens & Bathrooms:** where tenants previously refused to have these works carried out or where access wasn't provided, the Investment team are picking these up as properties become void;
- **Heating & Rewire:** due to be tendered shortly;
- **Roof & Roughcasting:** ACHA are ahead of the original target of 40. The 2nd contract for Mid Argyll & Kintyre has been completed and practical completions have been issued. The new contract was issued to contractor, Turner. The contract started late March and is still ongoing;
- **Door Entry:** this contract is almost complete;
- **Average repairs done per day (Mid Argyll):** 10.08;
- **Average repairs done per day (Kintyre):** 12.47.

Regeneration

- **Tower View, Inveraray (Phase 2)**
 - Current proposed site issues with infrastructure, consideration is being given to relocation.
- **Heatherbank, Cairnbaan**
 - A further off the shelf purchase of 1 unit received funding approval and was let in March 2017.

Conservation Area Regeneration Scheme (CARS) Project, Inveraray

- **Temperance** – work at the former Temperance Hotel has now been completed.
- **Chamberlains House** – works have now been completed.
- **Relief Land** – works are also complete, barring some balustrade replacement and the installation of a communal satellite system.
- **Arkland** – full scaffolding is now up and timber repairs to the main roof structure are underway. Due to the condition of the timber uncovered, the contractor's programme has been extended to September for this building.

Scottish Social Housing Charter (SSHC) – Outcome of Factoring Service Satisfaction Survey

- The Factoring Service Satisfaction Survey was carried out earlier this year
- The draft figures for overall satisfaction of factoring services provided by ACHA is 75.29%
- This indicates an increase from last year which was 69%
- 2015/16 Scottish average was 65.09%
- This figure is still to be validated

Kintyre & Bute Low Demand Strategy

- The consultation period ended on 7th April 2017.
- Consultation took place with:
 - Affected tenants
 - Tenants & Residents Association
 - Area Committee Members
 - Wider Community
 - Argyll & Bute Council, Local Members, MSP's & MP's
 - Scottish Housing Regulator
 - Lloyds Banking Group
- The affected properties are:
 - Dalintober (including 2 properties in High Street)
 - Queen Street
 - Princes Street
 - Saddell Street
 - Millpark, Southend
- All comments gathered during the consultation period will be considered by the Board of Management at their meeting on 25th May 2017.

Scottish Social Housing Charter (SSHC) – Annual Return on the Charter (ARC)

- Work is ongoing to validate the figures for the ARC return
- There are a total of 69 indicators (65 relate to RSL's)
- Information must be returned to the Scottish Housing Regulator (SHR) by 31st May 2017
- Thereafter, the SHR will publish Individual Landlord Reports on their website.

DP asked GS if she was in a position to provide an update of progress on the collation of the ARC figures.

	<p>GS explained that information had been coming back and forth. GS advised that this was approximately 93% complete with the final pieces of information to be received. The figures are due to be presented to the Board of Management at their next meeting scheduled for 25th May. Once approved, the figures will be entered into the ARC portal.</p>	
9.	<p>Community Action Fund Applications</p> <p>a) Budget Update – DP advised members the 2017/18 budget for Community Action Fund applications was £2,500, with no expenditure to date.</p> <p>b) Consider New Applications</p> <p>i. Tarbert Soup Group As declared under agenda item 6, SJ left the meeting during the discussion and decision of the Tarbert Soup Group application.</p> <p>SMack advised members that it may be of interest to members that the group have recently received £2,500 from the Co-op. JM asked if the money received from the Co-op would have any effect on our decision. DP commented that for fairness, members should make a decision based on the application that had been submitted by the group. GS advised that it is common for groups to seek other funding to support their group going forward. MR noted that from page 6 of the application, the group expect ‘food stuffs, tea, coffee’ to cost £50. Although not specific, members assumed this may be the projected annual expenditure. Amount Requested: £500 Decision: All members in attendance unanimously agreed to award the group £500.</p> <p>SJ re-joined the meeting.</p> <p>c) Correspondence – JP confirmed there was no correspondence received.</p>	
10.	<p>Key Performance Indicators (KPI) Prior to the meeting, members received the Key Performance Indicators (KPI) report, which included the score card up to the end of the financial year.</p> <p>SC advised members that all Indicators are currently being validated prior to them being submitted to the Scottish Housing Regulator (SHR), so there could be some amendments to the figures detailed within the report.</p>	
11.	<p>Prioritisation of Estate Management Action Plans (EMAP) 2017/18 Prior to the meeting, members received the Estate Management Action Plan (EMAP) priorities for year 6 and 7.</p>	

	<p>SC requested that members approve and prioritise the EMAP project proposals for the financial year (2017/18).</p> <p>As declared under agenda item 6, SMack left the meeting during the discussion and decisions for Mid Argyll.</p> <p>Mid Argyll</p> <p>Following a presentation of the 2017/18 proposals for Mid Argyll, members prioritised the 2017/18 EMAP projects as follows:</p> <ol style="list-style-type: none"> 1. Knapdale Terrace, Ardrishaig: supply back garden fence at 13 and 17 Knapdale Terrace, Ardrishaig and front garden fence at 17 Knapdale Terrace. 2. Glenfyne Crescent, Ardrishaig: replace fencing and remove concrete plinths and rubble from 21 Glenfyne Crescent, Ardrishaig 3. Duncholgan Cottages, Lochgilphead: supply and fit path lighting to entrance of Duncholgan Cottages, Lochgilphead. 4. Lochgair Place, Tarbert (sheltered housing complex): supply and fit handrails around common grass area at Lochgair Place, Tarbert. 5. Union Street, Lochgilphead: replace rear garden fencing at 45/47 Union Street, Lochgilphead 6. Easfield, Tarbert: erect front garden fencing at 5 Easfield, Tarbert 7. Caledonia Court, Ardrishaig (sheltered housing complex): line markings in car park at Caledonia Court, Ardrishaig. 8. Caledonia Court, Ardrishaig (sheltered housing complex): remove shower and fit bath and sluice sink in communal shower room. 9. Chalmers Court, Inveraray (sheltered housing complex): supply and fit shed at Chalmers Court, Inveraray. <p>MR suggested that in future, it would be beneficial if members were provided with photographs prior to the meeting for members to prioritise the proposed projects. This would allow staff to collate the responses from all members. SC advised that this would be considered for future.</p> <p>SMack re-joined the meeting.</p> <p>Kintyre</p> <p>Following a presentation of the 2017/18 proposals for Kintyre, members prioritised the 2017/18 EMAP projects as follows:</p> <ol style="list-style-type: none"> 1. Glenside, Campbeltown: replace bin shed at Glenside, Campbeltown. 2. Meadowburn Place, Campbeltown: replace bin store roof at 32-34 Meadowburn Place, Campbeltown <ol style="list-style-type: none"> a. JM suggested that the bin store roof was replaced by corrugated iron sheets which could then be painted. SC advised that the specification had been recommended by our Repairs team, however, SC agreed to find out the reasons for this choice and advise members at the next meeting. 	<p>SC</p>
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	<p>b. DP commented that it would be beneficial to obtain more photographs to get a better understanding of the state of the roof. SC agreed to obtain more photographs to be presented at the next meeting.</p> <p>3. High Street, Campbeltown: remove roof from bin sheds at 3-19 High Street, Campbeltown</p> <p>4. Burnside Cottages, Stewarton: replace fence at 4 Burnside Cottages, Stewarton.</p> <p>5. Davaar Avenue, Campbeltown: replace dividing fence between 26A-F Davaar Avenue and 28A-F Davaar Avenue, Campbeltown</p> <p>6. Millers Park, Saddell: replace front garden fencing at 3, 4, 7, 8, 9 Millers Park, Saddell</p> <p>7. Smith Drive, Campbeltown: replace back garden fence at 33 Smith Drive, Campbeltown.</p> <p>8. Ralston Road, Campbeltown: supply and fit fence at 16 Ralston Road, Campbeltown</p> <p>RMW suggested using powder/plastic coating fencing as this looks more attractive and doesn't rust. SC agreed to investigate this option further and report to members at the next meeting.</p> <p>DP reminded members that AHFA will be invited to supply a cost for these projects, however, ACHA can now issue tenders to other contractors.</p>	<p>SC</p> <p>SC</p>
12.	<p>Presentation – Results of the Gypsy Traveller Satisfaction Survey 2016</p> <p>SC provided members with a presentation on the Gypsy Traveller Satisfaction survey which covered the following:</p> <ul style="list-style-type: none"> • What we achieved in 2016 • How, When & Who... • Who we spoke to • 2017 revealed... • Annual Return on the Charter (ARC) • ARC Statistical Information – Indicator 37 • Repairs Service • What next? • Questions <p>DMacM left the meeting.</p>	
13.	<p>Presentation – Results of the Sheltered Housing Satisfaction Survey 2016</p> <p>SC provided members with a presentation on the Sheltered Housing Satisfaction survey which covered the following:</p> <ul style="list-style-type: none"> • What we have achieved so far... • Sheltered survey methodology • Surveys returned • Our staff • Complaints handling 	

	<ul style="list-style-type: none"> • Overall • Views of family members, friends, key holders, support providers • Headline figures • Overall satisfaction • Questions 	
14.	<p>Consultation: Landlord Report 2016/17</p> <p>SC advised members that ACHA are 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.</p> <p>Prior to the meeting, members received a copy ACHA's Landlord report that was published last year, along with the list of Indicators that ACHA previously reported.</p> <p>Members were asked to consider any improvements they would like to see to the report, or anything they would like included.</p> <p>Members were also asked to consider which Indicators they would like ACHA to report on.</p> <p>SMack commented that the 2015/16 Landlord report which was circulated prior to the meeting, was a much more interesting report than the previous one. There was more reading within the report and it is attractive to look at. SMack believed the Landlord report was fine in its current format.</p> <p>SC encouraged members to provide any further comments should they have any.</p> <p>SJ left the meeting.</p>	
15.	<p>Policies for Review 2017</p> <p>SC provided members with an update on the policies due for review:</p> <ol style="list-style-type: none"> Allocations Policy: tenders are being issued by Housing & Neighbourhood Services (HNS) to invite consultants to submit proposals to assist with the development of this policy. Thereafter, a full consultation exercise will take place which will include Area Committee members. Allotment Policy: not yet commenced. Anti-Social Behaviour Policy: not yet commenced. Data Protection Policy – Finance & IT (FIT): the review is in progress, and we are awaiting confirmation from the Director as to when consultation will begin. Group Anti-Fraud, Corruption & Bribery Policy (FIT): The review is in progress, and we are awaiting confirmation from the Director as to when consultation will begin. Group Child Protection Policy – Human Resources & Corporate Services (HRCS): the review is due to start prior to August and members will be consulted. Group Governing Body Members Code of Conduct (HRCS): the 	

	<p>review is due to start prior to August and members will be consulted.</p> <p>h) Group Policy Payment & Benefits for Governing Body Members and Staff: Area committee members were consulted and one comment was received. The policy will be presented at the next policy committee which will hopefully be this month.</p> <p>i) Group Recruitment and Selection Policy: Area Committee members have been consulted, comments were received from 2 members which were included in the review. The revisions were approved by ACHA's Senior Management Team (SMT) on 16th March 2017 and as the changes were minimal the document did not require to go to Policy Committee. It was implemented from 20th March 2017.</p> <p>j) Group Vulnerable Adult Protection Policy (HRCS): the review is due to start prior to August and members will be consulted.</p> <p>JM queried who the vulnerable adult protection policy covered. SC advised that the policy would cover anybody that was vulnerable that lived in our tenancies.</p>	
16.	<p>Annual General Meeting (AGM) Arrangements – 2nd August 2017</p> <p>SC confirmed that the AGM is scheduled to be held on 2nd August 2017. SC reminded members that in previous years, the AGM is held in Mid Argyll one year and Kintyre the next. As last year's AGM was held in Mid Argyll, it is due to be held in Kintyre this year.</p> <p>All members in attendance unanimously agreed that the AGM would be held in Kintyre and confirmed that they would be happy to travel to Kintyre.</p> <p>SC advised members that following today's meeting, we would confirm the time and venue of the AGM. To try and accommodate all members, JP will review public transport timetables.</p>	JP
17.	<p>Agenda Items for August 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 • Election of Office Bearers • Schedule of Area Committee Meetings <ul style="list-style-type: none"> a) Agree proposed dates and times of meetings b) Agree venues c) Set agenda for forthcoming year • Code of Conduct • Diversity & Equal Opportunities Information • Connected Persons • Minutes of Previous Meeting – 10th May 2017 • Matters Arising (including information pack) • Conflict of Interest • Correspondence • Estate Management Action Plans 2017/18 	

	<ul style="list-style-type: none"> • Community Action Fund Applications <ul style="list-style-type: none"> a) Budget Update b) Consider New Applications c) Correspondence • Agenda Items for the next meeting • Any Other Business • Date & time of next meeting 	
18.	<p>Members Standing Down Prior to Annual General Meeting (AGM) Members were provided with a report prior to the meeting.</p> <p>In accordance with the Rules of the Association, section 61.3, one third (1/3) (or the nearest whole number thereto) of the Area Committee Members shall retire.</p> <p>The retiring Area Committee Members should be those who have served longest on the Area Committee since the date of their last election. If two or more members have served equally long, they should agree among themselves who will retire, or otherwise be selected by lot.</p> <p>It was confirmed the following Area Committee members have served the longest and would be required to retire from the Area Committee prior to the AGM. As a result, these members retired from the Mid Argyll & Kintyre Area Committee as at 10th May 2017:</p> <ul style="list-style-type: none"> • Sandra MacKenzie (Tenant member): elected on 9th July 2014 • John Muir (Tenant member): elected on 8th July 2015 <p>Furthermore, as Raymond McIntosh-Walley had been elected as a casual member and therefore, in accordance with the Rules of the Association, RMW also retired from the Area Committee.</p> <p>SMacK questioned if the '9-year Rule' still applied to members of the Area Committee as she believed that this may affect her position this year. GS confirmed this had not changed and this Rule still applied. GS explained that should members stand for a period of 9-years, an evaluation is carried out between the Chairperson and the member. If continuation is approved, an annual review is carried out thereafter. Should members wish to remain on the Area Committee for longer than 9-years, members should complete the nomination form that is issued prior to the AGM. GS advised that she would confirm if SMacK was affected by this Rule.</p> <p>JM questioned how the Association knows when members need to retire. GS explained a register is kept of when members are elected. JP further explained that at the last Area Committee AGM, Sandra Johnston and Michael Roberts had been elected and therefore were not due to retire this year.</p> <p>JM enquired if we were any further forward with appointing a Chairperson for the MAK Area Committee. DP advised this had already been discussed under agenda item 3, 'Recruitment of Chairperson' and that this matter has been deferred until 2nd August 2017.</p>	

19.	Any Other Business SC reminded members that a Governance training session was being held on Tuesday, 23 rd May 2017, which members had been invited to attend. <ul style="list-style-type: none"> • DP confirmed that he would be attending. • JM advised that he had not received an invite. GS agreed to follow up. • GS also agreed an invite would be sent to RMW. • GS confirmed the training would be held in the Inveraray Inn, Inveraray. 	GS GS
20.	Date & Time of Next Meeting The next Mid Argyll & Kintyre Area Committee meeting will be held on: <ul style="list-style-type: none"> • 2nd August 2017 (AGM) in Kintyre (time & venue to be confirmed) 	

The meeting concluded at 12.05pm.