



MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

Wednesday, 11th May 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)
Michael Roberts, Independent (MR)
Councillor D MacMillan (DMacM) (from agenda item 11)

Staff in Attendance

Yvonne Angus, Regional Manager (YA)
Sarah Campbell, Local Manager – Housing Services (SC)
Jenna Shaw, Administration Officer (JS)

1.	Welcome & Apologies Colin Davidson (CD) welcomed all members to the meeting. Apologies were received from Councillor MacMillan.	
2.	Minutes of Previous Meeting – 9th March 2016 The minutes of the previous meeting were approved as a true and accurate record. Proposed by: Sandra MacKenzie (SMack) Seconded by: Sandra Johnston (SJ)	
3.	Matters Arising (including information pack) Page 1: “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.” Update: YA confirmed that correspondence had been issued to Carole Ann. Carole Ann has been advised to complete a nomination for the upcoming Annual General Meeting (AGM) should she wish to re-join the Area Committee. No response received to date. Page 3: “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.”

Update: YA advised that Matthew MacAulay, Regeneration Manager, had advised that the new build projects are financed without any contribution from the existing properties and rents.

Page 3/4: “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 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.”

Query: Norman Beaton (NB) asked if there was any further update in terms of the request for Colette Benham, Director of HRCS to attend the meeting.

YA understood that the Chair of the Board of Management had offered for the Director of HRCS to speak to the Chair of the Area Committee to explain how the HRCS department is structured. If the Chair of the Area Committee still had concerns following this discussion the Chair of the Board of Management had offered that the matter be raised at the Board of Management.

CD further explained to members that as requested at the last meeting it was suggested that C.Benham attend the next Area Committee meeting to explain the structure of the posts within her department. However, CD has since been advised by C.Benham that as this was not within the remit of the Area Committee, she refused to attend the meeting on these grounds. CD had been invited to meet with C.Benham at her office in Ardrishaig, however, CD had declined this invite as he believed this was of interest to all members of the Area Committee, not just the Chair. CD had requested this was discussed at the Board of Management meeting, however, the Chair of the Board of Management had declined to include this as part of the agenda. CD explained that he intends to raise the matter again at the next Board of Management meeting and requested the support from John Muir (JM) when it is raised at the Board meeting. Members commented that it was discourteous that C.Benham declined the invitation from the Mid Argyll & Kintyre Area Committee.

Page 6: “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.

CD anticipated that the Business Plan could be viewed by the Area Committee.

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.”

Update: YA informed members that Gayle Stead, Governance & Compliance Manager had advised that with regard to the request made by the Mid Argyll and Kintyre Area Committee to view the ACHA Business

	<p>Plan, the current position is that the Business Plan has been submitted to Lloyds Banking Group for analysis and once we have their response it will be reviewed and presented to the Board of Management for them to consider. Subject to Lloyds Banking Group completing their review timeously this should be submitted to the Board of Management in June 2016. Following Board review and sign-off, and in line with past protocol, the Director of Finance and IT would be happy to attend an Area Committee meeting to provide an overview of the key issues relating to the Business Plan.</p> <p>Members requested that should Lloyds Banking Group complete their review and the Business Plan is presented to the Board of Management by June 2016, B.West, Director of Finance and IT attend the Mid Argyll & Kintyre Area Committee meeting in September 2016 to provide an overview of the key issues.</p> <p>Page 6: “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.</p> <p>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. However, YA to seek clarification and confirm.</p> <p>It would be beneficial for members to receive the summary of the outlined recommendations and full document, if allowed.”</p> <p>Update: YA informed members that Gayle Stead, Governance & Compliance Manager, had confirmed that as CD had rightly pointed out, this was a confidential report commissioned by the Board of Management. G.Stead had provided a brief summary which covered the salient points of the report. The brief summary of findings of the Independent Governance Review had been provided to members within their information pack which was circulated prior to meeting.</p> <p>Page 8: “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.”</p> <p>Update: YA advised there is no maintenance programme scheduled to remove moss from roofs.</p> <p>Page 10: “Rent Harmonisation & Restructuring”</p> <p>NB observed that ACHA had acquired properties and rents from Argyll & Bute Council. There is a range of older properties, which have since been upgraded, along with new properties. The purpose of the rent harmonisation and restructuring was to bring rents in to line and in some cases there were increases and decreases in rent charges. NB further commented that for the last 10 years, rents have increased by RPI + 1%, with the exception of 1 year, and that this was not maintainable.</p> <p>CD commented that ACHA must cut back on costs as much as possible, including staffing costs, to ensure we don’t keep increasing the rents in this way. CD commented that it would be fair to increase rents by inflation but not above.</p>	YA
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	<p>Page 12: “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).”</p> <p>Update: YA confirmed that this would be discussed under agenda item 6.</p> <p>Page 13: “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>Update: YA advised members that this is still under review and the outcome is still to be provided.</p>	YA																																								
4.	<p>Conflicts of Interest to Declare</p> <p>Michael Roberts (MR) & SJ declared a conflict of interest under agenda item 7b (ii) (Community Action Fund Application: Argyll & Bute Third Sector Interface). It was agreed that both members would not participate in the discussions and decision regarding this application.</p>																																									
5.	<p>Correspondence</p> <p>None received.</p>																																									
6.	<p>Regional Managers Update</p> <p>YA provided members with the following update:</p> <p>Investment</p> <p>The figures in terms of the Investment programme include:</p> <table><tr><th>Investment Works Package</th><th>Area</th><th>Estimated Target 2015/16</th><th>Completed by March 2016</th><th></th></tr><tr><td>Windows/Doors</td><td>Mid Argyll & Kintyre</td><td>193</td><td>81</td><td></td></tr><tr><td>Kitchen/Bathroom</td><td>Mid Argyll & Kintyre</td><td>23</td><td>16</td><td></td></tr><tr><td>Heat/Re-wire</td><td>Mid Argyll & Kintyre</td><td>35</td><td>56</td><td></td></tr><tr><td>Roof/Roughcast</td><td>Mid Argyll & Kintyre</td><td>161</td><td>251</td><td></td></tr><tr><td></td><td>Totals</td><td>412</td><td>404</td><td></td></tr><tr><th>Repairs & Maintenance Contract</th><th>Area</th><th>Annual repair numbers at the end March 2016</th><th>Monthly average</th><th>Average repairs per day</th></tr><tr><td></td><td>Mid-Argyll</td><td>2078</td><td>173</td><td>7.93</td></tr></table>	Investment Works Package	Area	Estimated Target 2015/16	Completed by March 2016		Windows/Doors	Mid Argyll & Kintyre	193	81		Kitchen/Bathroom	Mid Argyll & Kintyre	23	16		Heat/Re-wire	Mid Argyll & Kintyre	35	56		Roof/Roughcast	Mid Argyll & Kintyre	161	251			Totals	412	404		Repairs & Maintenance Contract	Area	Annual repair numbers at the end March 2016	Monthly average	Average repairs per day		Mid-Argyll	2078	173	7.93	
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	Kintyre	2921	243	11.15	
	Totals	4999	208	9.54	
	% of Total Repairs	30.15%			
<p>The £3.5M roof and roughcast contract in the Mid Argyll & Kintyre area is running 8-weeks behind programme, primarily caused by more asbestos removal than first allowed for. The door entry contract has been issued and is on site. In terms of kitchens and bathrooms, the Investment team are picking up refusals etc. as they become void.</p>					
<p>JM requested if the table could be more specific, i.e. instead of "To end March 2016", this is worded as "Completed by March 2016". YA agreed this would be amended in the next presentation.</p>					
<p>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.</p>					
<p>YA to investigate if it is possible to provide this information and report back to members at the next meeting.</p>					
<p>At the last meeting 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.</p>					
<p>YA advised members that the Investment & Regeneration (I&R) team have a global budget for each of the main element renewal headings; kitchen and bathrooms, heating and rewire, roof and roughcast and windows and doors. Each year they estimate how many will be completed in each geographic area. These figures will vary depending on the number of properties that they targeted to complete and any additional referrals for that element or any that on survey do not require renewal.</p>					
<p>For heating and rewire they estimated 35 but through referrals of elements in need of renewal the number increased. Similarly, contracts like those targeted at roof and roughcast can be affected by a number of issues. For instance, they will target a range of properties some of which will have owners who need to agree before they can proceed. Sometimes owners sign up and works proceed and some don't. For example, at the beginning of 2015/16 they hoped that the Inveraray properties in common ownership would proceed on site. However, the complexity of the Conservation Area Renewal Grant scheme delayed those works until 2016/17. However, they were more successful than they anticipated in Tarbert and Campbeltown in securing owners' agreements.</p>					
<p>Across all their budget headings, the I&R Director is tasked with remaining within budget and meeting short and long term planned targets but there will be variation of numbers and the timing of projects.</p>					

JS

YA

Investment: Cyclical Maintenance

- **Planned Maintenance Programme**

- Further to the last update in March, MITIE have finished supporting Argyll Homes For All (AHFA) paint contract and it is now over to them to deliver. This was AHFA's first year as contractor.
- New address lists have been provided for electrical inspections, paint, gutter cleaning etc.
- The new Senior Investment Officer is due to be in place within the next 4-weeks.

Regeneration

- **Torr Mor Road, Tayvallich**

- The completion of the 2 three-bed houses took place on 24th March 2016, a few months ahead of programme and both houses are now occupied.
- The development was officially opened by Councillor Rory Colville on 30th March 2016.

- **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.
- The contract is progressing well although there has been a slight delay dealing with services issues underground.
- Completion is now programmed for June 2016.
- The housing mix comprises 4 one-bed flats, 4 two-bed flats and 4 three bed houses.

YA clarified that properties are allocated to applicants as per the Home Argyll allocations policy.

Conservation Area Regeneration Scheme (CARS Project), Inveraray

- Listed Building Consent has now been obtained
- The consultant who is appointed to run the contract on behalf of all owners, including ACHA, has accepted contracts
- Works have now commenced on Relief Land
- Relief Land & Arkland will be onsite until 19th December
- Temperance & Chamberlains will be onsite until 31st August

Torlochan Gypsy Traveller Site

- Argyll & Bute Council (ABC) have the statutory duty for the provision of Gypsy Traveller Sites.
- ACHA have contacted ABC with regard to the future of Torlochan Travelling Persons Site to confirm:
 - If the site was closed permanently, would the provision for Gypsy Travellers in Argyll & Bute be negatively impacted
- Recent Council papers appear to indicate that the provision at Ledaig (Oban) and Duncholgan (Lochgilphead) meets demand.
- Checks are being carried out to determine if any formal consultation regarding closing the Torlochan site and if permission is required from Scottish Housing Regulator, Scottish Government.

	<ul style="list-style-type: none"> Confirmation of the above is anticipated within the next two weeks, following which a paper will go to ACHA's Senior Management Team (SMT) and then the Board of Management with recommendations. <p>It was queried if there was any representative for the Gypsy Travellers. SC advised that MECOPP (Minority Ethnic Carers of Older People Project) work closely within the Gypsy Traveller community and ACHA liaise frequently with this organisation.</p> <p>YA clarified the Gypsy Traveller sites offer amenity units/blocks.</p> <p>MR queried if ACHA would be diversifying the site for other means. YA advised this would be considered by ACHA's SMT once all the information has been obtained.</p> <p>Syrian Refugee Resettlement Programme</p> <ul style="list-style-type: none"> Bute families have settled well into the community. Discussions are ongoing regarding the rehousing of 5 Syrian refugee families in Campbeltown. <p>Welfare Rights</p> <p>ACHA welcomed a grant approval by the Scottish Government of £170,000 to support its Welfare Rights Information Service through the People and Communities Fund. The Association has, over the past 6 years, supported a small team of staff to work with tenants on low incomes and who have been vulnerable to welfare reform changes.</p> <p>The primary objective of the project has been to assist vulnerable tenants in terms of maximising and stabilising income, and to assist them in maintaining their tenancies. Over the years the project has survived on a variety of grants, assistance from the Scottish Government, Argyll & Bute Council and ACHA. The financial support will allow ACHA to do further outreach work in communities throughout Argyll and Bute to reach those who need help the most.</p> <p>NB queried how many staff are involved in the project. YA clarified that the project comprises 3 full time Welfare Rights Officers and a part time Welfare Rights Administration Assistant along with support from Bute Advice Centre.</p> <p>Press Summary</p> <ul style="list-style-type: none"> Residents at Chalmers Court Sheltered Housing Complex held a street party celebration to mark the Queen's 90th birthday. An article was published by the Argyllshire Advertiser on 29th April. Simone Charnock, Customer Services Assistant from the Mid Argyll office participated in the Crinan Puffer on 24th April, running the length of the Crinan Canal. Simone was the first woman across the line in 53:45. 	
7.	<p>Community Action Fund Applications</p> <p>a) Budget Update</p> <p>Due to the new financial year, the budget available for Community Action Fund applications is £2,500.</p>	

Community Action Fund Budget	
Budget for 2016/17	£2,500
Total Cost of Approved Projects	£ 0
Balance	£2,500

b) Consider new applications

i. Argyll & Bute Youth Forum

Amount Requested: £500.00

Decision: Application partially approved

Amount Approved: £300.00

ii. Argyll & Bute Third Sector Interface

Amount Requested: £500.00

Decision: Application partially approved

Amount Approved: £300.00

YA reiterated to members that in terms of the current Donations 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. As members were not awarding the full award of £500, the charity would not be able to secure any other funding from ACHA within this financial year, unless the Mid Argyll & Kintyre Area Committee reconsidered their application at the end of the year, if there was sufficient budget to do so.

Members were also provided with a summary of all Community Action Fund applications within the last 3-years for all areas. This report was noted by members.

8. Key Performance Indicators (KPI)

a) KPI Exception Report

Prior to the meeting, members were provided with the KPI exception report which outlines progress against objectives and targets set for ACHA. YA explained that due to the timing of KPI information being collated and the schedule of Area Committee meetings, the information reported was up to the end of February 2016. YA further advised that staff are still working hard in terms of producing the figures for the Annual Return on the Charter (ARC).

b) Performance Report – new KPI template

Members were asked to note the proposed categories for the 2016/17 Area Committee performance reporting score card as identified within the report.

The score card will be formalised to highlight performance within Mid Argyll & Kintyre, however, it will reflect the overall performance information that is submitted to the Board of Management. It will ensure consistency in reporting mechanisms between the Board of Management and Area Committee.

Members requested the information relating to Housing &

	<p>Neighbourhood Services and Investment & Regeneration is reported.</p> <p>Members agreed to the proposed reporting structure.</p>	
9.	<p>Customer Complaints</p> <p>YA advised that due to the schedule of the Area Committee meeting, there was no up-to-date report available from Human Resources & Corporate Services (HRCS).</p> <p>At the previous meeting, members requested that to make the information more relevant in terms of the customer complaints report, it would be of value to list the complaint by category, 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. HRCS have confirmed that they are able to adapt the customer complaints report to include the requested information. The additional information will be contained within the next report.</p>	
10.	<p>Presentation – Results of the Tenants Satisfaction Survey 2015</p> <p>YA provided members with a presentation on the results of the Tenants Satisfaction survey 2015 which covered the following:</p> <ul style="list-style-type: none"> • Tenant Satisfaction Survey 2015: Overview • Annual Return of the Charter (ARC) Indicator 1: Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by ACHA? <ul style="list-style-type: none"> ○ ACHA result: 84.09% ○ Scottish average: 88.09% • ARC Indicator 3: How good or poor do you feel AHCA is at keeping you informed about their services and decisions? <ul style="list-style-type: none"> ○ ACHA result: 85.68% ○ Scottish average: 89.33% • ARC Indicator 6: How satisfied or dissatisfied are you with the opportunities given to you to participate in ACHA's decision making processes? <ul style="list-style-type: none"> ○ ACHA result: 75.23% ○ Scottish average: 79.58% • ARC Indicator 10: Overall, how satisfied or dissatisfied are you with the quality of your home? <ul style="list-style-type: none"> ○ ACHA result: 76.14% ○ Scottish average: 85.84% • ARC Indicator 17: Overall, how satisfied or dissatisfied are you with ACHA's management of the neighbourhood you live in? <ul style="list-style-type: none"> ○ ACHA result: 84.77% ○ Scottish average: 84.91% • ARC Indicator 29: Taking into account the accommodation and the services ACHA provides, do you think that the rent for this property represents good or poor value for money? <ul style="list-style-type: none"> ○ ACHA result: 90.68% ○ Scottish average: 76.76% • Winner of the prize draw 	

	<p>Members were provided with a copy of the presentation.</p> <p>It was queried how to determine satisfaction of a neighbourhood. In terms of the management of a neighbourhood, YA advised that it is not solely ACHA's responsibility for dealing with matters within estates. For example, owners and the Council can also have responsibilities. However, in terms of ACHA's responsibilities, staff carry out routine estate inspections, identifying Estate Management Action Plan (EMAP) projects as well as the management and supervision of the grass cutting contract. YA clarified that with regards to the survey, the question relates to the satisfaction of ACHA's responsibilities.</p> <p>CD commented that staff are to be congratulated as the survey results clearly demonstrate improved satisfaction levels.</p> <p>JM suggested that prior to the next survey, letters are issued to tenants to advise them of an upcoming survey. This will forewarn tenants to expect a call and may encourage people to participate. YA welcomed this suggestion and advised that a special edition of the Tenants newsletter will be issued, publishing the survey results. Any further feedback or suggestions would be welcomed.</p> <p>NB commented that in regards to ARC Indicator 29, an increase of 20.68% from 2014/15 ARC submission, even after 10 years of increased rent charges. As reported at a previous meeting, YA reiterated that ACHA's average weekly rents are lower than the Scottish average. CD commented that this was an interesting point as ACHA demonstrates a better satisfaction level for this indicator, however, are below average on other aspects.</p>	
11.	<p>Estate Management Action Plan (EMAP) Projects 2016/17 Priorities</p> <p>SC provided members with a presentation on the Estate Management Action Plan (EMAP) priorities for 2016/17 as highlighted by the Mid Argyll & Kintyre area teams. Members were requested to prioritise projects for the forthcoming year (year 5 of the 7-year plan) for both areas to ensure expenditure is kept within budget. Detailed project descriptions and costs were detailed within the report which was circulated prior to the meeting.</p> <p><u>Mid Argyll</u></p> <ul style="list-style-type: none"> • Address: 1 The Glebe, Clachan • Project Description: Provide new garden boundary chain-link fence • Project Cost: £1,646.00 • Outcome: REJECTED • Address: 3 High Park, Tarbert • Project Description: Provide a new even garden path • Project Cost: £949.00 • Outcome: APPROVED • Address: 15 Hillfoot, Tarbert 	

	<ul style="list-style-type: none"> • Address: 20a-f Davaar Avenue, Campbeltown • Project Description: Divisional front chain-link fencing • Project Cost: £484.00 • Outcome: APPROVED 	
	<ul style="list-style-type: none"> • Address: 24a-d Davaar Avenue, Campbeltown • Project Description: Front boundary bow top fencing • Project Cost: £1,320.00 • Outcome: REJECTED 	
	<ul style="list-style-type: none"> • Address: 24 New Parliament Place, Campbeltown • Project Description: Small area of galvanised fencing to fill in gap in fencing that children are using as shortcut. • Project Cost: £600.00 • Outcome: APPROVED 	
	<ul style="list-style-type: none"> • Address: 35 New Parliament Place, Campbeltown • Project Description: Drainage works to prevent garden flooding • Project Cost: £650.00 • Outcome: APPROVED 	
	<ul style="list-style-type: none"> • Address: 75 Millknowe Terrace, Campbeltown • Project Description: Replace side fence with ranch style wooden fencing • Project Cost: £1,450.00 • Outcome: APPROVED 	
	<ul style="list-style-type: none"> • Address: 83 Roading, Campbeltown • Project Description: Replace front garden fence with new metal bow top fencing • Project Cost: £1,748.00 • Outcome: REJECTED 	
	<ul style="list-style-type: none"> • Address: Barrhill, Glenbarr • Project Description: Replace front garden chain-link fence at 1, 2 and 3 Barrhill, Glenbarr • Project Cost: £2,940.00 • Outcome: APPROVED 	
	<ul style="list-style-type: none"> • Address: 102 Smith Drive, Campbeltown • Project Description: Provide new chain-link fence around garden • Project Cost: £1,029.00 • Outcome: APPROVED 	
	<ul style="list-style-type: none"> • Address: Glenside, Campbeltown • Project Description: Provide new wooden bin stores that are not currently fully enclosed with a large enough shelter to accommodate recycling bins • Project Cost: £8,096.00 • Outcome: REJECTED 	

	<ul style="list-style-type: none"> • Total Cost of Requested Projects: £11,338.00 • 2016/17 EMAP Budget: £11,214.00 • Total Cost of APPROVED EMAP Projects: £7,553.00 • Remaining Balance: £3,661.00 <p>JM requested that for future fencing projects, the replacement of chain-link fencing is reviewed. JM believed that on some occasions fencing could be painted to save money.</p> <p>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>Councillor MacMillan joined the meeting (DMacM).</p> <p>Members raised concerns about the high costs of some of the projects presented and the inconsistent approach to pricing.</p> <p>SC left the meeting.</p>	YA
12.	<p>Policies for Review – Progress</p> <p>At the Mid Argyll & Kintyre Area Committee held on 13th January 2016, members requested to be consulted on the undernoted policies during 2016.</p> <p>YA advised members there was no update on the below policy reviews.</p> <ul style="list-style-type: none"> a) Repairs & Maintenance Policy b) Estate Management c) Low Demand Strategy d) Customer Contact & Feedback Strategy e) Tenant Involvement Strategy f) Group Remuneration Strategy incorporating Total Reward g) Group Retirement and Flexible Retirement Policy h) Group Training & Development Policy i) Heating Policy j) Rent Policy k) Talent Management and Succession Planning Programme 	
13.	<p>Presentation – Results of the 2016 Gypsy Traveller Satisfaction Survey</p> <p>YA provided members with a presentation on the results of the Gypsy Traveller Satisfaction survey 2016 which covered the following:</p> <ul style="list-style-type: none"> • What we found in 2015 • Revised and Improved Methodology • Who we spoke to • 2016 revealed... • Annual Return on the Charter (ARC) • ARC Statistical Information – Indicator 37 • What next? 	

	<p>CD queried if Gypsy Traveller tenants are based permanently on site or do they tend to travel. YA advised there is a mix, some tenants travel whilst others remain on the site permanently.</p> <p>It was noted that within the last rolling year, the number of children at Duncholgan Travelling Persons site has fallen slightly. It was further noted the Mid Argyll & Kintyre Area Committee approved a Community Action Fund application from Fyne Families in March 2015 to assist the group with the maintenance of Duncholgan Family Centre.</p>	
14.	<p>Presentation – Results of the 2015 Sheltered Housing Satisfaction Survey YA provided members with a presentation on the results of the Sheltered Housing Satisfaction survey 2015 which covered the following:</p> <ul style="list-style-type: none"> • Where we were last year... • ...and where we are now • How we did it • Surveys Returned • Our Staff • Complaints Handling • Overall • Views of Family Members, Friends, Key Holders, Support Providers • Overall Satisfaction <p>YA advised that ACHA are regulated by the Care Inspectorate based on the housing support provided to our tenants and service users. This survey is over and above the Tenants Satisfaction survey that was carried out.</p> <p>MR queried if there is additional care facilities available within sheltered housing properties. YA advised that every room is provided with an emergency pull cord. If there is a need for further facilities, we will signpost to the relevant organisation or agency.</p>	
15.	<p>Future Membership of the Mid Argyll & Kintyre Area Committee Members were provided with a report prior to the meeting which outlined the current membership within the Mid Argyll & Kintyre area along with an extract from the Rules of the Association.</p> <p>JS further advised that at present, there is a total of 65 members within the Mid Argyll & Kintyre area. Of the 65, 45 are tenant members (30 from the Mid Argyll area and 15 from the Kintyre area) and 20 independent members (15 from the Mid Argyll area and 5 from the Kintyre area).</p> <p>CD provided members with an overview of the purpose of the report, advising that there had been previous discussions about dispensing Area Committees. It was proposed and agreed that roadshows would be held by the Chief Executive, which has shown little success. CD commented that it is important for Area Committees to represent the</p>	

	<p>tenants. The Association has already lost one Area Committee from the Bute & Cowal area.</p> <p>YA explained that staff continually promote the work of the Area Committee and encourage people to become members of the Association and join the Area Committee.</p> <p>YA confirmed that in terms of the composition of the Area Committee, there should be a minimum of 5 and a maximum of 9 members. At present, in terms of the Mid Argyll & Kintyre Area Committee, there is 4 tenant members and 2 independent members. There are 2 tenant vacancies, with no independent vacancies.</p> <p>CD advised members that he intends to stand down as Chair of the Mid Argyll & Kintyre Area Committee and therefore, a new Chair will need to be elected following the Annual General Meeting (AGM).</p> <p>YA advised that we are currently seeking clarification from HRCS in terms of fulfilling the position of Chair and will advise members of the outcome. The letters in terms of the AGM are due to be issued next month.</p> <p>Members were made aware of the rule change regarding nominations. As a result, for election to the post of tenant/independent member to the Area Committee, this must be a nomination from a member of the Association which is countersigned by the nominated member.</p>	
16.	<p>Annual General Meeting (AGM) Arrangements – 13th July 2016</p> <p>It was agreed the AGM would be held at Dalriada House, Lochgilphead. It was suggested the AGM would be held with a short break/lunch before the meeting to elect office bearers.</p> <p>JS to investigate options in terms of public transport to ensure to accommodate members that may wish to attend.</p>	
17.	<p>Agenda Items for July 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 – 11th May 2016 • Matters Arising (including Information Pack) • Conflict of Interest • Correspondence • Agenda Items for September meeting • Any Other Business 	

	<ul style="list-style-type: none"> • Date & time of next meeting <p>Members agreed the following would be deferred to September 2016:</p> <ul style="list-style-type: none"> • Community Action Fund Applications <ul style="list-style-type: none"> a) Budget Update b) Review Existing Applications c) Consider New Applications • Policies for Review – Progress • Estate Management Action Plan Projects 2016/17 – Update • Overview of the key issues relating to the Business Plan (should the review and sign be completed) – B.West, Director of Finance & IT to attend 	
18.	<p>Any Other Business</p> <p>As DMacM was absent from the meeting in terms of agenda item 3, Matters Arising, CD provided him with a brief update regarding the request for the Director of HRCS to attend the Mid Argyll & Kintyre Area Committee meeting.</p> <p>DMacM queried what the Area Committee was trying to achieve as he felt that the Area Committee shouldn't interfere in this area and focus on the requested work of the Area Committee. CD commented that it was important ACHA have the minimum staffing levels required for the organisation to work efficiently.</p> <p>YA advised members that with regards to the request from NB to circulate the salary grading structure for all staff to the Area Committee meeting, the staff salary grades and structure do not pertain to the work of the Area Committee, therefore, it has not been circulated. Staffing information and review, or discussion of such is not within the remit of the powers which have been delegated to the Area Committee by the Board of Management within the Scheme of Delegated Authority.</p> <p>NB commented that he had asked for this information on a personal level, however, under the Freedom of Information (FOI) Act believed that members should be allowed to receive this information. YA explained that as a Housing Association, we were not governed by the FOI Act. NB commented that the ethos of Housing Associations is that they are open and transparent and will provide anything that is available under the FOI Act.</p> <p>NB requested a formal written response to his request and advised that he intended to take this up with the Scottish Housing Regulator.</p> <p>MR commented that the above raised interesting issues. Firstly, that a Committee would request a Director to attend a meeting to explain how their department is run, which was then declined. The request is not how the department is made up staff wise but it is of interest to understand how the department operates. If the person is unwilling to attend this seemed wrong. Another concern was the Chair of the Board of Management rejecting the request to raise this matter at Board level by exercising a veto. MR further commented that in terms of requesting salary details, ACHA is a charity and therefore he felt ACHA should exercise being open and above board.</p>	YA

<p>19.</p>	<p>Members Standing Down Prior to Annual General Meeting (AGM)</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>It was noted that SJ, SMacK and MR were elected on 9th July 2014, and had therefore served equally long on the Mid Argyll & Kintyre Area Committee.</p> <p>In accordance to the Rules of the Association, section 61.3, 2 members were required to retire from the Mid Argyll & Kintyre Area Committee. The following members agreed to retire:</p> <ul style="list-style-type: none"> • Sandra Johnston • Michael Roberts <p>In addition to the above, due to filling a casual vacancy, Norman Beaton stood down from the Mid Argyll & Kintyre Area Committee.</p> <p>YA encouraged the above members to submit a nomination for the upcoming AGM.</p>	
<p>20.</p>	<p>Date & Time of Next Meeting</p> <p>Wednesday, 13th July 2016 (Annual General Meeting). Time and venue to be confirmed.</p>	

The meeting concluded 1.10pm