

## MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

Wednesday, 29<sup>th</sup> March 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)

John Muir, Tenant (JM)

Councillor D MacMillan (DMacM)

### Observers

Raymond McIntosh-Walley, Independent (RMW)

### Staff in Attendance

Yvonne Angus, Regional Manager (YA)

Jenna Philips, Administration Officer (JP)

1.	<p><b>Welcome &amp; Apologies</b></p> <p>DP welcomed all members to the meeting. The Chair welcomed RMW and advised members he was attending today's meeting as an observer.</p> <p>JP advised that Michael Roberts and Gayle Stead, Governance &amp; Compliance Manager, had submitted their apologies prior to the meeting.</p>	
2.	<p><b>Recruitment of Chairperson</b></p> <p>In the absence of Gayle Stead, DP provided members with an update from the last Board of Management meeting held on 16<sup>th</sup> February 2017, by reading an extract from the minutes:</p> <p>"Councillor Donnie MacMillan, John Muir, the Regional Manager and the Governance &amp; Compliance Manager left the meeting.</p> <p>The Chair of the Audit Committee circulated his report following the meeting of the Mid Argyll &amp; Kintyre (MAK) Area Committee held on 31st January 2017.</p> <p>The Chair of the Audit Committee advised as interim Chair of the Mid Argyll &amp; Kintyre Area Committee a request had been received from an Independent member of the MAK Area Committee to be nominated as Chair but apply his own conditions as outlined in the report, as he would be unable to attend Board meetings. It was also highlighted that the MAK Area Committee member had indicated that ACHA meetings would not be his priority as he was heavily involved with the NHS.</p> <p>The Chair of the Audit Committee stated that legal advice had been sought from BTO which was included as an appendix to his report.</p> <p>The Chair of the Audit Committee stated his recommendation was to reject the request submitted by the MAK Area Committee member.</p> <p>Cameron Grant stated that in line with the legal advice, if the Area</p>	

	<p>Committee could not elect a Chairperson then disbandment may be an option. He commented that perhaps the Area Committee member was trying to ensure that did not happen.</p> <p>The Chair of the Audit Committee advised he would be happy to continue as interim Chair of the Mid Argyll &amp; Kintyre Area Committee for the next few meetings to allow new members to join.</p> <p>The Board of Management REJECTED the request from the Mid Argyll &amp; Kintyre Area Committee member to fill the post of Chair with the conditions contained within the report.</p> <p>Councillor Donnie MacMillan, John Muir, the Regional Manager and the Governance &amp; Compliance Manager returned to the meeting.”</p> <p>YA reminded members that nominations for the position of Chairperson of the Area Committee should be by the individual in the first instance. This position can be held by a tenant member or independent member, if no tenant member is available or willing to act in this capacity.</p> <p>To secure the position of Chairperson, YA asked for nominations from the tenant members present.</p> <p>JM advised that he had volunteered previously, however, acknowledged that he would benefit from training prior to fulfilling this role. YA acknowledged JM’s note of interest and confirmed that GS would arrange his training.</p> <p>There were no nominations received by the tenant members present.</p> <p>As there were no nominations received by the tenant members present and there were no Independent members present, DP agreed to continue to stand as interim Chairperson for the MAK Area Committee. It was agreed the ‘Recruitment of Chairperson’ would be taken forward to the next meeting.</p>	
3.	<p><b>Minutes of Previous Meeting – 31<sup>st</sup> January 2017</b></p> <p>The minutes from 31<sup>st</sup> January 2017 were agreed as a true and accurate record.</p> <p>Proposed: Sandra MacKenzie (SMack)</p> <p>Seconded: John Muir (JM)</p>	
4.	<p><b>Matters Arising (including information pack)</b></p> <p>None.</p>	
5.	<p><b>Conflicts of Interest to Declare</b></p> <p>SJ declared a conflict of interest under agenda item 8c (ii) (Community Action Fund Application: Argyll &amp; Bute Third Sector Interface). It was agreed that SJ would not participate in the discussions and decision regarding this application.</p>	
6.	<p><b>Correspondence</b></p> <p>JP advised members that we had been provided with a copy of the</p>	

Confidentiality Guidance Note from our colleagues within our Corporate Services department. This document was distributed to members. JP asked that members take time to read the document.

7. **Regional Managers Update**  
YA provided members with the following update:  
  
**Investment**  
The figures in terms of the Investment programme include:

Investment Works Package	Area	Estimated Target 2016/17	Completed by end Jan 2017	
Windows/Doors	Mid Argyll and Kintyre	150	234	
Kitchen/Bathrooms	Mid Argyll and Kintyre	12	23	
Heating/Re-wire	Mid Argyll and Kintyre	70	39	
Roof/Roughcast	Mid Argyll and Kintyre	40	142	
	<b>Totals</b>	<b>272</b>	<b>438</b>	

Repairs & Maintenance Contract	Area	Annual repair numbers at the end Jan 2017	Monthly average	Average repairs per day
	Mid-Argyll	2028	203	9.75
	Kintyre	2530	253	12.16
	<b>Totals</b>	<b>4558</b>	<b>228</b>	<b>10.955</b>
	<b>% of Total Repairs</b>	<b>29.59%</b>		

- **Windows & Doors:** ACHA are ahead of the original target of 150. The 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 2<sup>nd</sup> contract for Mid Argyll & Kintyre has been completed and practical completions have been issued. The new contract has been issued to contractor, Turner, with a start date due late March;
- **Door Entry:** this contract is almost complete;
- **Average repairs done per day (Mid Argyll):** 9.75;
- **Average repairs done per day (Kintyre):** 12.16.

Regeneration

	<ul style="list-style-type: none"> <li>• <b>Tower View, Inveraray (Phase 2)</b> <ul style="list-style-type: none"> <li>○ Planning application has been submitted for 10 units.</li> <li>○ Tenders are due to be returned before the end of March 2017</li> <li>○ Subject to statutory and funding approvals, site start should commence in summer 2017.</li> </ul> </li> <li>• <b>Heatherbank, Cairnbaan</b> <ul style="list-style-type: none"> <li>○ A further off the shelf purchase of 1 unit has received funding approval</li> <li>○ Property has been acquired and is out on offer.</li> </ul> </li> </ul> <p><b>Conservation Area Regeneration Scheme (CARS) Project, Inveraray</b></p> <ul style="list-style-type: none"> <li>• <b>Temperance</b> – works have now been completed</li> <li>• <b>Relief Land &amp; Chamberlains</b> – works have now been completed</li> <li>• <b>Arkland</b> – full scaffolding now up. It is anticipated works will take 6 months to complete.</li> </ul> <p>Works have been slower than anticipated due to a number of technical and planning issues.</p> <p><b>Kintyre &amp; Bute Low Demand Strategy</b></p> <ul style="list-style-type: none"> <li>• Consultation with the Area Committee taking place under agenda item 11.</li> </ul> <p><b>Scottish Social Housing Charter (SSHC) Outcome of 2016 Tenant Satisfaction Survey</b></p> <ul style="list-style-type: none"> <li>• Satisfaction levels have increased in 5 out of 6 indicators</li> <li>• We are now above the 2015/16 Scottish Average on 4 out of the 6 indicators</li> <li>• One out the 6 indicators has reduced satisfaction levels, but is still above the 2015/16 Scottish Average.</li> <li>• Of the 2 that remain below the Scottish Average, both show improved satisfaction levels</li> <li>• An Action Plan is currently being developed along with further analysis of all the comments received. A report of recommendations will be provided to the Board of Management for consideration.</li> </ul>	
8.	<p><b>Community Action Fund Applications</b></p> <p><b>a) Budget Update</b></p> <p>YA explained to members that there was a surplus budget of £600. As this was the last meeting prior to the financial year end, members were asked to reconsider previous applications received throughout the year that were either declined or where groups did not receive the full amount requested. YA explained that if the budget was not utilised, the budget would be passed to another area to use.</p> <p><b>b) Consider New Applications</b></p> <p>i. There were no new applications for consideration.</p> <p><b>c) Review Existing Applications</b></p>	

	<p>i. <b>Argyll &amp; Bute Youth Forum</b>  <b>Amount Requested:</b> £500  <b>Previously Awarded:</b> £300  <b>Decision:</b> Members unanimously agreed to award an additional £200 to the group.</p> <p>SJ left the meeting.</p> <p>ii. <b>Argyll &amp; Bute Third Sector Interface</b>  <b>Amount Requested:</b> £500  <b>Previously Awarded:</b> £300  <b>Decision:</b> Members unanimously agreed to award an additional £200 to the group.</p> <p>SJ re-joined the meeting.</p> <p><b>d) Correspondence</b></p> <p>i. No correspondence received.</p>	
9.	<p><b>Estate Management Action Plans (EMAP) Projects 2016/17</b></p> <p><b>a) Budget Update</b> – there was no budget remaining for 2016/17.</p> <p><b>b) Previously Approved Applications – Progress</b>  YA advised members that she had received confirmation from Argyll Homes for All that all approved projects would be completed by 31<sup>st</sup> March 2017.</p> <p>At the next meeting, members will be presented with the 7-year Estate Management Action Plan, along with the area teams' recommendations. Members will be asked to approve the EMAP projects for 2017/18.</p> <p>YA further advised that the contract with ACHA's subsidiary repairs contractor, Argyll Homes For All (AHFA), would be changing from 1<sup>st</sup> April 2017. As a result, the Estate Management Action Plan budget will be returned to ACHA which will allow all works to be tendered. AHFA will be invited to provide quotes for all projects.</p>	
10.	<p><b>Customer Complaints: April – December 2016</b>  Prior to the meeting, members were provided with the customer complaints update which covered the period April – December 2016.</p> <p>At the request of the Mid Argyll &amp; Kintyre members amendments had been made to the report.</p> <p>It was unanimously agreed by members that this report would be included in the information pack and this item would be removed from the agenda. Members could continue to raise issues if they wished.</p>	
11.	<p><b>Consultation on the future of low demand properties – Kintyre</b>  YA provided members with a presentation on the Asset Management – Stock Restructure, which included consultation on the future of low demand properties in Kintyre. This covered the following:</p>	

- **Assessment of the current issue**
- **Area based appraisal method**

SJ queried if ACHA had managed to relet the properties they had remodelled and if these tenants had stayed in the properties? YA confirmed that we had been able to relet these properties.

- **Options appraisal**

In terms of mothballing properties, JM queried if ACHA would be responsible for the rates in void properties. YA advised that the Association would be exempt from Council Tax charges for up to one year, thereafter, ACHA would be liable for 50% of these charges. The only way ACHA would be exempt from charges would be if these properties were demolished.  
DP commented that this had already been discussed at the Board of Management meetings which JM had attended.

- **Previous actions taken**

SMack queried what reasons applicants give for refusing offers. YA advised there are various reasons for refusal. It has become evident there is an oversupply of properties in Campbeltown, along with competing with the private sector.  
There is also an issue where over the years some parts of Campbeltown have become stigmatised or there are negative perceptions of condition of properties which has resulted in properties not being relet.

- **Housing need assessment**
- **Financial assessments**
- **Summary of recommendations**
- **Recommendations by area**

SMack queried if ACHA were to demolish properties would the Association sell the land. YA advised that this would be a decision for the Board of Management to make.

SMack asked if investment work was carried out on these properties. YA confirmed yes.

- **Consultation**

JM asked how many residents attended the consultation meeting in Campbeltown. YA advised approximately 30 people attended the public meeting on 28<sup>th</sup> March. There were varied opinions, for example there was no opposition to the proposals for Saddell Street, there was sympathy for the remaining tenant at Millpark, there was no strong opinion regarding Princes Street, however, there was a strong reaction and concern about the mothballing of properties. YA commented there were suggestions made from the

	<p>public with regard to Dalintober. The Board will consider comments made during the consultation period at their meeting on 25<sup>th</sup> May.</p> <p>SMack asked about the process of offering properties. YA explained that applicants get a choice of where they would like to be rehoused, which is detailed within their housing application. If an applicant has chosen that area they will receive an offer if they are top of the list. If they are offered a property and they no longer wish this area, the applicant can change their preference so they do not receive any further offers for that particular area. Applicants may refuse two offers within a 6-month period before their application is suspended. We often have no-one on the waiting list, therefore, we will contact applicants to ascertain if their position has changed regarding their choices.</p> <ul style="list-style-type: none"> <li>○ <b>Operational matters</b></li> <li>○ <b>Next steps should the Board approve the recommendations</b></li> </ul>	
12.	<p><b>Policies for Review 2017</b></p> <p><b>a) Allocations Policy</b> – consultation has not commenced. YA explained this policy review is affected by legislative changes and once we obtain confirmation of an enactment date, consultation will commence.</p> <p><b>b) Allotment Policy</b> - consultation has not commenced.</p> <p><b>c) Anti-Social Behaviour Policy</b> – consultation has not commenced.</p> <p><b>d) Asbestos Management Policy</b> – YA explained that Linda Haig, Director of Investment &amp; Regeneration had advised that this policy is an organisational policy and not public policies. It will not be subject to wide consultation but will be considered by the ACHA's Senior Management Team (SMT) and the Board of Management. The policy is driven by our legal obligations to the Scottish Government and our statutory responsibilities under law. It would also be fair to say that there are only minimal changes proposed to take account of different staff titles and to put in the standard policy template.</p> <p><b>e) Land Disposal Strategy</b> – YA explained that Linda Haig, Director of Investment &amp; Regeneration had advised that this policy is an organisational policy and not public policies. It will not be subject to wide consultation but will be considered by the ACHA's Senior Management Team (SMT) and the Board of Management. The policy is driven by our legal obligations to the Scottish Government and our statutory responsibilities under law. It would also be fair to say that there are only minimal changes proposed to take account of different staff titles and to put in the standard policy template.</p> <p><b>f) Data Protection Policy</b> – consultation has not commenced.</p> <p><b>g) Group Anti-Fraud, Corruption &amp; Bribery Policy</b> – consultation</p>	

	<p>has not commenced.</p> <p><b>h) Group Child Protection Policy</b> – consultation has not commenced.</p> <p><b>i) Group Governing Body Members Code of Conduct</b> – consultation has not commenced.</p> <p><b>j) Group Members Expenses Policy</b> – consultation has not commenced.</p> <p><b>k) Group Policy Payment &amp; Benefits for Governing Body Members and Staff</b> – consultation documents were issued to members on 1<sup>st</sup> March 2017. These were issued directly to members as the consultation period fell out with the Area Committee meeting. Consultation concluded 22<sup>nd</sup> March.</p> <p><b>l) Group Recruitment and Selection Policy</b> – consultation documents were issued to members on 21<sup>st</sup> February 2017. These were issued directly to members as the consultation period fell out with the Area Committee meeting. Consultation concluded by 1<sup>st</sup> March.</p> <p><b>m) Group Vulnerable Adult Protection Policy</b> – consultation has not commenced.</p> <p>SJ had requested that she was not included in any future consultation.</p>	YA
13.	<p><b>Agenda Items for May meeting</b></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"> <li>• Welcome &amp; Apologies</li> <li>• Nomination for Approval</li> <li>• Recruitment of Chairperson</li> <li>• Minutes of Previous Meeting – 29<sup>th</sup> March 2017</li> <li>• Matters Arising (including information pack)</li> <li>• Conflict of Interest</li> <li>• Regional Managers Update (including Factoring Satisfaction Survey 2017 Results)</li> <li>• Community Action Fund Applications <ul style="list-style-type: none"> <li>a) Budget Update</li> <li>b) Consider New Applications</li> <li>c) Correspondence</li> </ul> </li> <li>• Key Performance Indicators</li> <li>• Prioritisation of Estate Management Action Plans (EMAP) 2017/18</li> <li>• Policies for Review – Progress</li> <li>• Presentation: Results of the Gypsy Traveller Satisfaction Survey</li> <li>• Annual General Meeting (AGM) Arrangements – 2<sup>nd</sup> August 2016</li> <li>• Agenda Items for August meeting</li> </ul>	



	<ul style="list-style-type: none"> <li>Any Other Business</li> <li>Date &amp; Time of Next Meeting</li> </ul>	
14.	<p><b>Any Other Business</b></p> <p>DMacM advised members that this would be his last meeting as Council representative until the outcome of the Election.</p> <p>DMacM commented that he had enjoyed himself tremendously as a member of the Mid Argyll &amp; Kintyre Area Committee as the Committee was productive and brought positive, constructive comments. DMacM was regretful this would be his last meeting but passed on his thanks for the support offered by the Committee over the years.</p> <p>YA acknowledged that Councillor MacMillan had been a long serving member of the Mid Argyll &amp; Kintyre Area Committee and expressed appreciation for the valued contribution he had offered. YA explained that DMacM would be a big loss to the Area Committee.</p> <p>YA offered thanks for the article written by SMacK for inclusion in the next Tenants Newsletter. Members requested that the article be used for promotional material to recruit members.</p> <p>DP asked that where there are members from both the Mid Argyll &amp; Kintyre area, if meetings were held in both locations. YA explained that we have previously held meetings consecutively in both areas to accommodate all members. Meetings have also previously been in held in Tarbert as this was central to both areas.</p> <p>SMacK commented that the Campbeltown Courier had included an article about this year's 'Garden In Bloom' competition, which now welcomes all members to judge the competition at the AGM, however, SMacK noted this had not been published in the Argyllshire Advertiser.</p> <p><b>Post meeting note:</b> the article was published in the Campbeltown Courier on 17<sup>th</sup> March 2017. The competition is also being promoted on our website, <a href="http://www.acha.co.uk">www.acha.co.uk</a></p> <p>DP advised members that RMW had submitted a nomination to join the Mid Argyll &amp; Kintyre Area Committee. Following today's meeting, if RMW was still willing to join the Committee, this would be considered at the start of the next meeting. DP confirmed that he would nominate RMW as an Independent member.</p> <p>DP thanked RMW for attending today's meeting and asked for feedback. RMW commented that he found the meeting very informative. RMW commented that he found Kintyre's low demand figures remarkable. RMW suggested that ACHA look at providing upmarket accommodation, for example offering state of the art kitchens. This would mean remodelling the existing properties to enable ACHA to compete with the private sector. RMW further commented that there are people working in the Kintyre area and will continue to work. RMW believes a great number of people would prefer to move from a current ACHA property to a better, upmarket property and would pay extra to do so. RMW commented that the private sector are upgrading their properties to a</p>	JS

	<p>higher specification and are being able to let them.</p> <p>SMackK raised concerns with the proposals to mothballing properties in Kintyre. If these properties remain empty this could result in greater issues. YA explained there was a strong, negative feeling at the consultation meeting to the mothballing of properties. Current tenants have expressed a desire to remain in this area of the town. YA reminded members that the consultation concludes on 7<sup>th</sup> April and welcomed members to provide any further comments by this date.</p>	
<b>15.</b>	<p><b>Date &amp; Time of Next Meeting</b></p> <p>The next Mid Argyll &amp; Kintyre Area Committee meetings will be held at 10.30am on:</p> <ul style="list-style-type: none"> <li>• 10<sup>th</sup> May 2017 in Dalriada House, Lochgilphead</li> <li>• 2<sup>nd</sup> August 2017 (AGM) – location to be agreed at the next meeting.</li> </ul>	

*The meeting concluded at 12.00pm.*