

MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

Tuesday, 31st January 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)
Michael Roberts, Independent (MR)

Staff in Attendance

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

1.	<p>Welcome & Apologies</p> <p>DP welcomed all members to the meeting. DP advised members that he had volunteered to undertake the role of interim Chairperson of the Mid Argyll and Kintyre Area Committee as a temporary measure. Following the last meeting, members had been issued with correspondence from Jim Milne, Chairperson of the Board of Management with this update.</p> <p>There were no apologies submitted prior to the meeting.</p>	
2.	<p>Recruitment of Chairperson</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. There were no nominations received by the tenant members present.</p> <p>YA asked for nominations from the independent member present. MR advised members that he was willing to act as Chairperson for the Area Committee, however, there would be a proviso should he be elected. MR advised that at the present time, he would be unable to fulfil his role as Chairperson by attending Board of Management meetings. MR further advised that due to medical reasons, he is currently unable to drive. MR explained that he is currently involved in a number of Committees outwith ACHA, and would therefore have to prioritise which meetings he would be able to attend.</p>	

	<p>MR commented that ACHA are preventing areas that don't have an Area Committee because of the compulsion to attend Board of Management meetings.</p> <p>JM then advised that although he had already raised his concerns about carrying out this role, he would be willing to act as Chairperson for the Area Committee and wished to nominate himself for this position.</p> <p>As JM is a tenant member of the Committee and these nominations are considered in the first instance, YA asked the members in attendance to propose this motion. The members did not propose the nomination. YA thanked JM for his offer of willing to act as Chairperson and reassured JM again, that training would be arranged to ensure JM felt confident in undertaking this role, should he wish to do so in the future.</p> <p>No other nominations were received from tenant members.</p> <p>Following the nomination received from MR, YA passed to GS to clarify ACHA's position.</p> <p>GS explained to members that our current Constitution states that the Chairperson from each of the 4 Area Committees must serve as a Board member on the Board of Management, although we only have 3 operating Area Committees at present.</p> <p>GS explained that ACHA have already obtained legal advice previously and our lawyers have advised that it would be preferable for the Chairperson of the Area Committee to serve as a Board member.</p> <p>MR queried if it is preferable or compulsory for the Chairperson of the Area Committee to serve as a Board member.</p> <p>GS clarified that it is within our constitution that it is compulsory for the Chairperson to sit on the Board of Management.</p> <p>GS further explained that the Chairperson of the Area Committee could request a short leave of absence for a few Board of Management meetings, but it would be up to members of the Board of Management what their thoughts would be on this.</p> <p>DP commented that in his opinion he felt MR was not going to prioritise nor did he show willingness to commit himself to attend Board of Management meetings, due to his other commitments.</p> <p>GS agreed to take this matter to the Board of Management for a decision. The outcome of the Board's decision would be provided at the next Area Committee meeting.</p> <p>MR commented that it would be a worthwhile exercise to consult with people in the area to determine if the compulsion to attend Board of Management meetings is deterring them from joining the Area Committee. GS explained that we continually consult with our members and ask them for their thoughts, however, there has never been a great response.</p>	GS
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	<p>MR reiterated that he was willing to act as Chairperson of the Area Committee, with the proviso that he would not be required to attend Board of Management meetings. MR advised that he would be able to commit to serving the Board of Management should his current position change.</p> <p>GS advised that the Area Committee would have to await the outcome from the Board of Management before members could consider this nomination.</p> <p>YA thanked MR for his nomination and explained that members would be advised of the outcome at the next meeting scheduled for March.</p> <p>As a result, it was agreed that for the purpose of this meeting, DP would continue to act as interim Chairperson for the Mid Argyll & Kintyre Area Committee.</p> <p>JM commented that he was aware we are trying to promote membership to the Area Committees and suggested that staff promote this during visits.</p> <p>YA explained that this had been raised and discussed at previous meetings. Our staff are very proactive in promoting the Area Committee, during staff visits or office visits, including new tenancy sign ups. We are also exploring options for a recruitment initiative, which may potentially be done through evening meetings, which the Chairperson of the Board of Management has offered his support in carrying these out. In addition, information leaflets have recently been updated to promote the Area Committee.</p>	
3.	<p>Minutes of Previous Meeting – 30th November 2016</p> <p>Page 13: Estate Management Action Plans (EMAP) Projects 2016/17 SMack requested that this is amended to:</p> <p>d) Consider New Applications</p> <ul style="list-style-type: none"> • Mid Argyll <ul style="list-style-type: none"> i. 45-47 Union Street, Lochgilphead <ul style="list-style-type: none"> • Cost of project: £800.00 • Decision: Approved by SMack, SJ & JMM <p>Subject to the above amendment, the minutes from 30th November 2016 were agreed as a true and accurate record.</p> <p>Proposed: Sandra MacKenzie (SMack) Seconded: Sandra Johnston (SJ)</p>	JS
4.	<p>Matters Arising (including information pack)</p> <p>30th November 2016: Agenda Item: 10: Page 11: Community Action Fund Applications</p> <ul style="list-style-type: none"> ii. Lochgilphead Phoenix Project (retrospective application) Amount Requested: £300.00 Members requested that the Association seek clarification from the group that the money will be utilised for the project as 	

	<p>detailed in the application. AMG clarified that retrospective applications have been approved previously. Decision: Application approved, pending clarification Amount Approved: £300.00</p> <p>YA advised members that following the last meeting, we have contacted the Secretary of the group who confirmed the grant would be used towards the expenses incurred from the Festival. The Festival did go ahead, however, at the time the group had to use other funds to cover these costs.</p> <p>JM advised members that he had visited the office for a Community Action Fund application on behalf of the 'Heads Up' Committee. DP explained that this was not in relation to the current agenda item and could be discussed further under the relevant agenda item.</p> <p>30th November 2016: Agenda Item: 2: Page 3: Recruitment of Chairperson "On a related point, the Vice Chair's reluctance to act as Chair is itself indicative of a failure to consider succession planning. While the Rules and the SDA / SO do not require the Vice Chair to move onto the role of Chair in due course, it is often considered a step towards the Chair's role, forming part of a succession plan. If this is not the case for this Area Committee, they need to be encouraged to consider what other form of succession planning they will put in place – to avoid exactly the situation that has arisen at present. Alternatively, they need to be encouraged to appoint as Vice Chair someone who will consider becoming Chair in due course, as part of the succession plan for the Area Committee."</p> <p>GS advised that for the purpose of this meeting and in the absence of a Chairperson, SMack would continue to act as Vice Chairperson to allow the meeting to continue."</p> <p>SMack queried if her current position as Vice Chairperson still remained the same, i.e. there was no requirement for her to attend Board of Management meetings.</p> <p>GS clarified that the current position remained unchanged. When we previously discussed this with our lawyers, it was suggested that we would wish the Chairperson of the Area Committee to attend the Board of Management meeting as this provides a link between the Area Committee and the Board of Management.</p> <p>YA asked for clarification that there was still no requirement for SMack to attend Board of Management meetings. GS confirmed that there was no requirement for SMack to attend Board of Management meetings. GS explained that the Board of Management understood the current position of the Mid Argyll & Kintyre Area Committee and that is the reason DP was appointed to act as Chairperson of the Mid Argyll & Kintyre Area Committee, temporarily.</p>	
5.	<p>Conflicts of Interest to Declare There were no conflicts of interest declared.</p>	

6.	<p>Correspondence</p> <p>JS advised members that correspondence had been received from Cathi Bertin, Project Director of Befrienders, dated 11th January 2017. This had been circulated to members prior to the meeting:</p> <p>Dear Ms MacKenzie,</p> <p>I would like to say a very big “thank you” to you and your Committee for your most generous grant which you recently made to Befrienders. You may be assured that this money will go directly to the work our staff and volunteers do with our young people and their families. As requested, I will furnish Lorna with receipts to the value of £500 when they become available. With all best wishes to you for 2017.”</p> <p>JS also advised members that we had received a nomination from an independent member who wished to join the Mid Argyll & Kintyre Area Committee. At this time, the nomination cannot be considered until their membership application is presented to the Board of Management for approval. The membership application is due to be considered by the Board of Management at their meeting scheduled for 16th February 2017. We await the outcome of their decision.</p> <p>DP advised members that agenda item 10. Estate Management Action Plans (EMAP) Projects 2016/17 would be brought forward.</p>	
7.	<p>Estate Management Action Plans (EMAP) Projects 2016/17</p> <p>a) Budget Update</p> <ul style="list-style-type: none"> • Mid Argyll <ul style="list-style-type: none"> iii. 2016/17 EMAP Budget: £7,890.00 iv. Total Cost of Previously Approved EMAP Projects: £8,223.00 v. Balance: - £333.00 • Kintyre <ul style="list-style-type: none"> i. 2016/17 EMAP Budget: £11,214.00 ii. Total Cost of Previously Approved EMAP Projects: £9,618.00 iii. Balance: £1,263.00 * <p>* On 30th November 2016, members of the Mid Argyll & Kintyre Area Committee agreed to transfer £333.00 to the Mid Argyll EMAP budget to offset the current deficit, leaving a balance of £1,263 for Kintyre.</p> <p>b) Review Previously Approved Applications – Progress: Verbal Update</p> <p>SC advised members that the previously approved applications had been passed to our contractor, Argyll Homes for All (AHFA). We do not envisage any issues in AHFA completing these projects by 31st March 2017.</p> <p>c) Consider Previously Deferred/Approved Applications</p>	

	<ul style="list-style-type: none">• Mid Argyll There were no previously deferred/approved applications for consideration.• Kintyre There were no previously deferred/approved applications for consideration. <p>d) Consider New Applications</p> <ul style="list-style-type: none">• Mid Argyll There is no further budget available therefore, there were no new applications for consideration.• Kintyre<ul style="list-style-type: none">i. 7 Rhudal Cottages, Drumlemble<ul style="list-style-type: none">• Project description: to renew 8 metres of chainlink fence with one gate and posts.• Cost: £1,283.00• Decision: Unanimously approved by all members.																																																								
8.	<p>Regional Managers Update YA provided members with the following update:</p> <p>Investment The figures in terms of the Investment programme include:</p> <table><tr><th>Investment Works Package</th><th>Area</th><th>Estimated Target 2016/17</th><th>Completed by Nov 2016</th><th></th></tr><tr><td>Windows/Doors</td><td>Mid Argyll & Kintyre</td><td>150</td><td>203</td><td></td></tr><tr><td>Kitchen/Bathroom</td><td>Mid Argyll & Kintyre</td><td>12</td><td>15</td><td></td></tr><tr><td>Heat/Re-wire</td><td>Mid Argyll & Kintyre</td><td>70</td><td>29</td><td></td></tr><tr><td>Roof/Roughcast</td><td>Mid Argyll & Kintyre</td><td>40</td><td>141</td><td></td></tr><tr><td></td><td>Totals</td><td>272</td><td>388</td><td></td></tr></table> <table><tr><th>Repairs & Maintenance Contract</th><th>Area</th><th>Annual repair numbers at the end Oct 2016</th><th>Monthly average</th><th>Average repairs per day</th></tr><tr><td></td><td>Mid-Argyll</td><td>1721</td><td>215</td><td>10.24</td></tr><tr><td></td><td>Kintyre</td><td>2067</td><td>258</td><td>12.30</td></tr><tr><td></td><td>Totals</td><td>3788</td><td>236.5</td><td>11.27</td></tr><tr><td></td><td>% of Total Repairs</td><td>29.59%</td><td></td><td></td></tr></table>	Investment Works Package	Area	Estimated Target 2016/17	Completed by Nov 2016		Windows/Doors	Mid Argyll & Kintyre	150	203		Kitchen/Bathroom	Mid Argyll & Kintyre	12	15		Heat/Re-wire	Mid Argyll & Kintyre	70	29		Roof/Roughcast	Mid Argyll & Kintyre	40	141			Totals	272	388		Repairs & Maintenance Contract	Area	Annual repair numbers at the end Oct 2016	Monthly average	Average repairs per day		Mid-Argyll	1721	215	10.24		Kintyre	2067	258	12.30		Totals	3788	236.5	11.27		% of Total Repairs	29.59%			
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- **Windows & Doors:** ACHA are ahead of the original target of 150;
- **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. The new contract is at tender stage;
- **Door Entry:** this contract is almost complete;
- **Average repairs done per day (Mid Argyll):** 10;
- **Average repairs done per day (Kintyre):** 12.

Regeneration:

- **Tower View, Inveraray (Phase 2):**
 - Designs have been agreed, including the provision for adapted property/s;
 - Planning has been submitted and we expect approval in the coming week or two;
 - Building Warrant and tender process to commence soon with tenders to be issued February and returned by mid-March;
 - A site start is unlikely before May.

Conservation Area Regeneration Scheme (CARS) Project, Inveraray:

- The 4 CARS projects currently on site:
 - **Relief Land & Temperance:** due to be completed by the end of January, however, this deadline has been delayed slightly and will be completed within the next 2 weeks;
 - **Chamberlains:** due to be completed by the end of February 2017;
 - **Arkland:** full scaffolding due to be erected shortly. It is currently anticipated that the works at Arkland will take 6 months to complete;
- Works have been slower than anticipated due to a number of technical and planning issues.

Kintyre & Bute Low Demand Strategy

- The Board of Management considered the report at their meeting in December;
- It remains confidential at this time;
- Consultation with tenants, owners, stakeholders (including the Area Committee) will commence shortly;
- The Board of Management will consider the outcome of the consultation at their meeting in May.

2017/18 Rent Increase

- Consultation on the 2017/18 proposed rent increase has now concluded;
- 50 responses were received;
- The Board of Management will consider the outcome at their meeting in February;

- Tenants will be provided with a minimum of 4 weeks' notice should we apply an increase to their current rent charge.

Sheltered Housing

- Mid Argyll have 4 Sheltered Housing Complexes:
 - Chalmers Court, Inveraray;
 - Caledonia Court, Ardrishaig;
 - Lochgair Place, Tarbert;
 - McCracken Court, Lochgilphead;
- The Care Inspector carried out an on-site inspection recently;
- Their report and grading will be published shortly.

Estate Management – Argyll & Bute Council's new 3 weekly bin collection

- Some Estate Management issues arising across all areas due to the new 3-weekly bin collection;
- ACHA have been in discussions with Argyll & Bute Council (ABC) regarding Mid Argyll;
- ACHA do not 'police' out tenants in relation to the use of their bins, apart from during estate management visits;
- There are no tenancy conditions imposed on our tenants in relation to refuse bins;
- We are encouraging ABC to speak to our tenants directly in regards to the use of bins;
- Suggested we will accompany them to meetings where required.

Scottish Social Housing Charter (SSHC)

- **Annual Return on the Charter (ARC):** validation visits with an independent consultant have been scheduled during February. 17 indicators to be validated, a number of which are in relation to Finance & IT;
- **Tenant Satisfaction Survey 2016:** the 2016 survey is now complete. Analysis of results is underway and due to be available towards the end of January. The results will be presented to ACHA's Senior Management Team and Board of Management. Thereafter, the results will be presented to the Area Committee. The winner of the prize draw for the 40" TV was a tenant from Rothesay, who received her prize from Jim Milne, Chairperson of the Board of Management;
- **Factoring Survey 2016/17:** these will be undertaken mid-January to mid-February. These will include postal and telephone surveys;
- **Gypsy Traveller Survey 2017:** due to commence in February and will be carried out face-to-face;
- **Tenant Scrutiny 'Your Voice'**
 - The 'Your Voice' group are progressing through their 2nd scrutiny exercise, 'The Life of a Repair';
 - The group have reviewed legislation, policy, procedure and the requirement of the SSHC;
 - Members of the group shadowed staff in the Customer Service Centre in Helensburgh;
 - Currently preparing for a mystery shopper exercise.

2016 Membership Prize Draw

	<ul style="list-style-type: none">Each year there is a prize draw for ACHA members in each of the 4 admin areas. The winners of the hamper for 2016 were:<ul style="list-style-type: none">Iain Crichton, 11 Robertson Drive, Rothesay;Jean Twort, Achaleven Road, Connel;Flora Henderson, 74 Smith Drive, Campbeltown;Elsbeth Daldry, 18 Barrs Terrace, Cardross.									
9.	<div><div>Community Action Fund Applications</div><div>a) Budget Update</div><table><tr><th colspan="2">Community Action Fund Budget</th></tr><tr><td>Budget for 2016/17</td><td>£2,500</td></tr><tr><td>Total Cost of Approved Projects</td><td>£1,900</td></tr><tr><td>Balance</td><td>£ 600</td></tr></table><p>As previously raised under agenda item 4, JM advised that he had requested a Community Action Fund (CAF) application for the group, 'Heads Up', however, he was unsure when the application was due to be submitted.</p><p>SJ advised that she was the Chairperson of the group, 'Heads Up' and confirmed that they were not a registered charity. As a result, they would not qualify for a CAF grant.</p><p>YA confirmed that the application would not be considered if they weren't a registered charity.</p><p>YA advised members that the remaining balance of £600 would need to be utilised by the end of the financial year. If there are no applications for consideration at the next meeting, the Area Committee would review previously declined applications. Any remaining budget would be offered to another Area Committee to utilise. The Area Committee are due to have a meeting in March, which would be the last meeting of the financial year. YA further explained that applications could be considered up to the morning of the Area Committee meeting, if agreed by the Chairperson. YA clarified the financial year runs from April – March of each year.</p><p>MR asked what happened to the CAF budget where areas don't have an operating Area Committee. DP advised the Board of Management deal with these.</p><div><div>b) Review Existing Applications</div><div>There were no existing applications for review.</div><div>c) Consider New Applications</div><div>There were no new applications for consideration.</div><div>d) Correspondence</div><div>Already discussed under agenda item 6.</div></div></div>	Community Action Fund Budget		Budget for 2016/17	£2,500	Total Cost of Approved Projects	£1,900	Balance	£ 600	
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10.	<div><div>Key Performance Indicators (KPI)</div><div>Prior to the meeting, members were provided with the KPI score card which outlines progress against objectives and targets set for ACHA.</div></div>									

JM expressed concern about the length of time between properties being void to being occupied and asked for a brief overview on the process. YA explained that the length of time a property is void depends on the individual property as there are a number of factors that are contributable to the time a property is void.

Minimising void rent loss is a high priority for the Association and therefore, void performance is very much a key focus for all staff.

We have only recently reviewed the Void Management procedure, in collaboration with both ACHA and AHFA staff.

YA provided further explanation on the following:

- **Not low demand Relets** (number of days to relet a property): Although currently out of target for both areas at the end of quartile 3, performance has improved since the last quarter. It is hoped that following the implementation of the reviewed Void Management procedure, performance will improve further.

- **Low Demand Relets** (properties lying empty for a long period of time): once a property has been relet after a significantly long time of being void, it has a massive impact on this figure.

MR asked that in areas where ACHA have problems letting properties, has the Association considered liaising with other groups.

YA explained that for a number of years, staff have been working hard to relet these properties, liaising with various groups and agencies within the community but unfortunately, this was not successful. YA advised that there will be a consultation presentation provided to the Area Committee in March regarding the low demand strategy in Bute and Kintyre.

MR offered to discuss further with YA outwith the meeting.

- **Tenancy Sustainment:** currently not available.
- **Anti-Social Behaviour:** this is currently reported monthly, however, this is not a true reflection on performance. It has since been agreed by the Senior Management Team that we can change our reporting mechanisms to reflect the reporting methodology of the Annual Return of the Charter (ARC). This will be implemented from 1st April 2017.

As present, the figures are misrepresented as it includes open cases from the previous month/quarter. As a result, for some areas this has reported on performance being greater than 100%.

YA advised that the Mid Argyll & Kintyre team are above their target in terms of the ARC performance.

- **Arrears:** both teams are working exceptionally hard to achieve the required target. At present, tenants paying their rent by Direct Debit are not paying in advance due to the way these are calculated, therefore, the arrears figure is misleading. However, these calculations will result in rent accounts being clear by the end of the financial year. We have been liaising with our colleagues in Finance to move tenants to paying monthly in advance. YA further explained there are currently 4 available dates to pay by Direct Debit, the 1st, 8th, 15th or 22nd of every month.

11.	<p>Customer Complaints: April – September 2016</p> <p>Prior to the meeting, members were provided with the customer complaints update which covered the period April – September 2016.</p> <p>As highlighted at the last meeting, the Customer Complaints report is collated by the Human Resources & Corporate Services team. Following the suggestions provided by the Mid Argyll & Kintyre Area Committee, the report had been amended.</p>	
12.	<p>Employee of the Season – Autumn Award</p> <p>Prior to the meeting, members were provided with a report which included the Employee of the Season nominations, job descriptions, Employee of the Season policy and scoring forms. Members were asked to score the submitted nominations prior to the meeting.</p> <p>GS confirmed that as interim Chairperson, DP could be included in the judging of the nominations.</p> <p>MR queried how members could make a judgement if (a) they have no knowledge of either the employee being nominated or the staff member submitting the nomination; and (b) they don't know if the information contained within the nomination is true or false.</p> <p>YA explained that staff nominating employees will follow the guidance contained within the People Policy that was circulated to members prior to the meeting. Employees that submit nominations are normally Line Managers, recognising where staff have exceeded their normal duties to merit the nomination.</p> <p>MR questioned why the nominations were not considered and judged by the Chairperson of the Board of Management or the Chief Executive as it is done by other organisations.</p> <p>YA explained that the current Scheme of Delegated Authority (SDA) stipulates that the judging of the Employee of the Season is fulfilled by members of the Area Committee. When the SDA was created, this had been agreed by the Chairperson from each of the four Area Committees and the Chief Executive. YA further explained the SDA is due to be reviewed and would suggest that members submit any comments on this to ensure these can be considered.</p> <p>MR queried where there isn't an operating Area Committee, who carries out the judging on their behalf. DP advised the Board of Management takes responsibility for the area that does not have an Area Committee, this would include the judging of Employee of the Season nominations.</p> <p>SJ commented that she found the description for the category, 'Creativity' insulting as members are fully aware this means new ideas.</p> <p>MR proposed that for future, all staff members that are being and have submitted a nomination, attend the Area Committee meeting to allow members to ask them questions as it is virtually impossible to judge nominations as they are.</p> <p>YA advised the policy has been approved by the Board of Management.</p>	

	<p>YA suggested that when the policy is due to be reviewed, members provide their comments to allow for these to be considered.</p> <p>MR & SJ advised that they wished to abstain from voting.</p> <p>The remaining members scored the nominations and following the collation of these, the Employee of the Season was awarded to Simone Charnock & Scott Renton.</p>	
13.	<p>Proposals for Garden In Bloom/Sunflower Competition 2017</p> <p>Prior to the meeting, members were provided with the proposals for the Garden In Bloom & Sunflower competition for 2017.</p> <p>SMackK asked if the area teams would continue to take photographs of the nominated gardens. YA advised that the area teams would continue to take photographs if the Area Committee agreed to this.</p> <p>YA advised members that the Helensburgh & Lomond Area Committee carry out the judging of the Garden In Bloom competition at their Annual General Meeting (AGM) which is held in August. This allows all members in attendance to participate and the Mid Argyll & Kintyre Area Committee may wish to consider this option also. At present, the Mid Argyll & Kintyre AGM is held in July, therefore, if the Area Committee wished to implement this proposal, they would need to consider this when setting the date for their AGM. Members could be advised of this when issuing the letters of invitation to the AGM.</p> <p>GS confirmed that there would be no issue for the Area Committee to change the date of the AGM if it was done within the period before the Board of Management AGM.</p> <p>After discussion, members agreed to:</p> <ul style="list-style-type: none"> • Change the date of the Area Committee AGM to August to allow the Garden In Bloom/Sunflower competition to be judged by all members of the Mid Argyll & Kintyre area; • Amend Appendix 1 to advise the judging will be carried out at the AGM; • Agreed that SMackK would provide a quote to be included in the press release. 	
14.	<p>Policies for Review – Progress</p> <p>YA provided members with a verbal update on the progress of the policies due for review:</p> <ol style="list-style-type: none"> a) Repairs & Maintenance Policy: the Board of Management have approved the policy. b) Estate Management: the policy is still under review. Consultation will be carried out shortly and members will be included in this. c) Low Demand Strategy: the Board of Management considered the report at their meeting in December. Consultation with tenants, owners, stakeholders (including Area Committee) will commence shortly. The Board of Management will consider the outcome of the consultation at their meeting in May. 	

	<ul style="list-style-type: none"> d) Customer Contact & Feedback Strategy: consultation concluded. e) Tenant Involvement Strategy: now referred to as the Tenant Participation Strategy. The new strategy has now been published. f) Group Remuneration Strategy incorporating Total Reward: this was carried out by an external consultant as instructed by the Remuneration Committee and will be reviewed again in 2019. g) Group Retirement and Flexible Retirement Policy: consultation was not carried out due to no changes proposed. This document is based on current legislation. It is planned the next review is due in 2019. h) Group Training & Development Policy: consultation was not carried out due to no changes proposed. It is planned the next review is due in 2019. i) Talent Management and Succession Planning Programme: this was already in the process of being approved when the request was received and is now known as the 'Staff Development and Succession Planning Programme' which is next due to be reviewed in 2019. j) Accessible Housing Policy: consultation concluded on 9th January 2017. Documentation was issued to members from our Investment & Regeneration team. k) Heating Policy: consultation concluded on 9th January 2017. Documentation was issued to members from our Investment & Regeneration team. 	
15.	<p>Policies for Review 2017</p> <p>Prior to the meeting, members were provided with a list of the policies that are due to be reviewed in the forthcoming year.</p> <p>YA advised members that in January of each year, members are provided with a list of policies due to be reviewed. YA requested the Area Committee consider and agree the policies they would like to be consulted on during 2017.</p> <p>YA explained that as previously highlighted, the SDA hasn't been reviewed since 2012, however, a review is due to take in 2017. GS confirmed the review of the SDA will take place in May/June 2017.</p> <p>MR commented that he had raised the issue of asbestos at a previous meeting and that he would be interested in being consulted on the Asbestos Management policy, which is due to be reviewed in May 2017. MR was happy to make this as a personal request should the Area Committee not wish to be consulted.</p> <p>YA advised that an update on the query raised by MR in regards to asbestos had been provided at the last meeting in November. Members had agreed at the last meeting that they did not wish to pursue this request.</p> <p>After discussions, all members agreed that they wished to be consulted on all the policies due for review during 2017. It was agreed that the names of all Area Committee members would be provided to the policy writer(s) to ensure members are consulted. It is the responsibility of the Area Committee member to provide comments by the deadlines provided.</p>	

16.	<p>Tenants Newsletter Article – deadline March 2017</p> <p>Prior to the meeting, members were provided with a report detailing the previous articles that have been published within the Tenants Newsletter by all Area Committees.</p> <p>SJ commented that she felt the Tenants Newsletter had improved immensely.</p> <p>SMaCK advised that she had drafted an article for inclusion in the next edition of the Tenants Newsletter. Members thanked SMaCK for the work she had done in preparing the article. This was unanimously agreed by all members.</p> <p>YA commended SMaCK for an excellent article and commented that it had been well worded. YA requested that the article be used to promote the membership of the Area Committee. All members agreed for the article to be used for this purpose.</p>	
17.	<p>Schedule of Area Committee Meetings</p> <p>Following the last meeting where members were asked to provide details of their availability in March, May & July, members were provided with a report prior to the meeting detailing the proposed dates for the Mid Argyll & Kintyre Area Committee.</p> <p>YA advised that today's meeting had been changed at the request of members at the last meeting.</p> <p>Following discussion, it was agreed the next 3 meetings would be held on:</p> <ul style="list-style-type: none"> • 29th March 2017 • 10th May 2017 • 2nd August 2017 - Members agreed to change the AGM to August to allow for the judging of the Garden in Bloom/Sunflower competitions to be carried out by all members in attendance. <p>Members agreed to continue to hold meetings in Lochgilphead due to not currently having any members from the Kintyre area.</p>	
18.	<p>Agenda Items for March meeting</p> <p>Members were provided with a report prior to the meeting. Following discussion, it was agreed the following agenda items would be considered at the next meeting with no further items to add:</p> <ul style="list-style-type: none"> • Welcome & Apologies • Minutes of Previous Meeting – 31st January 2017 • Matters Arising (including information pack) • Conflict of Interest • Correspondence • Regional Managers Update • Community Action Fund Applications <ul style="list-style-type: none"> ○ Budget Update ○ Review Existing Applications ○ Consider New Applications 	

	<ul style="list-style-type: none"> • Key Performance Indicators • Review of Estate Management Action Plans (EMAP) Projects 2016/17 • Customer Complaints • Policies for Review – Progress • Agenda Items for May meeting • Any Other Business • Date & time of next meeting 	
19.	<p>Any Other Business</p> <p>SMack referred to the minutes of the Board of Management meeting held on 3rd November, agenda item 18, page 7 and queried what is a ‘Group People Plan’?</p> <p>GS advised that we have had quite a few staff leaving the Association and the Board of Management requested further information to determine why staff were seeking employment elsewhere. The report identified if staff are moving to gain more money; for better career opportunities; or due to performance issues, etc. GS commented that this was an area she wasn’t entirely sure of.</p> <p>SMack referred to the minutes of the Board of Management meeting held on 8th December, agenda item 10, page 4/5 and queried if the following comment was in relation to the Right to Buy (RTB) as per the preceding sentence, “Councillor Bruce Marshall asked if the budget was sufficient to bring the houses up to standard”.</p> <p>GS confirmed this was not in relation to the RTB but referred to the Association’s remaining stock.</p> <p>SMack referred to the minutes of the Board of Management meeting held on 8th December, agenda item 18, page 7 to “The Board of Management were advised there had been two parties interested in leasing the Ardrishaig” and queried if this referred to the Ardrishaig office.</p> <p>GS confirmed that this referred to leasing the Ardrishaig office.</p> <p>JM commented that they had not received any further update about the Ardrishaig office. DP advised that this had been discussed at the Board of Management meeting where Colette Benham, Director of Human Resources had outlined the options. JM was in attendance at this meeting, therefore, DP felt it unfair for JM to state he hadn’t received an update.</p> <p>GS confirmed that members would be advised of the outcome at the next Board of Management meeting, due to be held on 16th February 2017.</p>	
20.	<p>Date & Time of Next Meeting</p> <p>29th March 2017 at 10.30am in Dalriada House, Lochgilphead.</p>	

The meeting concluded at 12.17pm.