



MID ARGYLL & KINTYRE AREA COMMITTEE MEETING
Tuesday, 8th December 2009 at 11.00am
Argyll Hotel, Campbeltown

Attendees

Sandra MacKenzie, Tenant (SMK)
 Councillor Donnie MacMillan (DMM)
 Carole Anne Shields, Tenant (CS)
 Susan Paterson (Independent) (SP)
 Valerie St Helene, Tenant (VH)

Staff in Attendance

Yvonne Litster, Regional Manager – Housing & Neighbourhood Services (YL)

		Action
1.	Apologies Lochiel Cushnie and Morag McEachran, Jenna Shaw	
2.	Minutes of Previous Meeting The minutes from 30 th October 2009, were approved as an accurate record. These were proposed by Carole Anne Shields and seconded by Donnie MacMillan.	
3.	Matters Arising Postcodes at the remaining properties at Broad Street have now been resolved. Dalaruan Street – 5 owners remain and the I&R Team are currently meeting with these owners to discuss the proposed plans for modernising this scheme. Millknowe Terrace – Plans of the proposed development were distributed. Naming of Development in Ardrishaig – This is to be presented to the Board at their January meeting. List of future Board meetings – this was provided to the Chair.	
4.	Correspondence A letter of resignation from the MAK Area Committee was received from Mr D Johnston. A discussion took place on Mr Johnston's comments regarding the running of the Area Committee and Members strongly disagree with his views.	

	<p>The Chief Executive approved the following Community Action Funds:</p> <ul style="list-style-type: none"> • Girls Group, Kintyre Youth Enquiry Service • Carradale & District Seniors Club • Dalintober & Millknowe Tenants & Residents Association • Tarbert Festival Committee • Ardrishaig Gala Group • Girl Guiding, Tarbert • Tarbert & Skipness Community Trust • Mid Argyll Link club 	
5.	<p>Chair's Report – Board of Management Meeting – 3rd December 09</p> <p>Minutes read and passed.</p> <p><u>Chief Executive Presentation</u></p> <ul style="list-style-type: none"> • Final inspection report and amendments received 01.12.09. Final report to be considered at January Board meeting 2010, along with recommendations. • Alex Neil MSP has agreed to meet with Council and Housing Association Reps on 10.12.09. Jim Mather MSP also to attend. Housing Occupation grants; Housing and the economy are to be discussed. • Rent arrears overall best since transfer – these are 3rd top of all RSL's. • Trying to improve on relet times. • Emergency repairs: 2% short of target. • Homelessness allocations: 9% below target at 41%. Other RSL's are 23% below. Mr MacGregor pointed out that most 'Homeless' are "unsuitably housed" rather than having "no home". In Campbeltown, large number are on list due to abuse and are really genuine applicants, rather than ones who are "at it". <p>Need is based on each individual circumstance.</p> <p>2012 is target to have nobody homeless.</p> <p>Parents evict children – something we cannot be proud of.</p> <p>Benefit system about to change and there will be even more people homeless.</p> <ul style="list-style-type: none"> • Investment Programme ahead in kitchen and bathrooms, windows 	

	<p>and doors, but behind in heating and rewire and roughcast.</p> <p>99.68% of properties have valid gas servicing certificate.</p> <ul style="list-style-type: none"> • Total of 68 factoring agreements in place. Target is 200 a year. • Chief Executive had been to Islay. Tenants pleased with completed kitchen and bathroom work. Mixed feedback in respect of heating and rewire installation. More homes needed in Islay. <p>Mr MacGregor managed to persuade a tenants to have new windows and doors installed who had been refusing to have them!</p> <ul style="list-style-type: none"> • New Oban office opens on 21st December and will be officially opened on 22nd December 2009. • Option being looked at for future office provision in Mid Argyll & Helensburgh. • HOME Argyll Review complete – list reduced by 1,000 applicants • Scottish Government has approved Wider Role Grant for Welfare Rights • (C Johnston, Director of HNS) Targets for Voids may change. Regulator Inspector says targets at present are too ambitious. Regulator wants prospective tenants to have an open choice, but 2 choices would help ACHA and if refused applicant would be put back 6 months. • (C.Benham, Director HRCS) said ACHA are continually trying to improve processes and manage change • (N.Pollard, Director Finance & IT) looking at future of IT – presently leased from ABC. Looking at ACHA having its own system. Consultants presently looking at this. • (L.Haig, Director of I&R) Campbeltown – next batch of houses due to be complete in Jan. The houses due to be completed in June may be a bit late as recent bad weather has hindered progress. • Members of the Board of Management or Area Committee who fail to attend four consecutive meetings of the Committee without special leave will be deemed to have resigned. Discussion on changing rules to allow Vice Chair attend if Chair cannot. Also Vice Chair to be tenant or independent? This may happen at next year's AGM as to change before then is more complicated. • Discussion on how to increase membership and to encourage 	
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	<p>members to attend Board AGM. Staff who are members are to be encouraged to attend. At present we have 280 members – Bute & Cowal: 78; Mid Argyll & Kintyre: 68; Oban, Lorn & the Isles: 66; Helensburgh & Lomond: 68. It was thought if transport was provided it may help to have a speaker as well as the business which is really not very exciting!</p> <p>Encourage new tenants to become members at sign up. Costs £1 and their name be put in for Prize Draw of Hamper at Xmas (Fyne Homes do this very successfully).</p> <p>Also suggested members get 10% discount at local shops (not big outlets like Tesco etc), but it would have to be at no expense to ACHA, but it would give free publicity to these outlets and encourage folk to shop there.</p> <ul style="list-style-type: none"> • Well being & Performance of Staff – to be looked at soon by 4 Board members (I volunteered to be one as staff wellbeing is of great interest to me). Then reported back at next Board meeting. • Strategic Planning to be smartened up (Smart Measurable Achievable Realistic Timely). Main aims: <ul style="list-style-type: none"> ○ To implement Investment & Regeneration plans ○ To deliver great service to customers ○ To develop our organisation and systems to deliver business performance ○ To develop and involve our people • Self Assessment discussed and decided it would be best if independent external agency undertake review 3 yearly. • Progress of Investment & Regeneration: McLeod/Carrillion - OK. Connaught – keeping an eye on. GasCall – 3rd party inspectors now highlighting problems. Main Complaints: lack of communication; tidiness and courteously – good and bad reports; lack of respect to tenants' homes. <p>Islay: lack of communication; turning up without dust sheets etc.</p> <p>No more openings before xmas as workers closing down for holiday.</p> <ul style="list-style-type: none"> • AOCB: told of Schedule 7's – all OK. 	
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6.	<p>Regional Manager's Report</p> <p>Windows & Doors – Almost complete at Chalmers Court Sheltered housing complex. Within Kintyre they are currently working at Smith Drive. Standard of work remains high.</p> <p>Heating & Re-wire – There is no installs at the moment in Mid Argyll or Kintyre. Still snagging issues with some of the installs that were completed a few weeks ago. They are also attending to warranty work. Still experiencing issues with this contract . Current issues surrounding completion on work and lack of electricians which has meant that properties are open far too long resulting in increased work load and aggrieved tenants.</p> <p>Kitchen & Bathroom – The Contractor has now completed work in Mid Argyll and is concentrating on Warranty work. Almost finished working in the Drumlemble area and now working in Campbeltown. Progress has been good and standard remains high. Although the odd issue arises, Connaught deal with these quickly.</p> <p>Roof & Roughcast – Installing new insulated render at Wallace Cottages, Southend. Progress very good and standard of work high.</p> <p>New Parliament Place, Phase 2 – Plots 12-22, are due to be handed over mid January 2010. We are still on course for the handover of the final properties in May 2010.</p> <p>Phase 2 – Park Square – No further update.</p> <p>Relief Land, Inveraray – The re-modelled properties at Relief Land, Inveraray was handed over to the new Tenants on Monday 30th November 09. Our Chair, Sandra MacKenzie, was on hand to hand over the keys to the successful tenants. These properties have a very high standard of finish, whilst managing to retain some of the original character of the building.</p> <p>Dalaruan Feasibility Study – The Dalaruan project is currently being discussed with the 5 owners who occupy the building. Following this consultation a plan will be developed as to how this project will be taken forward.</p> <p>Millknowe Terrace – A meeting is taking place on 11th December to discuss the possibility of supported accommodation in this development. The proposal is to have 4 one bedroom flats supported by a Support Provider occupying a 2 bedroom flat. The tenders for the re-modelling are due back by Christmas. Almost all the tenants have been decanted, and those who haven't yet moved, staff have identified suitable temporary accommodation. The work will commence mid January and it is hoped that it will be completed by August. A visit in February will be arranged for Members of the Committee.</p>	JS
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	<p>HOME Argyll – The Policy review is now complete and we went live on 1st December 09.</p> <p>Inspection & Regulation – As reported at the last meeting, ACHA received the draft report from the Scottish Housing Regulator, in which they had graded us as a “C”.</p> <p>The Chief Executive has submitted comments on the draft report and we now await the final report being published.</p> <p>This will be made available to the Area Committee, and a briefing session on the main points of the report will be carried out.</p> <p>Strategic Planning Days – These will take place on 24th & 25th February. As usual, the Area Committee Members will be invited to attend on 25th February.</p> <p>Last year we highlighted the successes we had in Mid Argyll & Kintyre with our New Builds.</p> <p>It was suggested by Members that we report on the Millknowe development which would include the number of young single homeless in Kintyre along with promoting partnership agreements.</p> <p>Duncholgan Road – The road to the Travelling Persons Site at Duncholgan continues to be a problem. It is in an extremely poor condition.</p> <p>Local residents have raised their concerns on numerous occasions and a petition has now been received.</p> <p>There are issues surrounding who is responsible for upgrading the road, however, it is hoped that this will be resolved in the near future.</p> <p>Tenancy Sustainment Study – Wider Role Grant funding has been received to enable ACHA to carry out a Tenancy Sustainment and Action Plan.</p> <p>The study will provide a comprehensive analysis of the current scale of tenancy failure amongst ACHA tenants and identify the most common causes of tenancy failure. We hope to identify groups of tenants that are most vulnerable to tenancy failure with the aim to help them sustain their tenancies.</p>	
7.	<p>Review of Key Performance Indicators</p> <p>The Performance report for the period up to 31st October 2009 was circulated prior to the meeting.</p> <p>YL commented that performance remains consistently high in Mid Argyll & Kintyre.</p>	
8.	<p>Minutes of Tenants Panel Meeting 20.10.09</p> <p>The minutes of the Tenants Panel meeting held on 20th October 2009 were circulated with the agenda papers prior to the meeting.</p> <p>No issues.</p>	

9.	Minutes of Health & Safety Meeting The meeting due to be held was postponed. Therefore, no papers were issued with the Agenda.	
10.	Estate Management Action Plans YL advised Members that the remaining projects for 2009/10 will be brought to the February meeting.	
11.	Pressurised Area Designation – Consultation Members were aware from updates at previous meetings that work has been ongoing in preparing the Application to the Government to suspend the Right to Buy in certain areas of Argyll & Bute for 5 years. The consultation notice was issued with the Agenda papers, which included a list of areas that we are asking the Government to suspend the Right to Buy for 5 years. In Mid Argyll and Kintyre the areas that we are asking to be suspended are: Lochgilphead, Ardrishaig, Cairnbaan, Craignish/Ardfern, Crarae, Crinan, Eredine, Inveraray, Kilmartin and Tayvallich. In the Kintyre area the areas are Gigha, Machrihanish and Penninver. The reason these areas have been chosen is because of the numbers of properties that have already been sold and the large size of the waiting list, which demonstrates they are high demand areas. Members are asked to read the consultation notice and if they have any comments they should be passed to Alan Brandie, who's address details are on the Notice. The closing date for the consultation is 15 th January 2010. It was suggested that an Incentive be given to tenants who occupy larger homes to transfer to smaller homes. YL advised that she would take this suggestion to the Void Working Group for consideration.	YL
12.	Future of Mid Argyll & Kintyre Area Committee YL advised that the Mid Argyll & Kintyre Area Committee did not meet the requirements of the Scheme of Delegated Authority. This means that we did not hold 6 quorate meetings throughout the year of 2009. A commitment is sought from the current Members that we will try to ensure we meet the requirements and hold 6 quorate meetings for the year ahead. YL further advised Members that a suggestion was raised at the Board of Management meeting, which was to split the Mid Argyll & Kintyre Area Committee into 2 separate Committees. It was suggested that this would assist with the Kintyre members having to travel to Tarbert/Lochgilphead. Yvonne has asked that the Board of Management make no decision on the future of the Mid Argyll & Kintyre Area Committee until the Area Committee Members have been consulted and their views sought.	

	<p>Members of the MAK Area Committee wished to make it clear that travelling was not the reason as to why we were not quorate for the meetings this year and that the Kintyre members were fully committed and happy to travel to Area Committee meetings.</p> <p>Furthermore, they felt that it would be disadvantageous if the current Area Committee was to be split. Members felt that there was unlikely to be enough interest from Members in both locations to support 2 separate Area Committees and Members currently enjoy being involved in the wider area.</p> <p>Members unanimously voted to keep the current set up and confirmed that they will do their utmost to attend all future meetings. A further drive to recruit new members would be undertaken. At the moment there are currently 2 tenant member spaces available.</p> <p>YL agreed to submit a report to the Board on the future of the MAK Area Committee on behalf of the Members.</p>	<p>YL</p> <p>YL</p>
13.	<p>Schedule of Meetings for 2010</p> <p>The Members agreed to holding the meetings every 2nd Monday of every second month, commencing 8th February 2010.</p> <p>A list of meeting dates will be circulated with the minutes.</p>	<p>JS</p>
14.	<p>Millknowe Terrace – Update</p> <p>The Tender has been issued for Millknowe Terrace and they are due to be returned by mid December.</p> <p>Thereafter, work is due to commence early in the New Year by the successful Contractor, with the project due to be completed by August 2010.</p> <p>New properties have been identified for all of the existing tenants and it is hoped they will all be rehoused by December 09.</p> <p>These tenants all have the option to return to Millknowe Terrace once the modernisation is complete.</p> <p>A visit to these properties prior to the modernisation starting will be arranged following the meeting in February.</p>	
15.	<p>Customer Satisfaction Prize Draw</p> <p>Members were reminded that Jenna Shaw organised a Survey to record feedback from Customers who visited the Mid Argyll & Kintyre Area Offices.</p> <p>This survey ran during October and November and approx 70 questionnaires were completed.</p> <p>The results will be analysed and presented to the Area Committee at their February meeting.</p> <p>As agreed, all customers who participated were entered into a prize</p>	<p>JS</p>

	<p>draw. The Chair and Vice Chair carried out the draw and the following Customers have been successful in winning £25 vouchers:</p> <ul style="list-style-type: none"> • Hannah McManus – Kintyre • Angela Burnett – Mid Argyll <p>Members suggested that this scheme be run every year, with a prize draw each Christmas.</p>	YL
16.	<p>AOCB</p> <p>It was suggested that we hire a minibus to take us around the Kintyre Area at our February meeting. This would help familiarise the Mid Argyll members with the Kintyre area and the current issues. A visit will also be arranged for Millknowe Terrace and New Parliament Place.</p>	JS
17.	<p>Date and Time of Next Meeting</p> <p>8th February 2010 at 11.00am - Kintyre Area – venue to be confirmed.</p>	