

MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

Wednesday, 8th September 2010 at 1.00pm

The West Loch Hotel, Tarbert

Attendees

Sandra MacKenzie, Tenant (SMack)
 Lochiel Cushnie, Tenant (LC)
 Valerie St Helene, Tenant (VSH)
 Councillor Donnie MacMillan (DMacM)

Staff in Attendance

Yvonne Litster, Regional Manager – Housing & Neighbourhood Services (YL)
 Sarah Campbell, Local Manager – Housing Services (SC)
 Jenna Shaw, Admin Officer (JS)

		Action
1.	Apologies Carole Anne Shields and Susan Paterson. Sandra MacKenzie welcomed Sarah Campbell, Local Manager – Housing Services, to the meeting.	
2.	Minutes of Previous Meeting – 7th June 2010 The minutes from 7 th June 2010, were agreed as an accurate record. These were proposed by Lochiel Cushnie and seconded by Valerie St Helene.	
3.	Matters Arising None.	
4.	Conflicts of Interest to Declare Members were asked to declare any personal or commercial interest in any business being conducted at the meeting. LC confirmed he had a conflict of interest to declare under agenda item 8.1.	
5.	Correspondence The Association had received one Community Action Fund application for approval. The application was approved on 19 th July 2010. Southend Community Playpark Committee Southend Village has been without a playpark for the past 3 years. The group are actively trying to raise funds for a new playpark which will	

	<p>include equipment for mature adults as well as children.</p> <p>The group recognised a play area would contribute significant benefits to the village, including local residents and businesses whilst attracting people outwith the village.</p> <p>Value of donation requested: £300</p>	
6.	<p>Chair's Report – Board of Management Meeting – 12th August 2010</p> <p>Chief Executive's Update</p> <ul style="list-style-type: none"> • Alastair MacGregor updated the Board on progress towards the final audit of the Association accounts. • Preparation for the Annual General Meeting is well under way. • Progress in terms of KPI's made including financial benefits to tenants by FISH project. • ACHA staff involved in a number of community events including garden competition and Customer Involvement days. • Senior management team will continue to monitor the Connaught situation closely and will continue to report to the Board. <p>Office Accommodation</p> <ul style="list-style-type: none"> • An update was provided on progress of the Accommodation Working Group. A number of options for the Lomond and Mid Argyll are currently being looked at. Further papers/updates will be brought back to the Board in November. <p>FISH Project</p> <ul style="list-style-type: none"> • In the first three months of the Welfare Rights service being in operation, ACHA tenants have received additional benefits worth around £150,000. <p>SHR Improvement Plan</p> <ul style="list-style-type: none"> • The Board was pleased to see good progress on recommendations made by the Regulator during the inspection process. Updates will be provided quarterly to the Board. <p>The minutes of the Board of Management meeting held on 10th June and 8th July 2010, were circulated prior to the meeting.</p>	

7.	<p>Regional Manager's Report</p> <p><u>Investment Programme</u></p> <p>Windows & Doors (MacLeods) – working to Year 3 of programme:</p> <ul style="list-style-type: none"> • Work commencing in Mid Argyll area from September, with the contractor commencing work in the Ardfarn area. • Survey Work for further installations in Kintyre is now underway. <p>Heating & Rewiring</p> <ul style="list-style-type: none"> • No further update at present. <p>Kitchen & Bathrooms (Connaught) – working to Year 3 of programme:</p> <ul style="list-style-type: none"> • Articles in the National Press have indicated Connaught are going into Administration. • We had been advised it would be business as usual until further announcements are made, however, an emergency meeting has been held this morning with ACHA's Senior Management Team. Open properties will be visited today by ACHA staff where photographic evidence of work to date will be taken. Unsafe works will be instructed immediately, with all other works to be completed as soon as possible. <p>Roof & Roughcast</p> <ul style="list-style-type: none"> • No further work at present. <p><u>Regeneration Programme</u></p> <p>New Parliament Place</p> <ul style="list-style-type: none"> • The Grand Opening of New Parliament Place took place on 21st June 2010. • Scottish Minister, Alex Neil opened the development. • Schoolchildren from Dalintober Primary released "balloons of hope". • This was a very proud day for ACHA. <p>VSH apologised for being unable to attend.</p> <p>Phase 2 – Park Square</p> <ul style="list-style-type: none"> • The Design Team have drafted proposals for the Park Square Site, phase 2 of the Campbeltown development. • We hope to build 32 properties (1 and 2 bedrooms), to address the demand for these size of properties. • ACHA are awaiting the outcome of discussions with Planning and Building Control. • Consultation with occupants at Longrow to take place shortly. 	
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	<ul style="list-style-type: none"> • Work is expected to commence early next year. Once finalised, YL agreed to circulate drawings to members of the Area Committee. <p>MacMillan Court, Ardrishaig</p> <ul style="list-style-type: none"> • The properties at MacMillan Court are almost ready for let. • The keys for 18 flats will be handed over to ACHA on Friday, 10th September 2010. • Viewings will take place between 13th & 15th September, with the first block of 10 flats being relet on Friday 17th September 2010. • The second block of 8 flats will be relet on 1st October 2010, the official opening of the development. • Alan Reid, MP will be officially opening the development along with Councillor MacMillan. • The development was named after Councillor MacMillan in recognition of his work in the community over the last 25 years. <p><u>Housing Management & Maintenance</u></p> <p>Estate Management</p> <ul style="list-style-type: none"> • Working Group set up to review our Policies and Procedures • The new Policy was expected to be completed by October 2010, however, this will be delayed due to unforeseen issues raised by the Land Issues Working Group. <p>New Tenants Welcome Pack</p> <ul style="list-style-type: none"> • Procedures reviewed for new tenants allocated a property. • New “Welcome Pack” for new tenants produced. As part of a staff suggestion to be more environmentally friendly, we have ceased the use of plastic wallets and replaced with an ACHA printed recycle bag. Area Committee members to contact JS if they wished a pack. This will be reviewed in 6 months therefore comments would be welcomed. • The new welcome pack focuses on the responsibilities of being a tenant and the importance of being a ‘good neighbour’. New tenants will be asked to sign a good neighbour agreement. • Various information booklets and helpful information is supplied within the welcome pack. • We aim to visit every new tenant within 6 weeks of signing a new tenancy. Outcomes will be reported at future Area Committee meetings. <p>Care Commission</p> <ul style="list-style-type: none"> • Meetings were held at the 4 Sheltered Housing Complexes in line 	YL
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	<p>with Care Commission Requirements. The Care Commission 9 point standards were discussed and Fire Safety presentations were undertaken at all of the complexes.</p> <ul style="list-style-type: none"> • Questionnaires were circulated to tenants. • It was noted a good turnout was received at these meetings. <p>Duncholgan Road</p> <ul style="list-style-type: none"> • A meeting was held with Playdale at Duncholgan on 3rd September to look at proposals for the installation of a new play area. Whilst this is at an early stage, there are hopes that funding can be secured which will make this a realistic possibility. • With regard to the ongoing issues regarding the road, it seems an agreement has been reached and the road will now be repaired. Progress will be provided to the Area Committee. <p><u>More Than Housing</u></p> <p>Customer Involvement Day</p> <ul style="list-style-type: none"> • The event took place following the Mid Argyll & Kintyre AGM on 11th August 2010. • This was advertised locally and all ACHA customers were welcome. • The aim was to: <ul style="list-style-type: none"> • Encourage further involvement with ACHA • Raise the profile of Area Committees in our areas • However, it was a very disappointing turnout with only 20 customers 'dropping in' during the 5 hours. • The Board of Management to decide the continuation and frequency of the event. It was suggested attendance at annual agricultural shows may be more beneficial and rewarding. <p>YL thanked Area Committee Members who supported and attended the event.</p> <p>Allotments – New Parliament Place</p> <ul style="list-style-type: none"> • Meeting with Head Gardener from Campbeltown Community Garden took place to explore the possibility of partnership working. • New Allotment Policy in draft format and will be passed for consultation towards the end of September 2010. • The aim is to lease 8 Allotments from February 2011. • We currently hold a waiting list for interested parties which include tenants and community groups. Keys groups will be given priority. • It has been recommended £25 per allotment per year will be charged. • SC advised members the Campbeltown Community Garden will be 	
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	<p>involved in a monthly market, with the first taking place on 16th September 2010 at the Kinloch Guide Hall. Everyone welcome.</p> <p>Garden in Bloom</p> <ul style="list-style-type: none"> • The competition was judged by Area Committee Members is August 2010. • The standard of gardens was very high and we hope positive publicity will generate more interest next year. 	
8.	<p>Estate Management Action Plans</p> <p>LC left the meeting.</p> <p>Sarah Campbell, Local Manager – Housing Services, presented the following Estate Management Action Plan requesting approval:</p> <p>8.1 Achagoil, Minard – Installation of Fencing</p> <p>To remove the old fence and gates and replace with a palisade fence and gates. All tenants have been consulted and are in favour for us to proceed with this project.</p> <p>Financial Implication: £3,301.75 (including VAT). The cost includes the removal of any shrubs and vegetation required to complete the work.</p> <p>Risk Implications: No risks expected, unless additional work required during fitting.</p> <p>Decision: Approved.</p> <p>LC rejoined the meeting.</p> <p>8.2 Duncholgan, Lochgilphead – Erection of Notice Board</p> <p>To install an external notice board on the portacabin making it easier to view any information.</p> <p>Financial Implication: £280 (excluding VAT).</p> <p>Risk Implications: None.</p> <p>Decision: Approved.</p> <p>8.3 Oakfield, Tarbert – Upgrade of Veranda Rails</p> <p>To remove and replace the severely corroded metal railings on the 3 veranda porches at Oakfield, Tarbert. All tenants have been consulted and are in favour for us to proceed with this project.</p> <p>Financial Implication: £1198.50 (including VAT).</p> <p>Risk Implications: No risks expected, unless additional work required during fitting.</p>	

	<p>Decision: Approved.</p> <p>8.4 Tormhor, Carradale – Installation of Fencing To install new chain link fencing and gates to the front of the properties at Tormhor, Carradale. Renewing the fencing would complete the project for this area. All tenants have been consulted and are in favour for us to proceed with this project. The use of chain link fencing has been proposed to remain consistent to complete the project, however, it has been suggested staff explore other options in terms of metal types fencing.</p> <p>Financial Implication: £2,923.40 (including VAT).</p> <p>Risk Implication: No risks expected, unless additional work required during fitting.</p> <p>Decision: Approved.</p> <p>8.5 Castle Park, Campbeltown – Relaying of Path To relay path with slabs from back door to front gate. At present, this is a health & safety hazard. The tenant has been consulted and is in favour for us to proceed with this project.</p> <p>Financial Implication: £931.77 (including VAT)</p> <p>Risk Implication: potential health and safety issues if left untreated.</p> <p>Decision: Approved.</p>	
9.	<p>Review of Key Performance Indicators The exception report for the period April 2010 – end June 2010 was circulated prior to the meeting.</p> <p>YL discussed the key areas of the report:</p> <ul style="list-style-type: none"> • Achieved Homeless Relets for Mid Argyll but Not Kintyre – The target for allocating to Homeless Applicants is 50% of all lets. <ul style="list-style-type: none"> ○ In Mid Argyll 50% of lets were allocated to Homeless persons in June thereby meeting the target. ○ In Kintyre only 25% of lets were made to Homeless persons, however, 34% has been achieved to date. • Achieved Void Relet Times for both Mid Argyll & Kintyre – The target for re-letting a property is 31 days. <ul style="list-style-type: none"> ○ In both Mid Argyll & Kintyre the target was achieved and houses in both areas were relet within 31 days. ○ Mid Argyll were rated 2nd overall in performance, achieving 6 	

	<p>days.</p> <ul style="list-style-type: none"> ○ Kintyre were rated 5th overall in performance, achieving 29 days <ul style="list-style-type: none"> ● Achieved Void Repairs for both Mid Argyll & Kintyre – The target was 100% for both areas. ● Achieved Arrears for both Mid Argyll & Kintyre – the target which is set at 2.5% was exceeded. <ul style="list-style-type: none"> ○ Mid Argyll rated 1st overall in performance by achieving 1.52%, which is excellent. ○ Kintyre rated 5th overall in performance by achieving 2.21%. ● Achieved Emergency Repairs for Mid Argyll but not Kintyre – The target is 98% for Mid Argyll and 100% for Kintyre. <ul style="list-style-type: none"> ○ In Mid Argyll we exceeded the target with 100% of all repairs being completed on time and were ranked as the top performing area in this category. ○ In Kintyre we were outwith the target with 96.5% being met, putting us in 5th position. This equates to 2 jobs outwith target ● Achieved Urgent Repairs for Kintyre but just outwith for Mid Argyll – The target is 95%. <ul style="list-style-type: none"> ○ The target was achieved in Kintyre, placing us in 4th position. ○ In Mid Argyll we were outwith target due to 1 job not being completed. As a result the area was rated in 6th position. ● Achieved Routine Repairs in both Mid Argyll & Kintyre – The target is 95%. <ul style="list-style-type: none"> ○ Both Mid Argyll & Kintyre achieved this target with Mid Argyll again being the top performing area in this category and Kintyre being placed 6th. ● Achieved Qualifying Repairs in both Mid Argyll & Kintyre – The target is 100%. <ul style="list-style-type: none"> ○ Both Mid Argyll & Kintyre achieved this target ● Achieved Repair Satisfaction for both areas – The target is 95%. <ul style="list-style-type: none"> ○ Both areas achieved this target. Mid Argyll were ranked 1st with all customers satisfied and Kintyre ranked 3rd with only 2 customers unsatisfied out of 68. ● Failed to Achieve Post Inspection Rate in both areas – The target is 20%. 	
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	<ul style="list-style-type: none"> ○ Kintyre carried out 9%, 11% less than target. ○ Mid Argyll carried out 33%, 13% more than target <p>SMacK commented the excellent and consistent performance for both the Mid Argyll & Kintyre area teams with precise information presented to the Area Committee. SMacK also noted it was unfortunate a small number of repairs can have a significant impact on the overall target.</p> <p>VSH asked whether all repairs were checked on completion. YL confirmed 20% of repairs are post inspected with satisfaction cards also issued. YL also advised the satisfaction cards were being reviewed at present.</p> <p>It was commented several satisfaction follow ups are being carried out. YL confirmed this is being investigated by the Repairs and Maintenance Service Development Working Group.</p>	
10.	<p>Tenants Panel Minutes – 11th May, 15th June & 20th July 2010</p> <p>The minutes from the Tenants Panel meeting held on 11th May, 15th June and 20th July 2010 were circulated prior to the meeting. No issues raised.</p>	
11.	<p>Health & Safety Minutes – 18th May 2010</p> <p>The minutes from the Health & Safety meeting held on 18th May were circulated prior to the meeting.</p> <p>Item 8.3 Cleaning of Body Fluids</p> <p>YL confirmed that staff would not be expected to deal with this and that external contractors would be instructed to undertake any such work.</p>	
12.	<p>AOCB</p> <p>SMacK commented on the refurbished playpark in Tarbert. DMacM confirmed this was owned by Argyll & Bute Council.</p>	
13.	<p>Date and Time of Next Meeting</p> <p>6th October 2010 at 1.00pm in Campbeltown – venue to be confirmed.</p>	