



**HELENSBURGH AND LOMOND AREA COMMITTEE**  
**MINUTES OF MEETING**  
**Friday 4<sup>th</sup> June 2010**  
**at 10.00 a.m.**  
**in**  
**Kirkmichael Centre Helensburgh**

**Present:**

Ann Trotter (Chair) (AT) – Tenant  
George Douglas (Vice Chair) (GD) - Independent  
Joan Roy (JR) – Tenant  
Maisie Dunlay (MD) – Tenant  
Sandra Glazsher (SG) - Tenant  
Councillor Kelly (CK)

**Staff Members Present:**

Christine Johnston (CJ)  
David Kelly (DK)  
Wendy Nicholson (WN)

1.	<p><b>Apologies:</b></p> <p>Bill McIntyre, Sonja Aitken, Kenneth Bendall.</p> <p>WN advised that Kenneth Bendall has now missed 4 consecutive meetings and is therefore no longer part of the Area Committee. KB has indicated to other staff members that due to his deteriorating health he is unable to attend meetings.</p>	
2.	<p><b>Minutes of Previous Meeting – 26.03.10</b></p> <p>Page 2 Item 5: states that a Community Action Grant was approved. The minutes are to be amended to make it clear that these grants are not approved by the Area Committee. They are presented for information only.</p> <p>Thereafter, the minutes were approved as an accurate record. Proposed by Maisie Dunlay and Seconded by George Douglas.</p>	

3.	<b>Matters Arising from Previous Minutes 26.03.10</b>  No matters arising	
4.	<b>Conflicts of Interest to Declare</b>  There were no conflicts of interest to declare.	
5.	<b>Correspondence</b>  There was no correspondence received.	
6.	<b>Board of Management Update: Presented by AT</b> <ul style="list-style-type: none"> <li>Sally Loudon , Chief executive of Argyll &amp; Bute Council attended the meeting and gave a presentation on what has been happening in the council over the last year and how she sees the council working in partnership with ACHA. Sally explained that there has been a number of changes within the council which has helped develop an improvement plan for council services. Clelland Sneddon will be executive Director for housing and takes up this post on 17<sup>th</sup> May. The Council's priorities for housing are to increase supply of good quality, affordable housing and also reduce homelessness in partnership with RSL's.</li> </ul> <p>The Council is also is discussions with the Scottish Government regarding making better use of the Strategic Housing fund .</p> <p>Sally outlined a number of joint partnership opportunities including working together towards joint targets – ie reducing homelessness.</p> <p>The Board welcomed the opportunity to develop joint working initiatives with ABC.</p> <ul style="list-style-type: none"> <li>Alastair MacGregor provided an update on various ACHA wide issues:- Budget for the coming year has now been set; new void processes in place; Pressured Area Status application has been accepted by the Council- outcome awaited from Scottish Govt.</li> <li>The Board agreed the introduction of three new posts to assist with title plan analysis- the Board agreed that it is vital that ACHA is able to properly identify owner responsibilities.</li> <li>There was a discussion regarding the poor attendance of area committee members at the Strategic planning day in February. It</li> </ul>	

	<p>was agreed that (non Board) area committee members should be asked in advance if they wanted to attend. 11 AC members who said they would attend did not and this cost the Association a significant sum of money in terms of hotel costs/meals etc.</p> <ul style="list-style-type: none"> <li>• A request from one sheltered housing complex to be changed to amenity housing was rejected subject to a full review of the future of Sheltered housing/elderly service.</li> <li>• A prize draw took place for returned tenant satisfaction forms:-</li> <li>• 1<sup>st</sup> prize £100- William power 8 Croft Ave, Oban</li> <li>• 2<sup>nd</sup> prize- £50 Jamie Harvey, 25b Albyn Ave, C'town</li> </ul>	
7.	<p><b>Regional Managers Report: Presented by YL</b></p> <p>The Regional Manager gave a presentation, including:</p> <p><b><u>Kitchen &amp; Bathrooms (Contractor – Carillion)</u></b></p> <ul style="list-style-type: none"> <li>• Year 4 of the Programme on schedule</li> <li>• Quality of work remains good</li> </ul> <p><b><u>Windows &amp; Doors (Contractor – Carillion)</u></b></p> <ul style="list-style-type: none"> <li>• Year 4 of the Programme on schedule</li> <li>• No reported problems</li> </ul> <p><b><u>Heating &amp; Rewiring (Gas Call)</u></b></p> <ul style="list-style-type: none"> <li>• Programme suspended</li> </ul> <p><b><u>Roof &amp; Roughcast (Contractor – Connaught)</u></b></p> <ul style="list-style-type: none"> <li>• Contract for Kilcreggan and Cardross ready to be signed off</li> </ul> <p><b><u>Community &amp; Regeneration:</u></b></p> <p><b><u>Roads &amp; Footpath Strategy</u></b></p> <ul style="list-style-type: none"> <li>• Work Progressing Slower than anticipated</li> <li>• Mainly due to an increase in slabbed footpaths</li> <li>• Hope to have works in Helensburgh completed in 2 wks</li> <li>• Snagging works being carried out in: <ul style="list-style-type: none"> <li>• Rosneath, Cardross, Arrochar, Kilcreggan</li> </ul> </li> <li>• Works due to be completed end June in following areas: <ul style="list-style-type: none"> <li>• Garelochhead, Luss &amp; Rhu</li> </ul> </li> <li>• 50 Operatives employed to progress works as quickly as possible.</li> </ul> <p><b><u>Housing Management &amp; Maintenance:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Estate Management –</b></li> <li>• Working Group set up to review our Policies and Procedures</li> <li>• New Policy expected to be completed by October 2010</li> </ul>	

- **Review of Allocations to Homeless Quota's–**
- Request from Argyll & Bute Council to increase allocations made to Homeless Persons
- Currently Homeless Persons receive 50% of all allocations
- Detailed Analysis of waiting lists being carried out to assess impact if agreed
- **New Gas Term Contractor –**
- New Contract started end April 2010
- Contractor now Carillion

### **More than Housing:**

Craigendoran T&R Association –

- EGM took place 14<sup>th</sup> May 2010
- A new Committee was elected
- Agreement reached to wind up the Criagendoran Play Area Association
- Group to ensure maximum community use of the flat.
- John Croy is the new Chair of the T & R Association.

### **Tenant Involvement Days –**

Report being presented to the Board of Management in June  
If approved, Area Committees expected to take an active role.

### **Garden in Bloom –**

- The competition is now open
- Closing Date 31<sup>st</sup> July
- Shortlist of Gardens will be produced
- Judging to take place 6<sup>th</sup> August
- Committee to confirm who wants to be involved and advise WN by the 11<sup>th</sup> June 2010.

JR raised the question, with regards to Argyll and Bute Council requesting that we increase our Homeless Quotas from 50%, how this will affect current applicants waiting to be rehoused which are not currently on the Homeless List. There were also concerns raised with regards to applicants not used to village life being housed in these areas and not being able to adjust to the different way of life.

CJ advised that with regards to Homeless Persons being rehoused within these areas, under current legislation all applicants have the right to be rehoused within village areas, however, when possible “Sensitive Allocations” can be made to take into account peoples varying circumstances.

Further discussions took place with regards to Homeless Persons being offered accommodation in Helensburgh & Lomond and how sometimes this can have an adverse effect on the current tenants that live in these areas. CJ advised that there was no evidence to

	<p>suggest this.</p> <p>CJ also stated that current legislation states there is “no higher need” than being homeless.</p> <p>MD &amp; JR both agreed that it would be beneficial for current Legislation to be looked at with a view to tightening how Homeless Allocations are made with a possible change to the criteria.</p>	
8.	<p><b>WELFARE RIGHTS – AWARENESS SESSION</b></p> <p>David Kelly Senior Welfare Rights Officer for Lomond gave an informative presentation on how this service will help ACHA tenants, along with a brief overview of what his job entails.</p>	
9.	<p><b>Review of Key Performance Indicators</b></p> <ul style="list-style-type: none"> <li>• <b>Arrears</b> – We achieved and in fact exceeded the target which is set at 2.5%. We achieved 1.7%</li> <li>• <b>Void Relet Times</b> – The target for re-letting a property was increased to 31 days. In Lomond we achieved this new target and relet houses in an average of 28 days for the full year. This rates us 2<sup>nd</sup> overall in performance for the year.</li> <li>• <b>Emergency Repairs</b> – The target of 100% was not achieved 95.6% was achieved, which equates to 66 jobs outwith target out of a total of 1,500. In terms of the league table this placed us in 6<sup>th</sup> position for the year. Please note, however that the IHRT carried out 713 of the jobs and only had 5 outwith target.</li> <li>• <b>Urgent Repairs</b> – The target is 95%. Lomond achieved 94% - just 1% outwith target. This ranked us in 5<sup>th</sup> position for the year.</li> <li>• <b>Routine Repairs</b> – The target is 95%. Lomond achieved this target with 99% completed. This ranked us 3<sup>rd</sup> in the league table.</li> <li>• <b>Post Inspection</b> – The target of 20% was not met. Lomond achieved 17% - just 3% out and ranked us 4<sup>th</sup> overall in the league table.</li> <li>• <b>Achieved Homeless Targets</b> – The target of 50% was actually exceeded with 55% of all available houses to homeless persons made.</li> </ul>	
10.	<p><b>TENANTS PANEL MINUTES</b></p> <p>Minutes of the 16.03.10 previously circulated. GD commented on how low the attendance was at the Tenants Panel meeting.</p>	

	CJ advised that since this meeting had taken place there were at least 10 new. This was something that staff were aware of and efforts had been made to encourage/advertise the Tenants Panel.	
11.	<b>HEALTH AND SAFETY MINUTES</b>  Minutes of the 17.02.10 previously circulated. No comments made.	
12.	<b>SATISFACTION RESULTS – PRIZE DRAW</b> <ul style="list-style-type: none"> <li>Members will be reminded that the Helensburgh Office carried out a Survey to record feedback from Customers who visited the James Street Offices.</li> <li>This survey ran during March &amp; April and 29 questionnaires were completed.</li> <li>Members were supplied with the results with their Agenda Papers</li> <li>Of the 29 customers who completed a survey form the majority of them are tenants who visit our office, the majority on a weekly basis to pay their rent. Overall satisfaction remains fairly high.</li> <li>A good number are not members of ACHA and do not know about our Area Committee so this is something that we will work on locally.</li> <li>Customers want to be surveyed every year and this is something that we will take on board.</li> <li>The names of the customers who returned forms were eligible to be entered into a prize draw to win £25 Vouchers. The winner was: Mrs. A. Hislen 6 Benmore School Road Kilcreggan</li> </ul>	
13.	<b>A.O.C.B.</b>  It was confirmed that this year at our AGM it would MD and SG that would retiring as members with a tenant vacancy available.  JR and MD to confirm attendance at the AGM on 20 <sup>th</sup> August 2010.  CK advised that at the Roads and Transport Working Group where issues about adopted/unadopted roads etc were discussed, it was decided the Councillor Roddy McCuish and Graham Brown of the Roads Department would meet with Bill Anderson of ACHA. CK will find out if this meeting has actually taken place.  CK also advised that Rosneath Community Council decided there was no need at the present time for the compost bins to be placed at St. Modans Way Rosneath.	CK
14.	<b>Date and Time of Next Meeting</b> 6 <sup>th</sup> August 2010 at 10.00 am venue to be confirmed.	

