

**MID ARGYLL & KINTYRE AREA COMMITTEE MEETING**  
**Wednesday, 12<sup>th</sup> March 2014 at 1.00pm**  
**The West Loch Hotel, Tarbert**

**Attendees**

Professor Colin Davidson, Independent (CD)  
 Sandra Johnston, Tenant (SJ)  
 Sandra MacKenzie, Tenant (SMack)  
 Councillor Donald MacMillan (DMacM)  
 John Muir, Tenant (JM)  
 Carole Anne Shields, Tenant (CS)

**Staff in Attendance**

Colette Benham, Director of HR & Corporate Services (CB)  
 Yvonne Litster, Regional Manager – Housing & Neighbourhood Services (YL)  
 Simone Charnock, Customer Services Assistant (SC)

		Action
1.	<p><b>Welcome and Apologies</b></p> <p>Sandra MacKenzie welcomed all members to the meeting and reminded members to please turn phones off, welcomed SC, and asked that only one Member speak at a time.</p> <p>Apologies were received from Lochiel Cushnie.</p> <p>SC advised Members that Colette Benham would be joining the meeting at 2.00pm.</p>	
2.	<p><b>Minutes of Previous Meeting – 15<sup>th</sup> January 2014</b></p> <p>The minutes from 15<sup>th</sup> January 2014 were agreed as an accurate record.</p> <p>Proposed by: Councillor Donald MacMillan (DMacM)</p> <p>Seconded by: John Muir (JM)</p>	
3.	<p><b>Matters Arising (Including Information Pack)</b> (Items in <i>italics</i> refer to the minutes from the previous meeting)</p> <p>Page 1: <i>Disabled parking bay at Park Terrace: YL advised Members that ACHA had received an email from the Councils Road department confirming that the parking bays have been adopted and therefore, we cannot put up signs for ACHA parking only. It was confirmed, however, that the parking bays at block 7 are not adopted.</i></p> <p>JM asked for clarification regarding the parking bay at block 7 which was not adopted. CS commented that the parking bay in question was not directly outside the property which required it and it was not marked as disabled.</p> <p>YL advised that this matter was the conclusion to the query raised in the November 2013 meeting and that the marked disabled bay is located as close as possible to the property that requires it, however, it was noted that disabled bays are not enforceable. Following discussions, DMacM stated that it is his belief that white parking bay are not enforceable,</p>	

	<p>however, yellow bays are.</p> <p><i>Page 5: Regional Managers Report: Road leading from Leacainn Burn to Bridge Terrace, Furnace</i>  JM asked for an update in relation to the above. YL advised Members that this would be covered in the regional managers update, in Agenda item 8.</p> <p><i>Page 7: Regional Managers Report: Scottish Social Housing Charter.</i>  JM asked for an update in relation to the above. YL advised Members that this would be covered in the regional managers update, in Agenda item 8.</p> <p><i>Page 2: EMAP Report to Board of Management: It was further suggested that the Area Committee invite an AHFA representative to a Committee meeting to provide an overview of the EMAP process. YL to arrange for a future meeting. Following that meeting, if Members still have concerns this can be taken forward by SMack.</i>  YL explained that unfortunately due to year end time constraints John Forbes, AHFA Managing Director, has been unable to attend this meeting. However, Members were asked to consider arranging his attendance for the May meeting, in Agenda Item 16.</p> <p><i>Page 5: Regeneration: ACHA have submitted a planning application for a proposed new build at Oakfield, Tarbert comprising of 8 units – a design and build contract has been awarded to M&amp;K MacLeod Construction. The planning application has been lodged and we expect to be advised of the outcome in February 2014. The site is currently owned by Argyll &amp; Bute Council and a land transfer agreement is being progressed. JM advised that there is commonly an issue with flooding in this area. YL advised that this would be highlighted to our Regeneration department to ensure they are aware of this and what the plans are.</i>  YL advised that our Regeneration department confirmed that the issues in Tarbert will see that the development is designed to ensure flooding does not take place. The planning process involves consideration on flooding by Council officers and measures to mitigate against it. They will be carrying out extensive excavation of soft material on the site with substantial filling material being brought on. Drainage will also be installed to alleviate any possible problems.</p> <p><i>Page 5: Purchase of Land: ACHA are also submitting a planning application for Barn Park, Inveraray comprising of 12 units in February – a design &amp; build contract has been awarded to Stewart McNee Ltd., Dunoon. Subject to planning approval, a site start could be made in May 2014. The site is currently owned by Argyll Estates and a land transfer agreement has been agreed.</i>  SMack queried if the Association would have to pay for the land transfer agreement. YL to investigate and advise.  YL advised that the agreement with the Council for Tarbert has yet to be legally formalised but it is proposed to be a nil land transfer. For Inveraray ACHA are proposing to acquire the site from Argyll Estates if planning</p>	
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	<p>permission is approved and there will be a payment to them based on the District Valuer's valuation.</p> <p>Page 17: <i>Policies due for Review – 2014 (Report Attached): Members were provided with a list of policies and were asked to identify which of these they wished to be consulted over during 2014. After discussion, it was agreed that Members would be included in the consultation of the Heating Policy, due to be reviewed in September 2014. YL stated that the Area Committee would be consulted in adequate time to allow Members to comment.</i></p> <p>YL explained that she had spoken with Linda Haig, Director of Investment &amp; Regeneration, who confirmed that there was confusion as to whether this policy is actually due for a review. It has now been confirmed that it went to the Board twice in 2012 and 2013 since it was originally approved in 2011. Therefore, it will not be due for review until 2015 and was an error on the list provided by Corporate Services.</p> <p>After discussion, it was agreed that Members would postpone the review of policies during 2014 and look to review the Heating Policy when it comes around in 2015. Members decided that in 2015 they will choose two Policies due for Review in case a similar situation occurs.</p>	
4.	<p><b>Conflicts of Interest to Declare</b></p> <p>None</p>	
5.	<p><b>Correspondence</b></p> <p>No further correspondence received.</p>	
6.	<p><b>Code of Conduct</b></p> <p>Members were previously issued with the newly approved code of conduct, as approved by the Board on 14<sup>th</sup> January. SMacK asked Members to sign and return their forms if they had not already done so. Members confirmed that they had all now returned signed forms.</p>	
7.	<p><b>Payments &amp; Benefits for Governing Body Members &amp; Staff</b></p> <p>Papers were provided in the information pack. This is the newly approved policy which replaces the following 4 policies:</p> <ul style="list-style-type: none"> <li>• Conflict of interest and disputes policy</li> <li>• Schedule 7 gifts and hospitality</li> <li>• Schedule 7 staff guidance</li> <li>• Schedule 7 staff guidance</li> </ul> <p>SMacK asked Members to ensure this updated paperwork is included within their governance manual.</p>	ALL
8.	<p><b>Regional Managers Report</b></p> <p>YL thanked the Chair, and provided the following report:</p> <p><b>Investment Programme – Mid Argyll</b></p>	

	<p><b>Heating &amp; Rewire</b> – Both Carillion and British Gas are working in Mid Argyll at the moment for Heating &amp; Rewire programme. Progress is steady with no major issues. There are currently 7 Heating jobs and 6 Rewire open.</p> <p><b>Windows &amp; Doors – Sidey</b> – Currently no window install at the moment and only a couple of door install open due to painting access issues.</p> <p><b>Kitchen &amp; Bathroom</b> – No properties in Mid Argyll open at the moment</p> <p><b>Roof &amp; Roughcast</b> – A few of the Mid Argyll projects have completed and bar snagging these are being closed off (old Schoolhouse, Kilmahumaig, McKeller Buildings). This leaves Knapdale Terrace in Ardrishaig and Lorne Terrace in Lochgilphead as open projects, however, it is hoped to have these closed off as soon as possible. In terms of funding, the Lorne Terrace property has been open for a long time and is at a bit of a stand still until the insulation funding can be agreed, and it is hoped external funding can be sought.</p> <p><b>Cyclical painting</b> – Ongoing in area with small issues to be resolved.</p> <p><b>Gutter Cleaning</b> – On going with no major issues.</p> <p><b>Insulation</b> – Installations started by Carillion. No issues.</p> <p><b>Investment Refurbishments</b> – No work at the moment.</p> <p><b>Investment Programme – Kintyre</b></p> <p><b>Heating &amp; Rewire</b> – British Gas are installing heating in the Castleacres part of town. Some of these properties have proved difficult due to the need to lower ceilings and ACHA have had to decant some of the tenants to assist with the upheaval. Housing has worked hard to resolve any tenant issue and despite the disturbance there have been few complaints.</p> <p><b>Windows &amp; Doors – Sidey</b> – No installs at the moment in Kintyre. A number of snagging/warranty issues to be resolved locally but these are being chased with the contractor.</p> <p><b>Kitchen &amp; Bathroom</b> – Only one kitchen and bathroom open at the moment. Plans to do others while access is given for heating and rewires, as there have been issues gaining access.</p> <p><b>Roof &amp; Roughcast</b> – The ongoing work at Glenside, Saddell St and Smith Drive. Saddell Street is near completion as are a couple of the blocks at Glenside. A further 2 blocks started at Glenside and are progressing well. An agreement has been reached regarding ECO funding packages, which should allow us to advance with works. The area teams have finished prioritising their recommendations for the next</p>	
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	<p>few years 2014/15 in relation to R&amp;R works; this includes a variety of ACHA/Private owners blocks.</p> <p><b>Cyclical painting</b> – Work ongoing with only a few issues. Some complaints of inadequate signage and not enough notice prior to work but Mitie (contractor) have agreed to return and deal with any remedial issues.</p> <p><b>Gutter Cleaning</b> – Ongoing in the Kintyre area with no major issues.</p> <p><b>Insulation</b> – Carillion are progressing with attic insulation.</p> <p><b>Regeneration</b>  <b>Oakfield:</b>  Oakfield, Tarbert – the proposed development of 8 units, comprising of 4 one flats and 4 two bed flats, received planning consent mid February. We are currently awaiting the Council legally transferring the land to allow the contract to start on-site. The contractor is MacLeod Construction.</p> <p><b>Barn Park, Inveraray</b> – the planning application for the proposed development of 12 units, comprising of 4 one flats, 4 two bed flats and 4 three bed houses, was submitted end of January. Subject to planning approval being received works could commence onsite early April. The contractor is Stewart McNee Ltd., Dunoon. Awaiting consent and approval.  Members were shown drawings and CS asked if they would be able to view the site. YL confirmed they would and the Members agreed that this was best left until the building works commence.</p> <p><b>Housing Management – Mid Argyll</b>  <b>Road leading from Leacainn Burn to Bridge Terrace, Furnace</b> – quotes have been received from Argyll &amp; Bute Council and Breedon Aggregates for resurfacing the road. Fyne Forestry are to obtain a quote from McNaughton contractor. Fyne Forestry, ACHA and Argyll Estates have agreed to pay a share of costs. We are currently investigating whether Argyll &amp; Bute Council will also contribute to the costs of works as there is street lighting up to Bridge Terrace and Council service vehicles use this road.</p> <p>We have written to 3 owners. To date, only one response has been received advising that they are not prepared to contribute. Reminder letters to be issued to the other owners and YL will keep members posted.</p> <p><b>Mid Argyll &amp; Kintyre Updates</b>  <b>Customer Complaints Update</b>  The Customer Complaints update was included within your information pack, however, to summarise, between April and December, ACHA received a total of 79 complaints – 5 were investigated by the Mid Argyll team and 13 within the Kintyre team.</p>	
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**Key Performance Indicators (KPI's)**

The KPI information was circulated prior to the meeting.

Members were made aware of the fall in performance in terms of repairs, which is disappointing. As YL previously reported, AHFA have recently installed a new IT system and there have been some interface issues. Members were informed that there are 36 staff on standby ready to manually update records which will accurately reflect our performance by the end of the Financial Year, before the report is submitted to the Scottish Housing Regulator. YL stated that she was confident that the recorded figures are not the accurate figure.

CD asked how these software problems will be resolved for future reporting.

YL advised that the last interface of the AHFA IT system is scheduled to go live soon and this should resolve any further issues.

JM asked if the regulator would take into account the reasons behind our poor reporting figures.

YL advised that it is hoped the manual exercise will be complete before the end of the Financial Year and, therefore, ACHA's performance will be accurately reported to the Scottish Housing Regulator, and no concession will be required.

**Mid Argyll:**

1. Routine Repairs (Target 96%) – Achieved 97.0% (18 outwith target - 581/599 repairs)
2. Post Inspections (Target 10%) – Achieved 10% (126 inspections)
3. Void Relet Times (Target 31 days) – Achieved 21 days (52 lets)
4. Void Relet Times Low Demand (Target 49 days) – Achieved 37 days (6 lets)
5. Rent Arrears (Percentage of rent due) – Achieved 2.14% against target of 2.5%

**Kintyre:**

1. Void Relet Times (Target 31 days) – Achieved 27 days (66 lets)

2 targets were partially met:

**Mid Argyll:**

1. Urgent Repairs (Target 96%) – Achieved 95.7% (354/370 repairs)
2. Repair Satisfaction (Target 95% - Achieved 94.5% (17 unsatisfied – 290/307)

We did not achieve **20** targets, this included:

**Mid Argyll:**

1. Emergency Repairs (Target 100%) – Achieved 93.6% (18 outwith target – 265/283 repairs)
2. Qualifying Repairs (Target 100% - Achieved 96.2% (5 outwith target - 126/131 repairs)
3. Void Repairs (Target 96%) – Achieved 87.7% (29 outwith target –

	<p>206/235 repairs)</p> <ol style="list-style-type: none"> <li>4. Repairs carried out "Right First Time" - Achieved 43.2% (423/1212)</li> <li>5. *Lets to the Transfer List (Target – All available lets to under-occupied tenants) - Achieved 26% (14 new lets)</li> <li>6. *Lets to the Direct Waiting List (Target 25% - Achieved 42% (22 new lets)</li> <li>7. *Lets to the Homeless List (Target 50% - Achieved 32.1% (17 new lets)</li> </ol> <p><b>Kintyre:</b></p> <ol style="list-style-type: none"> <li>1. Emergency Repairs (Target 100%) – Achieved 91.9% (44 outwith target – 498/542 repairs)</li> <li>2. Urgent Repairs (Target 96%) – Achieved 89.5% (47 outwith target – 402/449 repairs)</li> <li>3. Routine Repairs (Target 96%) – Achieved 94.3% (39 outwith target 648/687 repairs)</li> <li>4. Qualifying Repairs (Target 100% - Achieved 91.7% (7 outwith target – 235/242 repairs)</li> <li>5. Void Repairs (Target 96%) – Achieved 94.3% (17 outwith target – 280/297 repairs)</li> <li>6. Post Inspections (Target 10%) – Achieved 8% (132 inspections)</li> <li>7. *Lets to the Transfer List (Target – All available lets to under-occupied tenants) - Achieved 35.6% (37 new lets)</li> <li>8. *Lets to the Direct Waiting List (Target 25% - Achieved 51% (53 new lets)</li> <li>9. *Lets to the Homeless List (Target 50% - Achieved 12.5% (12 new lets)</li> <li>10. Void Relet Times Low Demand (Target 49 days) – Achieved 94 days (17 lets)</li> <li>11. Rent Arrears (Percentage of rent due) – Achieved 3.01% against target of 2.5%</li> <li>12. Repair Satisfaction (Target 95% - Achieved 94.5% (18 unsatisfied – 312/330)</li> <li>13. Repairs carried out "Right First Time" – Achieved 51.7% (867/1678)</li> </ol> <p><i>* This is an annual target and relies entirely on appropriate house being available for the appropriate applicant.</i></p> <p><b>Other Updates</b></p> <p>The Board also approved the new HOME Argyll Allocations Policy along with the 4 other HOME Argyll partners and this will be in operation from July 2014.</p> <p>In April 2014, information will be sent to all current applicants to allow them to apply via the new IT based system. This sees a significant difference in the way applicants will apply for housing; firstly completing a Housing Options questionnaire to establish the best housing options for them, before completing an on-line application form. ACHA will ensure assistance is provided.</p> <p><u>Scottish Social Housing Charter</u></p>	
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	<p>ACHA are working hard to prepare for the Scottish Social Housing Charter and to ensure we meet the 16 outcomes set by the Regulator, which is a significant amount of work.</p> <p><u>Tenant Scrutiny</u>  ACHA have advertised for interested people to join the “Your Voice” Group, which will be a group of service users who can scrutinise the services we deliver and recommend how best these services should be delivered in the future. Currently, letters have been sent to complainants to ask if they would consider joining the group and tenants in sheltered housing are being asked in person.  YL is hoping to have the “Your Voice” Group set up by the next meeting.</p> <p>SMacK asked how many members were required for the “Your Voice” Group.  YL advised that it was as many as can be acquired to reflect opinions across a range of ages.</p> <p><u>Customer Satisfaction</u>  ACHA have just completed a telephone survey for 600 of our tenants across the Argyll &amp; Bute area and the results are currently being analysed.  YL will provide a full update at the May meeting.</p> <p><u>Housing Bill</u>  The Scottish Government introduced the Housing (Scotland) Bill in 2013 into the Scottish Parliament in November 2013.  It is a wide ranging piece of legislation covering the abolition of the Right to Buy in Scotland, amendments to the rules on social housing allocations and suspensions, new and amended tenancy conditions around succession, assignation, joint tenancies and subletting, streamlined eviction procedures for anti social behaviour and amendments to the short tenancy regime. ACHA are currently looking at how this will affect us in practice and how we are going to prepare for it coming into force (could be 2015).</p> <p><i>CB joined the meeting at 1.35pm. All Members agreed to bring forward Agenda item 17.</i></p>	
17.	<p><b>Guest: Colette Benham, Director of Human Resources &amp; Corporate Services</b></p> <p>Colette Benham (CB), Director of Human Resources &amp; Corporate Services (HRCS) thanked Members for inviting her and advised that the ACHA Senior Management Team are about to launch a new set of objectives and therefore the following presentation would soon require amendment.</p> <p>Members were given a presentation providing a strategic overview on general progress made since the February 2013 planning days in respect of objectives for which HRCS are responsible or have input to in varying</p>	



	<p>degrees.</p> <p>The Key Strategic Aims &amp; Objectives set in February 2013: Putting Tenants and Communities first by:</p> <ol style="list-style-type: none"> <li>1. Achieving the Scottish Housing Quality Standard by 2015 and addressing housing need in Argyll &amp; Bute, through development which CB noted had been demonstrated in YL's Regional Managers Report.</li> <li>2. Providing quality customer care and equality across all our services</li> <li>3. Developing the financial strength and capacity to meet current and future objectives</li> <li>4. Deliver progressive and sustainable business performance and service delivery</li> <li>5. Develop strategic relationships and partnerships with other RSL's – CB advised that this objective would be developed this year to include local authority and the Scottish government.</li> </ol> <p>Objective 2: Providing quality customer care and equality across all our services</p> <ul style="list-style-type: none"> <li>• Target 1: Progress SPSO Complaints Handling Procedure and implement across ACHA from 2012 onwards, consult and review progress on an annual basis starting 2013. <ul style="list-style-type: none"> <li>○ Measure: Training all staff on the new procedure and give them the skills to consistently deliver improved service, by March 2014.</li> <li>○ Progress: <ul style="list-style-type: none"> <li>▪ Resolving Complaints seminars covering ALL staff carried out in Sept/Oct 2012 – All staff have now completed the training.</li> <li>▪ Ongoing Induction and Refresher Training developed in conjunction with Mary Gobar International and 11 Managers were trained on inhouse delivery in Aug/Sept 2013 and can provide ongoing refreshers to all staff</li> <li>▪ Joined RSL Complaint Handling Network to share good practice, in Aug 2013. Other RSLs link this work to their Improvement Teams. Other RSL's have improvement teams CB and CEO visiting to improve</li> </ul> </li> </ul> </li> <li>• Target 2: Group policies to be reviewed and correctly defined by 2018. This will include AHFA and ACHA staff. Regulator advised equality throughout, making group wide and equality approved Regular equality training and induction for all employees within 1 year of employment commencement</li> <li>• <ul style="list-style-type: none"> <li>○ Measure: <ul style="list-style-type: none"> <li>▪ Public policies to be readily available to customers</li> </ul> </li> </ul> </li> </ul>	
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	<p>and compliant with the Equality Act 2010.</p> <ul style="list-style-type: none"> <li>▪ Develop pro active service plans that meet the needs of the Group.</li> </ul> <ul style="list-style-type: none"> <li>○ Progress: <ul style="list-style-type: none"> <li>▪ Group Policy development and requirements progressing well</li> <li>▪ Availability of public policies – 39 on website under press and publications tab, policies</li> <li>▪ Group policies redrafted/developed – 19 updated for equalities and Group structure amendments</li> <li>▪ Equality training update – rescheduled to early 2014 due to sickness of external trainer – in progress now – to be completed by the end of financial year</li> </ul> </li> </ul> <p>Objective 4: Deliver progressive and sustainable business performance and service delivery</p> <ul style="list-style-type: none"> <li>• Target 1: Embed Charter processes to ensure compliance by March 2014 for ARC submission. Issues with indicators to be reported on. <ul style="list-style-type: none"> <li>○ Measure: Implementation of SSHC and establishment of customer satisfaction measuring, now being undertaken, report shortly</li> <li>○ Issues: <ul style="list-style-type: none"> <li>▪ First Annual Return of the Charter (ARC) to Regulator due April 2014.</li> <li>▪ Customer Satisfaction and Tenant Scrutiny still in development stages for reporting on. CJ taking this forwards now via Charter working group.</li> </ul> </li> <li>○ Achievements: <ul style="list-style-type: none"> <li>▪ Developed all Performance Indicators for Returns that are due. Joined SHBVN (Scottish Housing Best Value Network) in February 2014 for 1 year which will allow performance analysis against other RSL's – Benchmarking tool on line available to use in-house. SHBVN providing presentation to illustrate overview of services and demonstrate how tool analyse performance will work. YL will attend presentations.</li> </ul> </li> </ul> </li> <li>• Target 2: Monitor AHFA SLA agreement <ul style="list-style-type: none"> <li>○ Measure: Identify and review offices, services and future delivery.</li> <li>○ Progress: <ul style="list-style-type: none"> <li>▪ Regular AHFA SLA meetings in place and good working relationships formed</li> <li>▪ Two way communication and use of social media superceded by Charter working group remit, and</li> </ul> </li> </ul> </li> </ul>	
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	<p>Tenant Scrutiny being put in place, taken priority – May come back on agenda at later date</p> <p>Further Update:</p> <ul style="list-style-type: none"> <li>• 2 days Strategic planning took place in February 2014</li> <li>• Board will sign off revised vision and values, risks and objectives at their meeting in April 2014</li> <li>• Focus will be on improved value for money, a review of service provision and delivery</li> <li>• Modern Governance arrangements also being considered</li> </ul> <p>JM queried the Tenants Scrutiny Vs Tenants Panel groups. YL confirmed these were completely separate groups, the Tenants Scrutiny being the “Your Voice” group, and confirmed that Members receive regular updates at each meeting during the Regional Managers Report.</p> <p>SMacK asked if all refresher training would now be conducted in-house. CB advised that as much as possible and further money saving had been found in E-learning packages; as all mandatory training was now being provided online, which means there is no trainer cost or travel involved. This is saving resources as well as cost.</p> <p>SMacK thanked CB for her presentation.</p> <p><i>CB stayed for Employee of the Season scoring and left the meeting at 14:17pm.</i></p>	
9.	<p><b>Judging of Employee of the Season (Autumn Award: October – December). Nomination Closes: 31<sup>st</sup> January 2014</b></p> <p>Autumn Award – Members were asked to consider the 2 Nominations received for the Autumn Employee of the Season Award :</p> <ul style="list-style-type: none"> <li>• Seonaid Cameron, Housing &amp; Neighbourhood Services Assistant – resuscitating a tenants baby</li> <li>• Wendy Nicholson – Administrative Officer, Lomond – Development of Customer Service Centre since April 2013</li> </ul> <p>YL provided a summary of the information provided prior to the meeting and advised that in line with the Employee of the Season Policy the successful Nominee will receive an award of £100 of gift vouchers of their choice.</p> <p>Members were asked to review each Nomination. Scoring sheets were provided and YL asked each Member to score each Nomination accordingly from 1 – 10 (1 being poor, 10 being excellent) in each category. It was confirmed that the Nominees would not be shown the scoring forms.</p> <p>Following the summaries, the scoring sheets were collated and totalled. Members were then advised that Seonaid Cameron would be awarded Employee of the Season, scoring 216 points; Wendy Nicholson scored</p>	

	205 points.																								
10.	<div><div>Estate Management Action Plans (Report Attached)</div><div>YL advised Members that the EMAP budget had been spent, and all ongoing projects will be completed by the end of the Financial Year. YL will provide a complete before and after picture at May meeting and Members can decide which projects they would like to take forward.</div><div>a) Budget Update – information was provided prior to the meeting.</div><div><table><tr><th colspan="2">Mid Argyll</th></tr><tr><td>Budget for 2013/14</td><td>£7,890.00</td></tr><tr><td>Total Cost of Approved Projects</td><td>£9,957.00</td></tr><tr><td>Income from Private Owners</td><td>£0.00</td></tr><tr><td>Total Cost of Proposed Projects</td><td>£0.00</td></tr><tr><td>Balance</td><td>-£2,067.00</td></tr></table><table><tr><th colspan="2">Kintyre</th></tr><tr><td>Budget for 2013/14</td><td>£11,214.00</td></tr><tr><td>Total Cost of Approved Projects</td><td>£12,275.98</td></tr><tr><td>Income from Private Owners</td><td>£0.00</td></tr><tr><td>Total Cost of Proposed Projects</td><td>£0.00</td></tr><tr><td>Balance</td><td>-£1,061.98</td></tr></table><div>Note, only work that will remain in budget will be carried out therefore, there will be no overspend. The remainder of works will be carried out in year 3.</div><div>b) EMAP Update (verbal)</div><div>YL provided Members with a verbal update on the progress of EMAP projects to date. To summarise:</div><div>Mid Argyll</div><div><div>1. McIntyre Terrace: fencing renewal</div><div><div>Progress: on hold</div><div>Any other comments: waiting to see remainder of budget so we can bring in on target</div></div><div>2. 29, 32, 34, 38 &amp; 42 MacDonald Terrace: fencing renewal</div><div><div>Progress: issued</div><div>Any other comments: issued to contractor - assured that work will be completed by end March 2014</div></div><div>3. 7 &amp; 8 Leacainn Terrace: fencing renewal</div><div><div>Progress: issued</div><div>Any other comments: issued to contractor - assured that work will be completed by end March 2014</div></div><div>4. 13 Upper Riochan: fencing renewal</div><div><div>Progress: issued</div><div>Any other comments: issued to contractor - assured that work will be completed by end March 2014</div></div><div>5. 43 - 47 Union Street: fencing renewal</div><div><div>Progress: awaiting costs</div></div></div></div></div> <div>YL ALL</div>	Mid Argyll		Budget for 2013/14	£7,890.00	Total Cost of Approved Projects	£9,957.00	Income from Private Owners	£0.00	Total Cost of Proposed Projects	£0.00	Balance	-£2,067.00	Kintyre		Budget for 2013/14	£11,214.00	Total Cost of Approved Projects	£12,275.98	Income from Private Owners	£0.00	Total Cost of Proposed Projects	£0.00	Balance	-£1,061.98
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Total Cost of Proposed Projects	£0.00																								
Balance	-£1,061.98																								

	<ul style="list-style-type: none"> <li>○ Any other comments: meeting with Council to take place within next 2 weeks to confirm commitment to project</li> </ul> <p><b>6. Garden in Bloom; Sunflower Competition: prize money for agricultural &amp; horticultural shows</b></p> <ul style="list-style-type: none"> <li>○ Progress: completed</li> <li>○ Any other comments: none</li> </ul> <p><b>Kintyre</b></p> <p><b>1. 146 Ralston Road: fencing renewal</b></p> <ul style="list-style-type: none"> <li>○ Progress: issued</li> <li>○ Any other comments: issued to contractor - assured that work will be completed by end March 2014</li> </ul> <p><b>2. 7, 8 &amp; 11 Isleview: fencing renewal</b></p> <ul style="list-style-type: none"> <li>○ Progress: issued</li> <li>○ Any other comments: issued to contractor - assured that work will be completed by end March 2014</li> </ul> <p><b>3. 4 Smith Drive: fencing renewal</b></p> <ul style="list-style-type: none"> <li>○ Progress: issued</li> <li>○ Any other comments: issued to contractor - assured that work will be completed by end March 2014</li> </ul> <p><b>4. 100a-d Witchburn Road: balcony railings</b></p> <ul style="list-style-type: none"> <li>○ Progress: issued</li> <li>○ Any other comments: issued to contractor - assured that work will be completed by end March 2014</li> </ul> <p><b>5. 36 New Parliament Place: fence and gate installation</b></p> <ul style="list-style-type: none"> <li>○ Progress: issued</li> <li>○ Any other comments: issued to contractor - assured that work will be completed by end March 2014</li> </ul> <p><b>6. Garden in Bloom; Sunflower Competition: prize money for agricultural &amp; horticultural shows</b></p> <ul style="list-style-type: none"> <li>○ Progress: completed</li> <li>○ Any other comments: none</li> </ul>	
<b>11.</b>	<p><b>Community Action Fund Applications (Reports Attached)</b></p> <p><b>a) Budget Update &amp; new applications – Kintyre Youth Enquiry Services, Mid Argyll Community Enterprises, and Keeping Well Group (Dochas Centre)</b></p> <p>Members were asked to consider the remaining budget of £500 in terms of the new applications received. YL added that £400 not spent by the Helensburgh and Lomond Area Committee could be combined with remaining budget to leave £900.</p> <p>Budget: £900 remaining</p> <p>Applications for consideration had been received from the following charities:</p> <p><b>i. Kintyre Youth Enquiry Services</b></p> <p>Amount Requested: n/a</p> <p>At the previous meeting in January 2014, Members requested</p>	

	<p>that we contact the Kintyre Youth Enquiry Service group to determine if they still required funding to complete their project. Following a response from the Group no further amount was awarded to this Group.</p> <p><b>ii. Mid Argyll Community Enterprises</b>  Amount Requested: £450.00  Decision: Agreed  Amount Approved: £450.00</p> <p><b>iii. Keeping Well Group (Dochas Centre)</b>  Amount Requested: £330.00  Decision: Agreed  Amount Approved: £330.00</p> <p><b>b) Allocation of funds (review of existing applications)</b></p> <p>Budget: £120.00 remaining</p> <p>Members were asked to consider if they would like to allocate the remaining budget to previous applications that had not received an award: 'Supporting the Homeless in Kintyre' and Tarbert Youth Group.</p> <p>SJ declared a conflict of interest as she is a member of the Tarbert Youth Group Committee, and left the meeting.</p> <p>Members agreed that the remaining budget should be awarded to the Tarbert Youth Group Committee.</p> <ul style="list-style-type: none"> <li>• <b>Tarbert Youth Group</b>  Amount Requested: £500.00  Decision: Agreed  Amount Approved: £120.00</li> </ul> <p>SJ rejoined the meeting.</p>	
<b>12.</b>	<p><b>Tenants Newsletter – Spring Edition (deadline 14.03.14) (Report Attached)</b></p> <p>Members were asked to approve the article produced by CD, on energy costs, for inclusion within the Spring edition of the Tenants newsletter. All attendees agreed the article was excellent and thanked CD. YL will confirm that it is made clear that the article has come from the MAK Area Committee.</p>	YL
<b>13.</b>	<p><b>Awareness Session: Repairs &amp; Maintenance Policy</b></p> <p>YL informed Committee Members that the Repairs &amp; Maintenance Policy provides a core service to all ACHA tenants and customers and, as the Committee are aware, the Board of Management approved the Repairs &amp; Maintenance Policy at the Board meeting in November 2013. This was following consultation with service users and Board and Area Committee</p>	

	<p>members, the consultation register and the tenants panel.</p> <p>YL advised Members that this presentation would give an overview of the Policy and highlight the key changes. Should anyone require a full copy of the Policy, YL can provide one.</p> <p><b>Policy Aims</b></p> <ul style="list-style-type: none"> <li>– Improve, develop and manage quality affordable homes across Argyll &amp; Bute by working in partnership with other stakeholders</li> <li>– Fulfil our repairs and maintenance obligations to tenants and factored owners</li> </ul> <p><b>Policy Objectives</b></p> <ul style="list-style-type: none"> <li>– Get repairs done right, on time, first time</li> <li>– Provide safe, warm homes</li> <li>– Services that meet equal opportunity requirements</li> <li>– Value for money</li> <li>– Meet performance standards</li> <li>– Plan efficient and effective planned cyclical and major works using Stock Condition Survey</li> </ul> <p><b>Implementing our Policy Objectives</b></p> <p><b>Reporting Repairs –</b></p> <p>Customers can report a repair in a variety of ways:</p> <ul style="list-style-type: none"> <li>– Telephone</li> <li>– E-mail</li> <li>– Internet</li> <li>– Letter</li> <li>– In person</li> <li>– Out of Hours Service (emergencies)</li> </ul> <p><b>Classification of Repairs</b></p> <p><b>Emergency:</b></p> <ul style="list-style-type: none"> <li>– <b>Response Time – Either 2 hours or 8 hours</b> and work carried out to make safe within 24 hours.</li> <li>– Incidents that are of a health and safety nature</li> <li>– Required to prevent further damage or destruction</li> <li>– Emergency works are to “make Safe” the hazard and any follow up work will be categorised in accordance with the nature and urgency of the work required.</li> </ul> <p><b>Urgent:</b></p> <ul style="list-style-type: none"> <li>– <b>Response Time – 5 days</b></li> <li>– Require Prompt attention, however does not constitute an emergency.</li> </ul> <p><b>Routine:</b></p> <ul style="list-style-type: none"> <li>– <b>Response Time – 20 days</b></li> <li>– Require Prompt attention, however does not constitute an emergency.</li> </ul>	
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	<ul style="list-style-type: none"> <li>– All other non-urgent works</li> </ul> <p><b>Qualifying Repairs:</b></p> <ul style="list-style-type: none"> <li>– <b>Response Time – defined by Housing (Scotland) Act 2001</b></li> <li>– Advised in writing of rights and compensation arrangements</li> <li>– Examples of qualifying repairs are unsafe power or lighting sockets or electrical fittings; loss or partial loss of electric power</li> </ul> <p>When a tenant reports a qualifying repair they will be informed that it is a qualifying repair and ACHA will confirm timescales for the completion of the works.</p> <p>ACHA will confirm in writing rights under the scheme, along with details of compensation arrangements should the repair not be completed within the appropriate timescale.</p> <p><b>Empty house/Void repairs:</b></p> <ul style="list-style-type: none"> <li>– <b>Response Time – 6 days</b>, however ACHA will complete repairs as soon as possible to minimise rent loss</li> <li>– Operate a minimum letting standard, minor works may be carried out after a new tenant moves in</li> <li>– Gas &amp; electrical checks always carried out</li> </ul> <p><b>Cyclic and Planned Maintenance:</b></p> <ul style="list-style-type: none"> <li>– <b>Response Time – determined by nature of work</b>, may be affected by issues such as third party involvement</li> <li>– Includes: Ground Maintenance, Lift Maintenance, Gas Servicing, Solid Fuel Servicing, External painting, Gutter Cleaning</li> </ul> <p><b>Rechargeable Repairs</b></p> <ul style="list-style-type: none"> <li>– Acts of wilful damage</li> <li>– Neglect or accident caused by customer <ul style="list-style-type: none"> <li>• Costs will be levied against customer, including an administration charge</li> </ul> </li> </ul> <p><b>Recharging Customers for Shared Responsibilities</b></p> <ul style="list-style-type: none"> <li>– Common areas/common parts of buildings <ul style="list-style-type: none"> <li>• Costs will be levied against customer</li> </ul> </li> </ul> <p><b>Shared responsibilities:</b> YL informed Member that where responsibility for common areas or common parts of buildings is shared, ACHA will carry out works, in agreement with the owners, and then recharge their share of the costs.</p> <p>YL added that ACHA, or any other owner, can proceed with emergency works <b>only</b> without obtaining prior agreement from other owners.</p> <p><b>Pest Control</b></p> <p>Tenants must ensure that their property is a safe and clean environment which includes carrying out their own pest control. Unless, there is clear</p>	
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	<p>evidence that the pests have arisen because ACHA failed or neglected to fulfil its responsibility as the landlord.  ACHA will, however, take responsibility for dealing with an infestation of woodworm or similar wood boring destructive insect within a tenant's property or communal area.</p> <p><b>Graffiti and Other Vandalism</b>  To assist and support those tenants who are suffering violence, harassment or are victims of crime ACHA will remove offensive graffiti within 24 hours of being reported, or as soon as practically possible.</p> <p><b>Gas Safety</b>  As a landlord, ACHA are committed to ensuring that tenants living in our properties that have a gas appliance are kept safe. We operate an annual servicing programme.</p> <p><b>Play Areas</b></p> <ul style="list-style-type: none"> <li>– Regular safety inspections carried out by ROSPA trained staff (royal society for the prevention of accidents)</li> </ul> <p><b>Right to Buy</b></p> <ul style="list-style-type: none"> <li>– Repairs will carried out until date of sale</li> <li>– No major investment or planned maintenance works will proceed</li> </ul> <p><b>Performance Management Framework</b> – to meet the requirements of:</p> <ul style="list-style-type: none"> <li>– Tenants</li> <li>– Factored owners</li> <li>– Board of Management</li> <li>– Scottish Housing Regulator</li> <li>– Scottish Social Housing Charter - sets out the standards and the outcomes that all social landlords should aim to achieve when performing their housing activities.</li> </ul> <p>We use the following tools to monitor and report on our repairs and maintenance service:</p> <p><b>Performance Management Framework – Tools:</b></p> <ul style="list-style-type: none"> <li>– KPI Reports to Board/Area Committee's on repairs completed within target</li> <li>– Customer satisfaction levels - done by satisfaction cards, post inspection visits, telephone calls</li> <li>– Appointments made and kept</li> <li>– Number and percentage of properties with valid gas safety certificates</li> <li>– Pre and post inspection levels</li> <li>– Progress towards Scottish Housing Quality Standard (SHQS) standard, including impact of exemptions and abeyances.</li> <li>– Updates to tenants via tenants newsletter/Panel</li> </ul>	
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	<p>JM asked whose responsibility it was to maintain boundary fencing around ACHA properties.</p> <p>SMacK reminded Members that personal business should not be discussed during the meeting.</p> <p>YL could however confirm that maintenance of boundary fencing around a property is ACHA's responsibility; internal fencing is the responsibility of the tenant.</p>	
<b>14.</b>	<p><b>Membership Strategy (Report Attached)</b></p> <p><b>a) Analysis of AGM Survey Results</b> Members were asked to update the Membership Strategy Action Plan.</p> <p><b>b) Analysis of Mid Argyll &amp; Kintyre Membership</b> Members were asked to review the statistics and agree any outcomes. After discussion, it was agreed by Members that they would await the outcome of the AGM survey.</p> <p><b>c) Review of Action Plan</b> Members were asked to analyse the results of the survey and of the 19 returns (out of 68 members) it was noted that Lochgilphead was deemed the most popular venue. Members wished to take account of the location results only. YL will provide a list of venues at the next meeting and Members can choose their preference.</p> <p>Further to the survey results, SC advised that one response had stated an interest in joining the MAK Area Committee. Committee Members considered the Casual Member application and with a majority vote agreed to filling this position. It was agreed that Michael Roberts would be invited to attend the May meeting.</p> <p>Members agreed to defer the Membership Strategy Agenda item until November 2014 as all items have now been met.</p>	<p>YL</p> <p>YL</p>
<b>15.</b>	<p><b>Tenants &amp; Residents Association Strategy (Report Attached)</b> Area Committee Members are asked to review the Action Plan from the Tenants &amp; Residents Association Strategy. As the strategy has now been written, Members agreed to defer this Agenda item until November 2014.</p>	
<b>16.</b>	<p><b>Agenda Items for meeting on 14<sup>th</sup> May 2014 (Report Attached)</b> Members received a report prior to the meeting identifying agenda items for the next meeting. Items were as follows:</p> <ul style="list-style-type: none"> <li>• Matters Arising</li> <li>• Correspondence</li> <li>• Community Action Fund Applications</li> <li>• Regional Managers Report</li> <li>• Estate Management Action Plans</li> <li>• <i>Membership Strategy – Members agreed to defer this agenda item</i></li> </ul>	

	<p><i>until November 2014</i></p> <ul style="list-style-type: none"> <li>• <i>Tenants &amp; Residents Association Strategy – Members agreed to defer this agenda item until November 2014</i></li> <li>• Arrangements for Mid Argyll &amp; Kintyre Area Committee AGM</li> <li>• <i>Guest Speaker – Director of Finance &amp; IT – Members agreed to defer this agenda item until September 2014</i></li> <li>• Retirement of Area Committee Members</li> <li>• J Forbes – soup and sandwiches over lunch</li> <li>• Any Other Business</li> <li>• Date &amp; Time of Next Meeting: 9<sup>th</sup> July 2014 (AGM)</li> </ul> <p>It had previously been agreed that we would also invite an AHFA representative to attend during lunch.</p> <p>The above was agreed by all Members.</p>	
<b>18.</b>	<p><b>AOCB</b></p> <p>CD requested proper chairs be available for the next meeting, and not benches. YL will put forward this request.</p> <p>CS asked for clarification with regards to whether pre-term inspections were carried out when moving between Housing Associations. CS commented that an ACHA tenant had been allowed to move to a Fyne Homes property and had left a new ACHA property in a terrible condition. YL confirmed that ACHA carry out pre-term inspections for all transfer applicants and Landlord's are entitled to stop a transfer if there is a breach of tenancy conditions. YL will raise this issue at the HOME Argyll steering group to see if better links can be formed to enhance the process of transferring between Housing Associations.</p> <p>Proposals for Garden In Bloom/Sunflower Competition 2014: YL asked Members to consider a change to the rules for entering the competition. At present, sunflowers must be grown in the pre-5 unit however as most close over the summer period, in previous years, few measurements have been recorded. It was agreed by all Members that pupils could take the sunflowers home during the summer break closure.</p>	<p>YL</p> <p>YL</p>
<b>19.</b>	<p><b>Date, time of next meeting</b></p> <p>The next meeting will be held on 14<sup>th</sup> May 2014 at the West Loch Hotel, Tarbert.</p> <p>CD explained that he may have to submit his apologies due to a prior commitment.</p> <p>As previously mentioned, an AHFA representative is to attend to give a presentation at 12.30pm, over a soup &amp; sandwich lunch. The Area Committee meeting will commence at 1.00pm.</p>	<p>ALL</p> <p>ALL</p>

*The meeting concluded at 3.00pm*