



MID ARGYLL & KINTYRE AREA COMMITTEE MEETING
Wednesday, 14th May 2014 at 12:15pm
The West Loch Hotel, Tarbert

Attendees

Sandra Johnston, Tenant (SJ)
 Sandra MacKenzie, Tenant (SMack)
 Councillor Donald MacMillan (DMacM)
 John Muir, Tenant (JM)

Staff in Attendance

John Forbes, Managing Director – Argyll Homes For All (JF)
 Yvonne Litster, Regional Manager – Housing & Neighbourhood Services (YL)
 Sarah Campbell – Housing and Neighbourhood Services (SC)
 Claire Lumb, Administration Officer (CL)

		Action
1.	<p>Welcome and Apologies</p> <p>Sandra MacKenzie welcomed all members to the meeting. JF and SC were also welcomed to the meeting.</p> <p>Apologies were received from Lochiel Cushnie, Colin Davidson and Carol Ann Shields</p>	
2.	<p>AHFA Presentation</p> <p>Key points from the presentation are detailed below:</p> <p>1: The Services that AHFA provides</p> <ul style="list-style-type: none"> • Reactive repairs for 5100 properties • Solid fuel servicing • Gas servicing & repairs • Gutter cleaning • Electrical periodic inspections • Void & chargeable works <p>JF explained that there are 750 Solid Fuel properties, which are visited each twice per year. There are also 240 gas services per month, circa 2900 visits per year. AHFA gutters cleans 800 properties per year and does 500 electrical periodic inspections</p> <p>2. The Area that AHFA covers AHFA provides cover 2700 square miles, including 11 islands. We are the 2nd largest administrative area</p> <p>3. How Does AHFA Deliver Services JF gave an overview of the AHFA structure</p>	

	<p>4: Progress to date</p> <ul style="list-style-type: none"> • Recruited, trained and equipped operatives across Argyll & Bute • Improved on previous service • Initiated modern working practices • Health & Safety focus. <p>5: Future Plans</p> <ol style="list-style-type: none"> 1. e-trading with key supplier this involves electronic ordering, invoicing and payment and automated van stocks 2. Increased private owner works 3. Improve efficiencies, eg we currently have 100 no access gas visits per month. In addition operatives are undergoing multi skilled training. In addition AFHA will soon be able to remotely print gas safety certificates. 4. Employment opportunities, eg young workers and assistants in Lorn and Cowal. 5. Aids & adaptation works, as this will bring in extra revenue. <p>5: Pricing Structure</p> <ul style="list-style-type: none"> • Agreed Schedule of rates • National Housing Federation Schedule. <p>JF explained that we use an agreed a schedule of rates used by 450 social landlords, which has to be viewed over the piece, cherry picking not an option.</p> <p>Q – JM asked about the vans which were leased and what arrangements we had for them</p> <p>A – JF advised that the vans were very reliable and servicing was included and could be serviced at a Renault garage that had approved parts. It is an arrangement that works as there are fixed costs.</p> <p>QA – JM asked about the pricing structure and asked if fixed costs could be provided for tenants who may want small jobs doing.</p> <p>A – JF explained that they use a schedule of rates, however a daywork rate could be provided.</p> <p>Q JF was asked about the finances of AHFA</p> <p>A. JF replied that financially this year AHFA was in good order and slightly ahead. The coming year is likely to be a bit tighter as there will be a £250K reduction in the budget. But as AHFA gradually beds in, they can learn and start to identify and make savings.</p> <p>Q. The Committee asked for an explanation on the EMAPs that had not been completed, despite being issued last year.</p> <p>A. JF asked for details of these. YL will send JF a list of incomplete EMAP projects to JF.</p> <p>SMack commented that she had spoken to an AHFA Operative who had said that he was very happy in his job.</p>	<p>YL</p>
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	JF was thanked for his presentation.	
3.	Minutes of Previous Meeting – 12th March 2014 The minutes from 12 th March 2014 were agreed as an accurate record. Proposed by: Councillor Donald MacMillan (DMacM) Seconded by: Sandra Johnston (SJ)	
4.	Matters Arising (Including Information Pack) (Items in <i>italics</i> refer to the minutes from the previous meeting) Page 14: SJ commented that she had understood that the Tarbert Youth Group had sent a letter of thanks in, but had addressed it to a Fiona Shaw. It appears this letter has been mislaid, but their thanks were noted. Page 18: Appointment of casual member. Due to prior commitments Mr Roberts will be unavailable for the next two MAK Meetings. Therefore, he will be unable to fill this vacancy. Mr Roberts will be welcome to submit a nomination form to join the Committee when the AGM papers are issued. Info Pack: KPIs. YL advised Members that due to the inaccuracies of the Repairs data the end of year KPI report will be submitted to their July meeting, to ensure they receive accurate figures.	
5.	Conflicts of Interest to Declare None	
6.	Correspondence No further correspondence received.	
8.	Regional Managers Report YL provided the following report: Investment Programme – Mid Argyll Heating & Rewire - Both British Gas and Carillion working in the Mid Argyll Area carrying out heating and rewires. Both contractors performing well and addressing any small issues as they arise. No major complaints from tenant. Disappointed with the slow progress of BG to resolve warranty work Windows & Doors – Sidey – There are currently no installs at the moment, Sidey programming survey work. Some outstanding warranty to be addressed and Sidey are arranging to do this. Kitchen & Bathroom – Carillion are tidying up the stragglers that were difficult to access before. These mainly become available through the void set up and cooperation with the Investment team has meant we have managed to have a number done at void time. Roof & Roughcast – There are projects on the go at Lorne Terrace,	

	<p>Knapdale Terrace Leacainn Terrace and soon to start Campbell Street in Lochgilphead. There are no major issue to report.</p> <p>Cyclical painting – Ongoing in area with small issues to be resolved.</p> <p>Gutter Cleaning – On going with no major issues.</p> <p>Insulation – The Area team has provided a list of addresses to our Investment colleagues that we would like them to consider programming for cavity wall extraction. These are mainly properties where there is an issue showing internally that relates to breached cavity</p> <p>Investment Refurbishments – No work at the moment.</p> <p>Investment Programme – Kintyre</p> <p>Heating & Rewire – British Gas is working in the Kintyre Area carrying out heating and rewires. The contractor is working well and there are no major issues to report with no major complaints from tenant.. We are disappointed with the slow progress of British Gas to resolve warranty work. Some projects held up due to gas installation work but overall going reasonably well</p> <p>Windows & Doors – Sidey – No installs at the moment, Sidey programming survey work. Some outstanding warranty to be addressed and Sidey are arranging to do this. Issue with the door entry systems that were installed and this was highlighted to Sidey at the recent meeting, urgently needs resolved.</p> <p>Kitchen & Bathroom – There are not many installs at the moment.. There is an occasional one picked up by Carillion or British Gas if they happen to be in the property carrying out Heating and Rewire installations</p> <p>Roof & Roughcast – Work ongoing at Glenside, Saddell Street and Smith Drive. Projects are progressing well and should be completed soon. This has made a massive difference to the look of these properties. Area teams are prioritising recommendations for the next batch of work.</p> <p>Cyclical painting – Contractor have a number of issues to resolve and will be coming back to the area to carry these out</p> <p>Gutter Cleaning – On-going in the Kintyre area with no major issues</p> <p>Insulation – Area team has provided a list of addresses to Investment that we would like them to consider programming for cavity wall extraction. Mainly properties where there is an issue showing internally that relates to breached cavity.</p> <p>Investment Regeneration - No work ongoing at moment.</p>	
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Regeneration

Oakfield:

Oakfield, Tarbert – the development of 8 units, comprising 4 one flats and 4 two bed flats commenced at the end of March. The contractor is MacLeod Construction and the expected handover date is December 2014.

Barn Park, Inveraray – The planning application for the proposed development of 12 units, comprising 4 one flats, 4 two bed flats and 4 three bed houses, was submitted end of January. However, it is yet to be formally considered by the council. The development is being considered in the context of a masterplan submission by Argyll Estates and we are now advised it will be considered at a June meeting. If approved a site start could be quickly after that. The contractor is Stewart McNee Ltd., Dunoon.

Housing Management – Mid Argyll

Road leading from Leacainn Burn to Bridge Terrace, Furnace –

Members were informed that there was no further update.

KPIs – Members were informed again that as the KPI's were still showing incorrectly for Repairs it was agreed that they would not be submitted until the figures could be verified. This process has now been completed and the reports are currently being compiled. The Committee will receive end of year KPI's for 2013/14 in their next information pack.

Other Updates

New HOME Argyll Allocations Policy - Four Key staff have been working very hard at testing the new computer system for applying for a home to one of the HOME Argyll partners.

Staff have been away from home for up to 3 weeks while testing the system.

There is still a lot of work to be done and it is likely that there will be a delay in the live date – currently scheduled for July 2014.

Q. JM asked what facilities would be available for applicants who do not have computers. YL answered that applicants would be signposted to public places where there are PCs, alternatively there would be a paper copy available to complete.

ARC Return

The Working Group still working hard to ensure we can meet the 16 outcomes set by the regulator. Currently we are in the process of submitting our ARC return – this is the Annual Return on the Charter. To assist with this process the Scottish Housing Best Value Network (SHBVN) are validating some of the Indicators to ensure we meet the requirements. They are on site for 3 days and will provide us with a health check report at the end of this week. YL explained that they have a vast amount of knowledge and they have already picked up on some issues.

	<p><u>Tenant Scrutiny</u> In terms of tenant scrutiny YL is arranging a visit to another RSL who have set up their group. We are also about to write out to the 17 interested customers to invite them to an awareness session on the Charter. The venue will probably be in Inveraray.</p> <p><u>Customers Satisfaction</u> We have received the outcome of the customer satisfaction survey. Currently staff are working on an action plan and this will be shared with the committee members in due course.</p> <p><u>Sheltered Housing</u> A Recent Care Inspectorate inspection of the Sheltered Housing service was carried out. They were onsite inspections in Rothesay and Oban. We are awaiting the outcome of this inspection.</p> <p>We have received positive feedback from tenants in respect of regular coffee mornings being held at the complexes at Lochgair Place (who are utilising the nearby church hall) and at Chalmers Court, where there is a regular lunch club held every month.</p> <p><u>Duncholgan Site Visit</u> We have a Ministerial visit lined up for the 19th May at Duncholgan TP Site. The Minister, Margaret Burgess MSP, Minister for Housing and Welfare, will speak to the tenants living on the site and is interested in looking at the amenities. Alastair MacGregor will attend the visit, along with Rod Buchanan.</p>	
8..	<p>Estate Management Action Plans</p> <p>a. Overview of 2013/14 Projects Sarah Campbell gave a presentation of the 2013/14 Projects</p> <p>The Committee once again raised their concerns and disappointment about the amount of unfinished projects that AHFA have failed to complete. YL said that she will formally write to JF and raise the Committee's concerns and ask for dates as to when work will be completed. Concerns were raised about whether the budget cut off point has passed for work that has not yet been done or paid for. YL will ask JF to include this in his response to her concerns.</p> <p>b. Proposed EMAP Projects 2014/15</p> <p><u>Mid Argyll</u></p> <p><u>Replacement of front garden fencing at McIntyre Terrace - Lochgilphead.</u> Installation of bowtop fencing to the ACHA properties at McIntyre Terr. This project is the 2nd phase of an agreed project from last year. The</p>	YL

	<p>cost is considerable and could be split further to allow other projects to proceed this year. Staff previously discussed joint project with private owners but received a negative response. Cost - £11,325.00</p> <p>This project was AGREED; however can only proceed with the budget available, anything not completed in 2014/15 will be carried over into the next year. This depends on whether staff can proceed with the two gates which have owner involvement at High Bank Park, and whether the balcony at 22 Easfield can be repaired under a different budget.</p> <p><u>Replacement of individual garden gates at High Bank Park - Lochgilphead.</u> Replacement of various corroded gate in the High Bank Park area. The current gates are sharp and could lead to injury. Limited private owner involvement Common gate No 45-47 Cost £100.00 private owner involvement Common gate No 33-35 Cost £100.00 private owner involvement Path entrance gate No 47 Cost £100.00 Path entrance gate No 35 Cost £100.00</p> <p>This project was AGREED subject to successful owner agreement. If the two gates which have private owners can't go ahead due to owners not agreeing to the work, it was AGREED the extra budget will go towards the McIntyre Terrace fencing project.</p> <p><u>Replacement of front garden fencing 52 Easfield – Tarbert</u> Install fencing at front of property as original fence has been removed due to it being corroded and dangerous. Rest of area is chain-link fence so propose same. Proposal also include for a gate. No private owner involvement. Cost – £640.00</p> <p>This project was AGREED</p> <p><u>Replacement of balcony railing at 22 Easfield – Tarbert</u> Replacement of corroded veranda rail with galvanised replacement. Other railings have been replaced in this area over the last few years. Present railing is dangerous. Cost - £650.00 The Committee requested area office staff to see if the damaged balcony at 22 Easfield could be repaired under another budget. YL to investigate. If this is the case the extra budget will go towards the McIntyre Terrace fencing project.</p> <p><u>Replacement of damaged rear fencing at 60 Glenfyne Park – Ardrishaig</u> Replacement of a section of damaged rear garden fence. This was a commitment by the Chief Executive when the tenant moved in. As the fence is rear it would be replaced with metal fencing. Cost – £640.00.</p>	<p>YL</p>
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	<p>This project was AGREED</p> <p>The 2014/15 budget for Mid Argyll is £7,890.00. Projects are only to proceed following owner engagement where applicable and assurances the budget is not overspent.</p> <p><u>Replacement of garden fencing at 1-6 Victoria Terrace - Ardrishaig</u> Approach private owners in the close 1-6 Victoria Terrace and discuss possibility of joint project to replace damaged and missing fencing. Discuss with them and our tenants the types of fencing they would like installed 43tr plus gate Cost – Approx £3000.00. Only till discussions completed</p> <p>The Committee REJECTED this project for 2014/15, and AGREED to leave it for 2015/16 but proceed with owner engagement.</p> <p><u>Kintyre</u></p> <p><u>Replacement of fencing at 51 Burnside Cottages, Stewarton, Campbeltown.</u> Chain Link fence to match existing + gate Cost - £750.00 The current fencing at this property is in a poor condition and potentially dangerous with sharp edges. Replacing the fencing will remove a health and safety issue and improve the appearance of the property and the estate. There would be no private owners involved in this project.</p> <p><u>Installation of fencing at 19-21 Millers Park, Campbeltown..</u> Wooden ranch style fence and gates Cost - £942.00 There is currently no fencing at the front of these properties leaving them open. The provision of fencing will improve the appearance of the estate and also prevent problems such as dogs getting access to these tenants front gardens. There would be no private owners involved in this project.</p> <p><u>Replacement of rear railings at Glentorran Place, Campbeltown</u> Private owner involvement Cost - £7000.00 The metal railings at Glentorran Place are in a severe state of disrepair. Replacing them would remove a possible health and safety hazard and dramatically improve the appearance of this estate. There would be private owners involved in this project, who we would need to consult with and obtain their agreement to pay their share prior to this project being able to proceed.</p> <p><u>Install wooden gates at the entrance to closes 3,5,7 & 11 Hillside Rd, Campbeltown</u> Private owner involvement</p>	
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	<p>Cost - £720.00</p> <p>At the present time the closes at Hillside Road are currently open allowing dogs to get in and foul. We propose to erect fence posts and gates in the gaps in the hedge which currently encloses the closes, preventing stray dogs gaining access. There would be private owners involved in this project, who we would need to consult with and obtain their agreement to pay their share prior to this project being able to proceed.</p> <p><u>Install metal gate at 5 Burnbank Cottages, Drumlemble</u></p> <p>Cost - £150.00</p> <p>There is currently no gate at this property and the provision of a gate would give the tenant an enclosed front garden and also improve the appearance of the property and the estate. There is no private owner involvement in this project.</p> <p><u>Replace damaged fencing at 7 Wallace Cott, Southend.</u></p> <p>Chain Link fence to match existing + gate</p> <p>Cost - £790.00</p> <p>The current fencing at this property is in a poor condition and potentially dangerous with sharp edges. Replacing the fencing will remove a health and safety issue and improve the appearance of the property and the estate. There would be no private owners involved in this project.</p> <p><u>Replace fencing at 64 Limecraigs Cottages, Campbeltown.</u></p> <p>Chain Link fence to match existing + gate</p> <p>Cost - £695.00</p> <p>The current fencing at this property is in a poor condition and potentially dangerous with sharp edges. Replacing the fencing will remove a health and safety issue and improve the appearance of the property and the estate. There would be no private owners involved in this project.</p> <p><u>Install fencing at 15 & 16 Muasdale Cott</u></p> <p>Chain Link fence to match existing surrounding fencing + gate</p> <p>Cost - £2300.00</p> <p>The provision of fencing at the above properties will give our tenants secure enclosed gardens and improve the appearance of the area.</p> <p>The Committee had a discussion regarding the proposed projects and projects identified in the 7 year plan. They felt that some projects detailed on the 7 year plan for future years had potential health and safety implications, for example at 22a-f Davaar Avenue there is a slabbed path which is uneven on the entrance to the close which has been earmarked as a year 4 project.</p> <p>In light of this, it was AGREED that Staff would be asked to re-visit the 7 year plan, to ensure detailed descriptions were available for each project, and where there were health and safety implications, reasons why these projects were not being brought forward.</p>	
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	<p>Staff are to re-present the Kintyre EMAP proposals at the July meeting, along with an updated 7 year plan.</p> <p>Finally, staff were reminded by the Area Committee to ensure pictures were taken of proposed projects to assist them in the decision making process.</p>	
9.	<p>Community Action Fund Applications</p> <ul style="list-style-type: none"> a. SMaCK confirmed that the budget for 2014/15 budget is £2500. b. CL confirmed that there were no new applications received for approval. 	
10.	<p>Governing Body Manual – CD Format</p> <p>YL asked members if they wished to have their governing body manual given to them in CD format rather than the current paper edition. Members should speak to YL or CL if they wish to have the Manual in this format.</p>	
11.	<p>Request to Attend our Area Committee</p> <p>SMaCK explained that Cameron Grant from the Helensburgh and Lomond Committee has asked if Area Committees would be interested in sending a member of their Committee to a future Lomond Area Committee meeting.. He thinks it would be of value to attend each other's Committee. Would Mid Argyll and Kintyre Area Committee be happy for Helensburgh and Lomond representative to attend their meeting? Members agreed that they had no objections to this and that they would consider a visit to the Helensburgh and Lomond Committee at a later date.</p>	
12.	<p>AGM Arrangements -</p> <p>a. Decide Format</p> <p>SMaCK asked Members to discuss what kind of format they would like the AGM to be in – whether they would like it to be as in presentation as in previous years or in a different format. Although it was thought that most Members who would turn up to the AGM would likely to know what had gone on in previous years, there is the chance that someone new to the Committee business could turn up on the day. It was agreed that the format would remain and the Chair's presentation would cover interesting issues dealt with over the previous year..</p> <p>b. Decide on a venue in Lochgilphead</p> <p>CL provided a list of possible venues. These are:</p> <ul style="list-style-type: none"> 1. Marriage Room in Dalriada House (awaiting confirmation that it will be available). 2. Conference Room in Dalriada House (awaiting confirmation that it will be available). 3. The Community Centre (£7 per hour) 4. The Argyll Hotel (£120 for the day) 5. The Stag Hotel (£125.00 plus VAT) 	

	<p>The Committee agreed that their preferred options are:</p> <ol style="list-style-type: none"> 1. Marriage Room in Dalriada House 2. Conference Room in Dalriada House 3. The Community Centre <p>CL to write to confirm the venue to Members when issuing the AGM papers.</p>	CL
13.	<p>Agenda Items for meeting on 9th July 2014</p> <p>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"> • Matters Arising • Correspondence • Community Action Fund Applications • EMAP Projects • Election of Office Bearers • Agree meeting dates/venues for 2014/15 • Any Other Business • Date & Time of Next Meeting: <p>The above was agreed by all Members.</p>	
14.	<p>Retirement of Area Committee Members</p> <p>SMaCK advised that in terms of the Governance rules, 2 members are required to stand down from the Lomond Area Committee. The longest serving members are SMaK, CAS and SJ. SMaK and SJ agreed to stand down and YL encouraged them to fill in a new nomination form.</p> <p>YL explained that we are required to elect a new Chair as SMaCK is unable to stand again as she has served her 5 years. Anyone who is elected Chair would be required to attend the Board meeting each month. An Independent member can be Chair, so long as no Tenant member puts themselves forward for the position.</p>	
15.	<p>AOCB</p> <p>CAS had asked CL to raise an issue with the quality of the close and bin cleaning at New Park Terrace, saying that some of the tenants had complained to her. SC explained that IML had already inspected the cleaning and was very happy with the standard.</p>	
16.	<p>Date, time of next meeting</p> <p>The next meeting will be held on 9th July. This meeting will be the AGM and the Election of the Office Bearers Meeting. Venue to be decided.</p> <p>After the meeting was concluded SMaCK presented the Employee of the Year Award to the Kintyre Area Team for their hard work in preparing for the Dalaruan Opening.</p>	

The meeting concluded at 2:44pm