



MID ARGYLL & KINTYRE AREA COMMITTEE MEETING
Wednesday, 15th January 2014 at 1.00pm
The West Loch Hotel, Tarbert

Attendees

Professor Colin Davidson, Independent (CD)
 Sandra Johnston, Tenant (SJ)
 Sandra MacKenzie, Tenant (SMAK)
 Councillor Donald MacMillan (DMacM)
 John Muir, Tenant (JM)

Staff in Attendance

Linda Haig, Director of Investment & Regeneration (LH)
 Yvonne Litster, Regional Manager – Housing & Neighbourhood Services (YL)
 Jenna Shaw, Administration Officer (JS)

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1.	<p>Welcome and Apologies Sandra MacKenzie welcomed all members to the meeting.</p> <p>Apologies were received from Lochiel Cushnie & Carole Anne Shields. JS advised Members that Linda Haig would be joining the meeting at 2.00pm.</p>	
2.	<p>Minutes of Previous Meeting – 13th November 2013 The minutes from 13th November 2013 were agreed as an accurate record. Proposed by: Professor Colin Davidson (CD) Seconded by: John Muir (JM)</p>	
3.	<p>Matters Arising (Including Information Pack) (Items in <i>italics</i> refer to the minutes from the previous meeting)</p> <p><i>Page 2: AliEnergy: It was also suggested a poster is created and displayed in all area offices, TP sites and sheltered housing complexes.</i> A draft poster was viewed and subsequently approved by Members. It was requested this was circulated to all areas to be displayed in ACHA offices/complexes. SJ apologised for not providing the requested information at the last meeting, but advised that due to road closures, she was unable to attend the meeting. SJ hand delivered the information to the Mid Argyll area office.</p> <p><i>Page 2: Disabled parking bay at Park Terrace: CAS commented that she had been advised by Douglas Lang that the road has been adopted by Argyll & Bute Council, however, the parking bays are property of ACHA.</i> <i>YL advised that we would need to investigate this matter further and check with M.MacAulay, ACHA's Regeneration Manager as he had previously advised us that both the road and parking bays had been adopted by the Council. The Architect would also have to be consulted. YL will report back to Members.</i> 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.</p> <p><i>Page 3: CAS advised that the lights within the closes at Park Terrace were not coming on until 6.00pm. This has already been reported to the freephone</i></p>	JS

	<p>number but to no avail. CAS further advised the intercom at 4 Park Terrace was also faulty. YL advised that further investigation would be required. YL advised that ACHA had been made aware that the intercom has been fixed. We are also aware that the lighting was fixed, but has been the source of a number of problems where parts have had to be acquired. ACHA are liaising with the contractor over these matters. YL further commented that ACHA are also conscious that there are a number of outstanding issues relating to manufacturing defects which M&K MacLeod are waiting for the manufacturer to come on site to inspect. These are mainly to do with the doors and windows. Other issues relate to heating issues and the contractor is dealing with them when they arise. We are also aware that there has been water ingress which M&K MacLeod are trying to resolve, along with other ongoing snagging issues.</p> <p><i>Page 4: MacLeods Door installs: CAS reported that there was still no progress as to the installs at Princes Street and that this had been on-going for 4 years. YL to investigate.</i> To be discussed under agenda item 6: Regional Managers Report.</p> <p><i>Page 4: Cyclical painting: CAS commented that painting was due to be carried out at the properties at New Parliament Place which seemed surprising as this was part of the regeneration project completed in 2010. YL to investigate.</i> YL advised that our colleagues within ACHA's Investment department advised that in general terms, these properties at New Parliament Place are now 3-4 years old and have had no external maintenance work carried out since construction. They have now carried out Planned Preventative Maintenance in the form of external painting on the timber work on this scheme in an effort to keep future repairs to an absolute minimum and keep the estate in good condition physically and aesthetically.</p> <p><i>Page 6: Policy Development: Repairs Policy</i> JM queried if every tenant would receive a new copy of the list of qualifying repairs. YL advised that the list of qualifying repairs is determined by the Housing (Scotland) Act 2001 and they will remain the same unless the Act changes. There is a duty for landlords to advise tenants of these, which the Association does on an annual basis.</p> <p><i>Page 8: 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 the Area Committee agendas are full to capacity, however, appreciated it would be of great value for a representative from AFHA to attend an Area Committee meeting to allow Members to discuss their pricing structure. All Members expressed an interest for an AHFA representative to attend the next meeting, with a session arranged during lunch.</p> <p><i>Page 8: Community Action Fund Applications – Tarbert Youth Group: Members requested an explanation from the group as to the reason for their application as it appeared that the group had an income and no expenditure during 2009 & 2010.</i> YL advised that correspondence had been received from the group. It was</p>	<p>YL</p>
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	<p>agreed this would be discussed under agenda item 9a – Budget Update & new applications – Tarbert Youth Group & Inveraray & District Pipe Band.</p> <p><i>Page 9: Membership Strategy:</i></p> <ul style="list-style-type: none"> <i>It was recommended that Members review the recent survey results and thereafter make a decision if an action plan is required.</i> <i>It was commented that the survey is being issued to the wrong audience. It was therefore suggested the survey is issued in March/April to all Mid Argyll & Kintyre Members to encourage them to attend the Committee AGM. It was agreed this would be added to the Action Plan. A draft of the amended survey would be presented at the next meeting.</i> A draft survey was issued to Members within their agenda packs. <i>Members were also asked to review the breakdown of Membership by settlement within the Mid Argyll & Kintyre areas. Members were asked to consider details of the report which would then be discussed in detail at the next meeting. SMacK suggested that Members write down ideas prior to the meeting.</i> <p>It was agreed this would be discussed under agenda item 12: Membership Strategy.</p> <p><i>Page 10: AOCB: DMacM requested an update in terms of the road at Bridge Terrace, Furnace. YL advised that Argyll & Bute Council provided a quote to ACHA for the repairs. However, it has been established that the road is owned by the Estate, and not ACHA or the private owners.</i> <i>To take this forward, ACHA have requested a further quote and will liaise with road users to gauge interest in assisting with paying for the repairs.</i> To be discussed under agenda item 6: Regional Managers Report.</p>	
4.	<p>Conflicts of Interest to Declare</p> <p>SJ declared a conflict of interest in terms of agenda item 9: Community Action Fund Applications as SJ is a member of the Tarbert Youth Group Committee.</p>	
5.	<p>Correspondence</p> <p>No further correspondence received.</p>	
6.	<p>Regional Managers Report</p> <p>Investment Programme – Mid Argyll</p> <p>Heating & Rewire – As with most contractors, there had been a big push to have as much work completed in December as possible. British Gas have worked hard to achieve this and almost all properties that they were working in were completed. The programme for the first few weeks of the new year focuses heavily on Kintyre for British Gas but Carillion, who are also installing heating and rewire are working in the Mid Argyll area.</p> <p>Windows & Doors – Sidey – Small burst of installs for a week in December in both Mid Argyll & Kintyre. These went without any problems. No work outstanding and we await a new programme for the new year.</p> <p>Kitchen & Bathroom – Only a small amount of kitchens and bathrooms outstanding. We had a couple installed prior to Christmas. There is nothing open at the moment.</p> <p>Roof & Roughcast – A few of the Mid Argyll projects are now complete. This includes Old Schoolhouse, Clachan; Kilmahumaig, Crinan & McKeller Buildings, Lochgilphead. It is hoped to have Knapdale Terrace, Ardrishaig and Lorne Terrace, Lochgilphead projects closed off as soon as possible. We are also commencing with owner engagement in Tarbert for our properties</p>	

	<p>at Oakhill and Church Terrace for roof and roughcast works. These meetings will take place by the end of this month.</p> <p>Cyclical painting – On-going work without any major concerns.</p> <p>Gutter Cleaning – On going with no major issues.</p> <p>Investment Refurbishments – No work at the moment.</p> <p>Investment Programme – Kintyre</p> <p>Heating & Rewire – British Gas have worked hard to complete as many installations as possible prior to the holidays which they have achieved. There is a large programme of installs planned for the new year, focusing on a number of difficult properties which require tenants to be decanted. Housing staff are working with contractors to arrange any decanting required. This work will be closely monitored to ensure the contractor is keeping pace and there are no delays.</p> <p>Windows & Doors – Sidey – Similar to Mid Argyll there was a small burst of installs in December. These have been completed. Still major frustration in relation to the outstanding door entry systems in Kintyre. Conflicting information from the install contractor and his sub-contractor. This is being addressed. Still a large amount of frustration with tenants who happen to be in planning issue areas. Some doors are in very poor condition and almost un-repairable.</p> <p>MacLeods Door installs – All work appears to be completed and are being checked against our records to avoid doubling up on paperwork and to ensure we are recording accurately.</p> <p>Kitchen & Bathroom – Small amount of installs prior to Christmas.</p> <p>Roof & Roughcast – Work ongoing at Glenside, Saddell Street and Smith Drive. Scaffold was removed during the festive period and it is hoped that there will be no further delays and all the blocks can be completed. There have been some major delays in these project and this does not reflect well on ACHA, attracting a lot of criticism.</p> <p>Cyclical painting – Work ongoing with only a few issues. Some complaint of inadequate signage and not enough notice prior to work but these are being dealt with.</p> <p>Gutter Cleaning – Ongoing in the Kintyre area with no major issues.</p> <p>Planning Consent Issues – Kintyre</p> <p>There have been issues with ACHA installing some elements of our Investment programme to properties in Campbeltown due to planning consent issues.</p> <ul style="list-style-type: none"> • Dalintober – Door Entry systems • High Street – Doors • John Street – Doors • Shore Street – Doors <p>The list above details the areas where we have planning issues. For information, the doors have been surveyed and divided into two sections. Firstly, those that has no historical value i.e. Janex doors and more recent replacements. These have been put forward to Argyll & Bute Council's Planning department with the hope that they will agree on our need to upgrade to attain our commitments to the Scottish Housing Quality Standard (SHQS).</p>	
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	<p>The other section includes doors that are older and might have some of historical value. These have gone into another planning application, again with the explanation that they need done to meet our commitment. Reason for separating them into 2 categories is the hope that we can get agreement on the first batch rather than hold up all the doors.</p> <p>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&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 & Bute Council and a land transfer agreement is being progressed.</p> <p>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.</p> <p>ACHA are also submitting a planning application for Barn Park, Inveraray comprising of 12 units in February – a design & 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.</p> <p>SMack queried if the Association would have to pay for the land transfer agreement. YL to investigate and advise.</p> <p>Housing Management – Mid Argyll Road leading from Leacainn Burn to Bridge Terrace, Furnace – a letter was received from the residents of Bridge Terrace regarding the condition of the access road from Leacainn burn to Bridge Terrace. The Association has been aware for some time of the poor and deteriorating condition of this road and we have spent some time establishing ownership and responsibility of the road. Although the road has street lighting, the Council have confirmed that it has not been adopted, nor is it owned by the Council or ACHA. The road belongs to Argyll Estates. However, they deny that they have a legal obligation to maintain the road. Neither is there any legal obligation for either the Council or ACHA to repair the road. We have asked the Council if they could supply us with a price for repairing the road to either bring it up to an adoptable standard, or to do a basic repair to resurface the road. The price received from the Council is well out with our scope for funding this. We have asked the Council to provide a price to have the road resurfaced. We will also seek to obtain a quote from at least one other specialist contractor for undertaking this work.</p> <p>In addition, we are trying to seek agreement from other owners within the vicinity to pay for a share of the cost of the repair.</p> <p>JM asked for clarification in terms of ACHA's responsibilities. YL confirmed that ACHA wouldn't have any responsibility; we would only be taking forward the project being one of many owners.</p> <p>Mid Argyll & Kintyre Updates Customer Complaints Update Members were advised that this information is due to be presented to the Senior Management Team at the end of January, therefore, the statistics will be</p>	<p>YL</p> <p>YL</p>
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provided for the next meeting.

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, which they hope to resolve soon. Until these issues are resolved, it is very difficult to ascertain if these figures are in fact correct.

Mid Argyll:

1. Urgent Repairs (Target 96%) – Achieved 96.5% (245/254 repairs)
2. Routine Repairs (Target 96%) – Achieved 96.9% (404/417 repairs)
3. Qualifying Repairs (Target 100% - Achieved 100% (100 repairs)
4. *Lets to the Transfer List (Target – All available lets to under-occupied tenants) - Achieved 35% (15 new lets)
5. *Lets to the Direct Waiting List (Target 25% - Achieved 33% (14 new lets)
6. *Lets to the Homeless List (Target 50% - Achieved 32% (14 new lets)
7. Void Relet Times (Target 31 days) – Achieved 23 days (43 lets)
8. Void Relet Times Low Demand (Target 49 days) – Achieved 24 days (3 lets)
9. Post Inspections (Target 10%) – Achieved 10% (89 inspections)

Kintyre:

10. Urgent Repairs (Target 96%) – Achieved 95.6 (325/340 repairs)
11. Routine Repairs (Target 96%) – Achieved 97.9% (476/486 repairs)
12. Void Repairs (Target 96%) – Achieved 98.8% (237/240 repairs)
13. *Lets to the Transfer List (Target – All available lets to under-occupied tenants) - Achieved 38.3% (36 new lets)
14. *Lets to the Direct Waiting List (Target 25% - Achieved 48.9% (46 new lets)
15. *Lets to the Homeless List (Target 50% - Achieved 11.7% (12 new lets)

2 targets were partially met:

Mid Argyll:

1. Repair Satisfaction (Target 95% - Achieved 94.8% (239/253)

Kintyre:

2. Qualifying Repairs (Target 100% - Achieved 99.5% (one outwith target – 190/191 repairs)

We did not achieve **11** targets, this included:

Mid Argyll:

1. Emergency Repairs (Target 100%) – Achieved 97.6% (5 outwith target – 205/210 repairs)
2. Void Repairs (Target 96%) – Achieved 93.7% (177/189 repairs)
3. Rent Arrears (Percentage of rent due) – Achieved 3.44% against target of 2.5%
4. Repairs carried out “Right First Time” - Achieved 59.4% (423/881)

Kintyre:

5. Emergency Repairs (Target 100%) – Achieved 94.8% (20 outwith target – 362/382 repairs)
6. Repairs carried out “Right First Time” – Achieved 71.8% (867/1208)
7. Post Inspections (Target 10%) – Achieved 7% (87 inspections)

8. Void Relet Times (Target 31 days) – Achieved 33 days (67 lets)
9. Void Relet Times Low Demand (Target 49 days) – Achieved 79days (8 lets)
10. Rent Arrears (Percentage of rent due) – Achieved 3.81% against target of 2.5%
11. Repair Satisfaction (Target 95% - Achieved 93.8% (253/271)

** This is an annual target and relies entirely on appropriate house being available for the appropriate applicant.*

Rent Consultation – 2014/15

We have consulted with all our tenants on the rent increase for the year 2014/15.

It is a requirement of the Housing (Scotland) Act 2001 that we must consult all tenants on proposed rent increases.

The leaflet that was issued sets out what tenants pay for their rent each year, ACHA's progress with improvements to homes and the proposed rent increase figure. There is also a Frequently Asked Question (FAQ) section.

ACHA's Board of Management will consider the annual rent increase at their meeting on 12th February 2014. The proposed increase is (RPI) plus 1.75% and we are currently seeking the views of our tenants before the Board makes a final decision at this meeting.

If there are any changes, tenants will be advised by the end of February 2014 and the increase will be applied with effect from Monday 31st March 2014.

Scottish Social Housing Charter

YL advised that we are still progressing well in terms of meeting the 16 Scottish Social Housing Charter outcomes.

The Working Group meets every month and Members are currently tasked with ensuring we are meeting the outcomes set within the Charter.

In terms of 'Customer Satisfaction', we interviewed consultants during December and a company called BMB were awarded the contract. They work with a number of Registered Social Landlords (RSL) across Scotland and are experienced within their field. We are due to start a sample survey of our customers. This survey will be issued to around 600 tenants and this is in line with the recommendations published by Ipsos MORI who have been commissioned by the Scottish Housing Regulator.

As the questions required for Owners and Gypsy Travellers are quite different from tenants, we are likely to survey these customer groups separately.

However, we will take guidance from the consultant when we meet him.

The survey will be fairly short and will include the questions that are required to meet the Charter outcomes.

YL advised that a meeting with the consultant has been arranged in the next couple of weeks to agree the questions. In the absence of our Tenant Scrutiny panel, we will pass the proposed draft to Committee Members and Tenant Panel members for their views prior to it being issued.

Tenant Scrutiny

Unfortunately, the Association received a very poor response to our promotion of 'Your Voice'.

We issued a flyer to all ACHA households and only received 3 responses.

ACHA are now targeting the consultation register, and providing them with some further detailed information as to what would be required if they joined the 'Your Voice' group, to see if this may generate some interest.

We are also writing to customers who have felt the need to go through our complaints procedures, asking them if they would like to get involved in helping

shape services to meet the needs of our customers.

Welfare Reform

Bedroom Tax

By the end of December 2013, there were 458 tenants affected by the Bedroom Tax which equates to an arrears value of £63,455.

11 Notice of Proceedings have been issued for non-payment. YL explained that this is where tenants have failed to engage with us and the arrears have been accrued out with the bedroom tax charge. No cases have proceeded to court.

In terms of the Mid Argyll & Kintyre area, this equates to:

- Mid Argyll – 13% of cases (£9,037 arrears)
- Kintyre – 13% of cases (£9,075 arrears)

Preparation for Universal Credit

We are now using a risk matrix for our Welfare Rights staff to use to identify vulnerable customers in preparation to the introduction of Universal Credit.

We are currently seeing approximately 100 customers per month, which is allowing us to obtain a better understanding of our tenants that will require significant support as Universal Credit rolls out.

In terms of the Tenant Incentive scheme, the scheme set up in partnership with Argyll & Bute Council and the 4 RSLs to help people move from larger homes to smaller homes who are affected by the bedroom tax. A sum of £500 is given to encourage affected tenants to move. So far, 7 ACHA tenants have successfully qualified for this Grant. Members were advised that West Highland Housing Association (WHHA) have applied for 4, Fyne Homes 3 and Dunbritton have not applied for any.

It is likely that there will be no issue with future funding as a continuation of the scheme is contained in the proposals to use the Scottish Government money allocated to Argyll & Bute Council. It is hoped that there will be agreement to continue the scheme until 31st March 2015.

Argyll Homes For All (AHFA)

AHFA have now been in operation for 9 months and reports we have received from our customers have generally been good.

However, as mentioned previously, AHFA still have outstanding matters to resolve in terms of their new IT system.

YL will be working with the Customer Service Centre almost all of next week to try and assist in resolving these outstanding issues.

Until the IT matters are resolved, it is very difficult to ascertain the actual performance of AHFA. However, it is hoped this matter will be resolved in the near future.

JM commended AHFA for their work following a recent issue with security lights at McCracken Court, Lochgilphead.

Fundraising in ACHA

Throughout 2013, ACHA staff have been hard at work raising money for various charities. For example, within Mid Argyll & Kintyre:

- Simone Charnock from the Mid Argyll area team took part in the Tarbert 10K Marathon; she was 1st in the Ladies group, setting a new record by completing the course in 38min 10s. Also during 2013, Simone took part in the Crinan Puffer 8.5 mile and Ormsary Tin Farm 5 marathon.
- The Kintyre Area team donated items for a luxury Christmas Hamper which was raffled in aid of the Mairi Semple Fund (local cancer charity).

	<p>The team raised £215.00 for this local charity. The hamper was won by John Souter, AHFA Property Manager.</p> <ul style="list-style-type: none"> • Vivienne Kerr, IT Manager, Yvonne Litster and friends took part in the Lauren Currie Twilight Foundation (LCTF) Vasculitis Awareness 5k in April, the Tarbert 5k in August and the Great Scottish 10k Run in Glasgow, in October, raising £3,036 for Diabetes Scotland and LCTF. Yvonne's son, Jamie, competed in the family 1-mile run around Glasgow's George Square to also help raise money. • Sarah Campbell from the Kintyre area team also took part in the Tarbert 10K Marathon and the Ormsary Tin Farm 5. <p>LH joined the meeting at 1.35pm. All Members agreed to bring forward agenda item 16.</p>	
16.	<p>Guest: Linda Haig, Director of Investment & Regeneration</p> <p>The Director of Investment & Regeneration (I&R) provided Members with a presentation providing a strategic overview on progress made with the Corporate Strategic Plan 2013 - 2018 for which I&R are responsible.</p> <p>The Key Strategic Aims & Objectives: Putting Tenants and Communities first by:</p> <ol style="list-style-type: none"> 1. Achieving the Scottish Housing Quality Standard by 2015 and addressing housing need in Argyll & Bute, through development 2. Providing quality customer care and equality across all our services 3. Developing the financial strength and capacity to meet current and future objectives 4. Deliver progressive and sustainable business performance and service delivery 5. Develop strategic relationships and partnerships with other RSL's <p>Objective 1: Achieving the Scottish Housing Quality Standard by 2015 and addressing housing need in Argyll & Bute, through development</p> <ul style="list-style-type: none"> • Target 1: Strategic partnership working in relation to Strategic Housing fund, Public Works Lending Board and elderly care. <ul style="list-style-type: none"> ○ Measure: Continued partnership working. ○ Issues: <ul style="list-style-type: none"> ▪ Scottish Government raised benchmark and Argyll & Bute Council capped SHF ○ Achievements: <ul style="list-style-type: none"> ▪ 167 no. houses built to date (8 refurbishments) ▪ 110 in programme to March 2015 ▪ 63 in programme to March 2018 ▪ £3m long term borrowing from ABC ▪ Elderly care housing included in Rockfield feasibility and proposals for Inveraray and Tiree • Target 2: Achieve Scottish Housing Quality standard compliance by 2015 <ul style="list-style-type: none"> ○ Measure: <ul style="list-style-type: none"> ▪ 60% of stock to comply at March 2013 ▪ 80% at March 2014 and 100% at March 2015 ○ Issues: <ul style="list-style-type: none"> ▪ Owner engagement ▪ Energy efficiency – contractor in liquidation ▪ Roof & Roughcast – delay in contracts ○ Achievements: <ul style="list-style-type: none"> ▪ APSR report at May 2013 reported that the March 2013 target had been exceeded 	

	<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ At September 2013, target elements exceeded • Target 3: Prepare and plan for the Scottish Housing Quality Standard 2 – Energy Efficiency Standard for Social Housing <ul style="list-style-type: none"> ○ Measure: To integrate the measure and costs of achieving the standard into our Asset Management Strategy ○ Issues: <ul style="list-style-type: none"> ▪ New standard not yet issued ▪ Cost effective, technically feasible measures ▪ Common parts and owners ▪ ECO Grant ○ Achievements: <ul style="list-style-type: none"> ▪ Energy modelling for expected targets ▪ Loft insulation and heating programme • Target 4: Build new homes to meet demand where permitted <ul style="list-style-type: none"> ○ Measure: Access models for funding future development ○ Issues: <ul style="list-style-type: none"> ▪ Variability of funding and programme ○ Achievements: <ul style="list-style-type: none"> ▪ Agreed development programme to 2018 ▪ Private finance from Lloyds TSB and ABC ▪ Strategy agreed at Sept 2013 Board for future private finance <p>JM queried the process of ex-gratia payments as he was aware of a situation within McCracken Court whereby no payment had been received following a recent rewire.</p> <p>LH advised that an ex-gratia payment is awarded to tenants once work has been completed. An ACHA staff member will attend a property to confirm the completion of works. Tenants will also receive paperwork that they will be required to complete, sign and return, thereafter, payment will be issued direct to the tenant. LH will investigate the case following the meeting.</p> <p>JM had received a letter from a tenant at McCracken Court. This was passed to YL.</p> <p>DMacM thanked LH for her presentation and commended ACHA for the tremendous work that had been carried out. DMacM recognised the challenges for ACHA in terms of multi-ownership but commented that the Association was responding well to the challenge. LH noted that we work closely with ABC which had been helpful.</p> <p>CD asked what are ACHA's mechanisms for deciding where to build in the future. LH advised that ABC co-ordinate the Strategic Investment Planned group which is attended by all Associations. This group has previously carried out work in terms of housing needs & demand.</p> <p>It was commented that there are a lot of people on the housing waiting list but it is difficult to determine where applicants prefer to live. LH advised that 1st choice areas can be determined as this is recorded within the application as well as the knowledge of housing staff.</p> <p>It was also commented that there was a slight concern over the level of unemployment within the area and the impact to social housing as there has been a large amount of new build properties within the Kintyre area. LH advised that the Kintyre project was within ACHA's original business plan and this was a</p>	LH
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	<p>joint regeneration project, working with ABC to invest in the regeneration of Kintyre.</p> <p>LH left meeting at 2.15pm.</p>	
7.	<p>Scheme of Delegated Authority (Report Attached)</p> <p>At ACHA's Strategic Planning day on 31st October the Board of Management carried out an exercise to ascertain if any Board items could be delegated to the Area Committees. Following this exercise, the Board determined that there were no items that could be delegated.</p> <p>It was noted that a lot of items were already delegated to Area Committees and the Board queried why they did not appear on the Area Committee agendas. It was explained that some items would not routinely be on the agenda, but it was agreed that Area Committees should have review the 'Scheme of Delegated Authority' (SDA) to establish if agendas were or could be built around the SDA.</p> <p>SMack commented that she thought we did cover the majority of points within the SDA, where relevant. SJ also agreed with this.</p> <p>YL advised that she had highlighted points for discussion: Page 2 of the report: the first section, "The Association will..." explains what ACHA will do in terms of Delegated Powers. The second section "The Area Association will..." is what Members will do in terms of Delegated Powers.</p> <p>1.12 Agree with the Association on an annual basis, or as required, the arrangements for implementing this Scheme of Delegated Authority and for reporting to the Board of Management;</p> <p>YL advised Members that there is a Governance review carried out mainly on an annual basis (this has been carried out in 2009, 2010, 2012 and 2013) and any required updates are made to the SDA as a result of these. Our Corporate Services department have created a prompt on their policy database to alert us to when a review is due. Although the Board has led on the Governance reviews, we have encouraged Area Committee Members who are involved with the Board to have an involvement.</p> <p>Members all agreed that as the SDA affected them they would like to be consulted on this part of the Governance Review on an annual basis. Corporate Services to advise of timetable to allow YL to advise Members and to schedule.</p> <p>1.14 Ensure that the Area Association complies with the terms of the Transfer Agreement which apply to the Area and relate to the business of the Area Association.</p> <p>ACHA's Corporate Services department advised that the actions required as part of the Transfer Agreement are tied into ACHA's Strategic Aims, our Business Plan and our policies. An example of the Transfer Agreement objectives would be; to carry out maintenance and repairs to the housing stock, provide annual accounts, remain registered with the Regulator, continue staff membership of Strathclyde Pension Fund etc. In addition to this, the SHR requires us to update them on certain transfer commitments periodically. So, by Area Committees following our Strategic Aims, strategic Risk Registers and following our policies they will be complying.</p> <p>The second section explains the "Delegated Responsibilities".</p>	<p>ALL YL</p>

	<ul style="list-style-type: none">2.1.6: Land Disposal Updates Area Committee Members actually provide their views to the Board who make the final decision. Members agreed the SDA should be amended to be reflected better, e.g. advice and give feedback2.1.9: Best Neighbour Award – Annual joint responsibility with other Areas, for agreeing the overall winner of the “Best Neighbour Award” in Argyll. It was noted this is agreed by the Chairs of the Area Committees. Members agreed the SDA is amended to reflect this. CD commented that the wording was not terribly clear and questioned if the wording should be changed.2.1.15: Tenants Newsletter article – To provide an Area Committee update from each area, twice a year, at every second edition of the Tenants First Newsletter. Members agreed the SDA is amended as we only have 2 editions per year which the Area Committee contributes articles to both.2.1.16: Responsibility for the approval of funding for each of the Tenants and Residents Associations, and to develop a Tenants & Residents Association (TRA) Strategy and support any local TRA or upcoming TRAs in each area. YL advised that the funding is awarded in accordance to our Tenant Involvement Strategy, therefore, Members only ratify the budget as there is no decision to be made. Proposals are presented to Finance during October/November with the outcome known around February. Members agreed the SDA is amended as the Area Committee only ratifies the budget, there is no decision made. <p>After discussion, it was agreed that Area Committee agendas do reflect the SDA.</p>	YL
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	<ul style="list-style-type: none"> ○ Progress: on hold ○ Any other comments: waiting to see remainder of budget so we can bring in on target <ol style="list-style-type: none"> 2. 29, 32, 34, 38 & 42 MacDonald Terrace: fencing renewal <ul style="list-style-type: none"> ○ Progress: issued ○ Any other comments: work commencing in next 10 days 3. 7 & 8 Leacainn Terrace: fencing renewal <ul style="list-style-type: none"> ○ Progress: issued ○ Any other comments: awaiting material 4. 13 Upper Riochan: fencing renewal <ul style="list-style-type: none"> ○ Progress: issued ○ Any other comments: awaiting material 5. 43 - 47 Union Street: fencing renewal <ul style="list-style-type: none"> ○ Progress: awaiting costs ○ Any other comments: none <p>Kintyre</p> <ol style="list-style-type: none"> 1. 146 Ralston Road: fencing renewal <ul style="list-style-type: none"> ○ Progress: issued ○ Any other comments: awaiting material 2. 7, 8 & 11 Isleview: fencing renewal <ul style="list-style-type: none"> ○ Progress: issued ○ Any other comments: awaiting material 3. 4 Smith Drive: fencing renewal <ul style="list-style-type: none"> ○ Progress: issued ○ Any other comments: material made, awaiting to go on site 4. 100a-d Witchburn Road: balcony railings <ul style="list-style-type: none"> ○ Progress: issued ○ Any other comments: material made, awaiting to go on site 5. 36 New Parliament Place: fence and gate installation <ul style="list-style-type: none"> ○ Progress: issued ○ Any other comments: completed 	
9.	<p>Community Action Fund Applications (Reports Attached)</p> <p>a) Budget Update & new applications – Tarbert Youth Group & Inveraray & District Pipe Band</p> <p>Members were asked to consider the remaining budget of £1,000 in terms of the new applications received.</p> <p>As previously discussed, due to a conflict of interest, SJ left the meeting.</p> <p>Applications for consideration had been received from the following charities:</p> <p>i. Tarbert Youth Group</p> <p>Amount Requested: £500.00</p> <p>At the previous meeting, Members requested further information was sought from the group to support their application. Specifically, we requested that the group provide a reason for their application as the financial information detailed on page 3 of the application demonstrated no spend during 2009 & 2010.</p> <p>We received the following response from the group:</p> <p style="padding-left: 40px;">Dear Lorna,</p> <p style="padding-left: 40px;">Looking at the income/expenditure 2009/10, I would imagine no</p>	

	<p>expenditure showed due to moving into new premises and not having staffing at that time, the amount of income was possibly part of the premises and the staff costs predicted for new post. I hope this helps.</p> <p>Kind regards,</p> <p>Heather Belshaw Co-ordinator Tarbert Youth Group</p> <p>Decision: Declined Amount Approved: £0.00</p> <p>SJ re-joined the meeting.</p> <p>ii. Inveraray & District Pipe Band Amount Requested: £500.00 Decision: Agreed Amount Approved: £500.00</p> <p>b) Allocation of funds (review of existing applications) The Community Action Fund budget amounts to £10,000 and is split between the 4 Area Committees. Each Area Committee can award a grant to charitable organisations up to the value of £500 from their £2,500 annual budget. On occasions, Area Committees have been in a position where they have had to reject applications due to the volume they have received. On the other hand, some Area Committees have been unable to spend their full allocated budget due to a lack of applications.</p> <p>To ensure the Community Action Fund budget is spent each year, each of the Chairs of the Area Committees agreed the following:</p> <ul style="list-style-type: none"> • Applications will be considered between May and February of each financial year. • The budget will be closely monitored and if there is likely to be an under-spend identified at the January meeting then previously unsuccessful applications and applications where the full award was not given will be considered by Area Committee members at this meeting. • If after reviewing the previous applications there is still going to be an under-spend, the budget will be offered to another Area Committee to utilise. <p>Members were provided with details of Community Action funds from April 2013 to date for the Mid Argyll & Kintyre area, demonstrating whether the application had been approved, the amount awarded and the amount, if any, that could potentially be backdated.</p> <p>CD commented that it was difficult to know if there is still a need in regards to the application from the Kintyre Youth Enquiry Service. The group had submitted an application to enable them to refurbish their kitchen area. YL explained that there is still a further meeting prior to the end of the financial year therefore, a final decision could be deferred until the March meeting. In the meantime, we could contact the Kintyre Youth Enquiry Service to determine if they still required funding to complete this project. However, should there be money remaining after the Committee meeting in March, this would be passed to another Area Committee to be used for</p>	
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	<p>Community Action Fund applications.</p> <p>JM commented that the application from 'Supporting the Homeless in Kintyre' would be a worthy cause as the starter packs were beneficial.</p> <p>Members were advised that there is a new application to be presented to Members in March which will also need to be considered as part of this year's funding.</p> <p>All Members agreed to defer final decision until March meeting. It was also agreed that we would contact Kintyre Youth Enquiry Service to clarify if they have refurbished the kitchen area or if they still required funds to complete this project.</p>	JS
10.	<p>Tenants Newsletter – Spring Edition (deadline 14.03.14) (Report Attached)</p> <p>Members were asked to decide their article for inclusion within the Spring edition of the Tenants newsletter.</p> <p>CD suggested an article regarding heating costs to raise awareness. A draft of the article to be passed to SMackK for approval.</p> <p>JM praised ACHA for the new heating systems and insulation as he had personally seen an improvement.</p> <p>It was also suggested by CD that the next article within the Tenants Newsletter could be used to ask the community to identify areas for improvement. This was also agreed by all Members.</p>	CD
11.	<p>Local Events and Attendance 2014 (Report Attached)</p> <p>Each year, ACHA have attended at least one local event within each Area Committee location. Members were provided with information of all upcoming community events within the Mid Argyll & Kintyre area during 2014.</p> <p>Members were asked to decide:</p> <ol style="list-style-type: none"> If they wish to continue attending community events within their area, and if so, the event(s) they wish to attend. Agree which Area Committee Member(s) will attend the event(s) Agree what they would like to promote at the Community Event <p>SMackK stated that the Committee had previously agreed that we do not attend weekend events in effort to minimise costs.</p> <p>It was noted that last year, we committed to attend Inveraray Highland Games, although there were insufficient charity stands for us to attend and Kintyre Agricultural Show, although this was only attended by ACHA staff.</p> <p>After discussion, it was agreed by all Members not to attend any community events this year and to better utilise the budget by promoting attendance at AGM's.</p>	
12.	<p>Membership Strategy (Report Attached)</p> <p>a) Review of Action Plan</p> <p>Members were asked to review the Membership Strategy Action Plan. It was confirmed there had been no response from either the Chamber of Commerce or Rotary Club members.</p> <p>It was noted that action point, 'Press release: quote from Chair to be included. Awaiting approval from COE to issue press release', should be</p>	

	<p>changed to, 'Press release: quote from Chair to be included. Awaiting approval from CEO to issue press release'.</p> <p>A further 2 tasks have been completed within the Action Plan. It was agreed the Action Plan would be updated to reflect this.</p> <p>b) Membership Analysis for 2013 Members were asked to analyse the list of Membership within the Mid Argyll & Kintyre area. After discussion, it was agreed by Members that they would await the outcome of the AGM survey.</p> <p>c) Draft Survey Questionnaire Prior to the meeting, Members were provided with a draft of the survey questionnaire to be issued to Members of ACHA prior to the AGM. CD commented that Q1 should be changed to, 'If No, can you tell us the main reason why you did not attend?' Agreed by all Members.</p> <p>It was agreed that the survey should be issued to Members by the end of January, requesting responses by the end of February. This will allow Members to make a decision at their next meeting. It was agreed the Area Committee promotional should also be enclosed with the survey. Results to be analysed at the next meeting.</p>	<p>YL</p> <p>YL</p> <p>ALL</p> <p>JS</p> <p>JS</p> <p>ALL JS</p>
13.	<p>Proposals for Garden In Bloom/Sunflower Competition 2014 (Report Attached) Members were asked to approve the Garden in Bloom competitions for 2014.</p> <p>CD commented that the category for 'Best Container' should be re-worded to, 'to include window box, hanging basket or container – agreed.</p> <p>CD queried how the category for allotments was advertised. YL confirmed that we write to allotment users to encourage them to participate in the competition.</p> <p>SMack commented that the prize money awarded to the category for 'Best Container' was high, considering this was the same for the 'Best Garden'. We could consider this could go towards the one off projects as detailed in the report.</p> <p>CD suggested that the next article within the Tenants Newsletter could be used to ask the community to identify areas for improvement. This was agreed by all Members.</p> <p>It was agreed by Members that the closing date for entries would be mid-August to allow judging in September. JS to organise dates.</p> <p>YL asked Members to consider a change to the rules for entering the competition as detailed in the report. At present, tenants can either nominate themselves, or be nominated by a member of the community to enter the garden competition. Habitually, tenants have been reluctant to put themselves forward for the competition, and some have indicated that they would be happier if a staff member were to nominate them. As staff visit all our estates regularly was therefore recommended that a change to the rules is agreed, whereby staff can also nominate tenants for the Garden in Bloom competition, with the tenants approval. This was agreed by all Members.</p> <p>Members were advised that the schemes will be published in the Tenants Newsletter. The competition will also be promoted in local area offices with all</p>	<p>JS</p> <p>JS</p>

	staff proactively encouraging tenants to participate. An article will be published on the ACHA website and a press release issued to the local media. A draft of the press release was detailed in Appendix 1 of the report. SMackK provided a quote for inclusion. This was agreed by all Members.	JS
14.	<p>Policies due for Review – 2014 (Report Attached)</p> <p>Members were provided with a list of policies and were asked to identify which of these they wished to be consulted over during 2014.</p> <p>After discussion, it was agreed that Members would be included in the consultation of the Heating Policy, due to be reviewed in September 2014.</p> <p>YL stated that the Area Committee would be consulted in adequate time to allow Members to comment.</p>	ALL YL
15.	<p>Agenda Items for meeting on 12th March 2014 (Report Attached)</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 • Regional Managers Report • Estate Management Action Plans • Membership Strategy • Tenants & Residents Association Strategy • Judging of Employee of the Season (Autumn Award: October – December). Nomination Closes: 31st January 2014 • Awareness Session: Repairs & Maintenance Policy • Guest Speaker – Colette Benham, Director of Human Resources & Corporate Services • Any Other Business • Date & Time of Next Meeting: 12th March 2014 <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>	
17.	<p>AOCB</p> <p>YL reminded Members that personal business should not be discussed during the meeting, however, invited Members to discuss these items with staff after the meeting.</p> <p>In terms of the Regional Managers report, YL consulted Members on the format of the presentation and asked if they wished any changes to be made. Members agreed they were satisfied with the information that was currently presented.</p>	ALL
13.	<p>Date, time of next meeting</p> <p>The next meeting will be held on 12th March 2014 at the West Loch Hotel, Tarbert. AHFA representative to attend at 12.15pm.</p> <p>It was agreed a soup & sandwich lunch would be provided at 12.15pm.</p> <p>Area Committee meeting to commence at 1.00pm.</p>	ALL

The meeting concluded at 3.15pm