

## MID ARGYLL & KINTYRE AREA COMMITTEE MEETING

Monday, 7<sup>th</sup> June 2010 at 11.00am

The West Loch Hotel, Tarbert

### Attendees

Sandra MacKenzie, Tenant (SMack)  
 Lochiel Cushnie, Tenant (LC)  
 Councillor Donnie MacMillan (DMacM)  
 Susan Paterson, Independent (SP)

### Staff in Attendance

Fiona Evamy, Welfare Rights Officer (FE)  
 Linda Haig, Director of Investment & Regeneration (LH)  
 Yvonne Litster, Regional Manager – Housing & Neighbourhood Services (YL)  
 Jenna Shaw, Admin Officer (JS)

		Action
1.	<p><b>Apologies</b>            Carole Anne Shields and Valerie St Helene.</p> <p>Sandra MacKenzie welcomed Fiona Evamy, Welfare Rights Officer, to the meeting.</p> <p>In accordance to the Association's rules set out within our Governing Body Manual, Morag McEachran has failed to attend four consecutive meetings of the Committee without special leave and as a result, has deemed to have resigned. Consequently, we have an independent vacancy within the Area Committee.</p>	
2.	<p><b>Minutes of Previous Meeting – 12<sup>th</sup> April 2010</b>            The minutes from 12<sup>th</sup> April 2010, were agreed as an accurate record. These were proposed by Lochiel Cushnie and seconded by Susan Paterson.</p>	
3.	<p><b>Matters Arising</b>            The report of movement within the properties at Broad Street has been passed to the Investment &amp; Regeneration department to investigate who confirmed that they had received no reports on physical movement.</p> <p>SP advised the new chain link fencing had not been erected at 29 Wallace Cottages.</p>	IMcL

4.	<p><b>Conflicts of Interest to Declare</b></p> <p>Members were asked to declare any personal or commercial interest in any business being conducted at the meeting. Members confirmed there were no conflicts of interest to declare.</p>	
5.	<p><b>Correspondence</b></p> <p>The Association had received two Community Action Fund applications for approval. They were approved in May and are as follows:</p> <p><b>Moving On – Mid Argyll</b></p> <p>A starter pack project in Mid Argyll, 'Moving On – Mid Argyll' is a new charitable organisation which seeks to help homeless people/households as they move from homelessness to a temporary/permanent tenancy.</p> <p>The group applied for funds to help in the start up of the group and meet operational costs.</p> <p>Value of donation requested: £300.00</p> <p><b>Lochgilphead Golf Club Junior Section</b></p> <p>The group have trained volunteer coaches who are now licensed with the PGA to coach the clubgolf coaching programme and plans are in place to deliver this programme over the coming years. The group plan to revitalise the junior section and attract more youngsters to play in the junior competitions. The funding will contribute to the purchase of equipment, certificates, trophies, prizes and fun nights. The group would also like to develop a junior area within the golf club with a dedicated notice board.</p> <p>Value of donation requested: £250.00</p>	
6.	<p><b>Chair's Report – Board of Management Meeting – 13<sup>th</sup> May 2010</b></p> <ul style="list-style-type: none"> <li>Sally Loudon, Chief executive of Argyll &amp; Bute Council attended the meeting and gave a presentation on what has been happening in the council over the last year and how she sees the Council working in partnership with ACHA. Sally explained that there has been a number of changes within the council which has helped develop an improvement plan for council services. Clelland Sneddon will be executive Director for housing and takes up this post on 17<sup>th</sup> May. The Council's priorities for housing are to increase supply of good quality, affordable housing and also reduce homelessness in partnership with RSL's.</li> </ul> <p>The Council is also in discussions with the Scottish Government regarding making better use of the Strategic Housing fund.</p> <p>Sally outlined a number of joint partnership opportunities including working together towards joint targets, for example, reducing homelessness.</p> <p>The Board welcomed the opportunity to develop joint working</p>	

	<p>initiatives with ABC.</p> <ul style="list-style-type: none"> <li>Alastair MacGregor provided an update on various ACHA wide issues: - Budget for the coming year has now been set; new void processes in place; Pressured Area Status application has been accepted by the Council- outcome awaited from Scottish Government.</li> <li>The Board agreed the introduction of three new posts to assist with title plan analysis- the Board agreed that it is vital that ACHA is able to properly identify owner responsibilities.</li> <li>There was a discussion regarding the poor attendance of area committee members at the Strategic planning day in February. It was agreed that (non Board) area committee members should be asked in advance if they wanted to attend. 11 AC members who said they would attend did not and this cost the Association a significant sum of money in terms of hotel costs/meals etc.</li> <li>A request from one sheltered housing complex to be changed to amenity housing was rejected subject to a full review of the future of Sheltered housing/elderly service.</li> <li>A prize draw took place for returned tenant satisfaction forms:- <ul style="list-style-type: none"> <li>1<sup>st</sup> prize £100 – winner from Oban</li> <li>2<sup>nd</sup> prize £50 – winner from Campbeltown</li> </ul> </li> </ul> <p>The minutes of the Board of Management meeting held on 8<sup>th</sup> April 2010, were circulated prior to the meeting.</p>	
7.	<p><b>Regional Manager's Report</b></p> <p><b><u>Investment Programme</u></b></p> <p><b>Kitchen &amp; Bathrooms (Connaught) – working to Year 4 of programme</b></p> <ul style="list-style-type: none"> <li>No work ongoing in Mid Argyll</li> <li>Working in various areas of Kintyre. Progress has been slower than expected. Issues with supervision need to be resolved and a meeting has been arranged to rectify.</li> </ul> <p><b>Windows &amp; Doors (MacLeods) – working to Year 4 of programme</b></p> <ul style="list-style-type: none"> <li>Installs at Stag Park, Lochgilphead &amp; Am Balliemhor, Kilmichael Glassary still ongoing</li> <li>Survey's underway for Year 4 Programme for Kintyre</li> </ul> <p><b>Heating &amp; Rewiring</b></p> <ul style="list-style-type: none"> <li>There will be no heating and rewire installations carried out until a new Contract is in place. This is likely to be around Autumn 2010.</li> </ul>	

**Roof & Roughcast**

- Year 3 Programme is complete for the Roof & Roughcast – all works completed in Kintyre.
- Year 4 of the programme has not yet commenced.

**Regeneration Programme****New Parliament Place**

- 36 Properties are now relet
- Final phase due to be handed over end June 2010
- LIFT – 5 properties. No Applications have been received
- The “Open Day” is taking place on Monday, 21<sup>st</sup> June
  - Scottish Minister – Alex Neill Attending
  - Dalintober Primary School involved again
  - Light refreshments being served in Guide Hall
- The Allotments due to be completed end July 2010
  - Currently being advertised for Lease

**Phase 2 – Park Square**

- Feasibility work has commenced by the Design Team
- Proposed Housing Layout – available mid June
- If funding received hope to be on site April 2011
- Office Accommodation & Community Facility (subject to confirmation on demand) design work to commence shortly

**MacMillan Court, Ardrishaig**

- We are on course for a completion date in August 2010
- Site tour proposed 9<sup>th</sup> August following Area Committee meeting

**Dalaruan Street Feasibility Study**

- Discussion completed with the Owner Occupiers
- QS to discuss their potential participation in the refurbishment
- During 2010 hope to establish extent of refurbishment and go to tender.

**Millknowe Terrace Feasibility Study**

- Re-tender exercise almost complete
- Report from consultants due shortly
- 2 meetings have taken place to discuss the possibility of a Youth Homeless Project
- Proposal is to have 3 one bedroom flats supported by a concierge/caretaker

## **Housing Management & Maintenance**

### **Duncholgan Road**

- Meeting has taken place with the Forestry Commission & Argyll & Bute Council:
  - Confirmed road not owned by Council – owned by Forestry
  - Neither party will admit to any use of the road or make contribution
  - ACHA will review extend of works required during this month
  - We require Forestry Commission consent to any works we propose

### **Estate Management**

- Working Group set up to review our Policies and Procedures
- New Policy expected to be completed by October 2010

### **Review of Allocations to Homeless Quota's**

- Request from Argyll & Bute Council to increase allocations made to Homeless Persons
- Currently Homeless Persons receive 50% of all allocations
- Detailed Analysis of waiting lists being carried out to assess impact that this proposal would have

### **New Gas Term Contractor**

- New Contract started 1<sup>st</sup> May 2010
- Contractor now Kingdom Gas

### **Damp Issues, Kintyre**

- On-going issues with severe damp problems in some properties
- Consultant been employed to carry out a detailed survey of these properties
- Report on findings presented to staff

## **More Than Housing**

### **Dalintober & Millknowe Tenants & Residents Association**

- Meeting held with existing Committee last week
- AGM 16<sup>th</sup> June 2010
- Assisting with Development Plan to help take the Association forward

### **Tenant Involvement Days**

- Report being presented to the Board of Management in June
- All areas agreed they would like to engage with communities in

	<p>this way, and the Chair and Area Committee members agreed to be involved with organising this jointly with staff, as a drop in session for 2-3 hours</p> <ul style="list-style-type: none"> <li>• If approved, Area Committees expected to take an active role</li> </ul> <p><b>Garden in Bloom</b></p> <ul style="list-style-type: none"> <li>• The competition is now open and tenants are being encouraged to submit entries to the competition</li> <li>• Closing Date 31<sup>st</sup> July 2010</li> <li>• Shortlist of Gardens will be produced</li> <li>• <b>Judging to take place 5<sup>th</sup> (Kintyre) &amp; 9<sup>th</sup> (Mid Argyll) August 2010. All members invited to attend both areas.</b></li> <li>• Transport for the tour will be arranged</li> <li>• Committee to confirm who wants to be involved to J. Shaw by 18<sup>th</sup> June 2010.</li> </ul>	
8.	<p><b>Welfare Rights – Awareness Session</b></p> <p>Fiona Evamy, Welfare Rights Officer, provided the Committee with an awareness session of the new service provided to tenants.</p> <p>SMacK asked what would happen at the end of the 18-month contract. LH informed the group that as these were seconded placements, the Welfare Rights Officers and staff would be acquiring the knowledge and experience from the project. Further funding would have to be obtained to continue the project.</p> <p>LC commented on the 2-type benefit scheme the Government is proposing and questioned if this could have any consequences. LH acknowledged that should this scheme be implemented, support and assistance would have to be provided during the transition period.</p> <p>DMacM acknowledged the challenges of the project and wished FE good luck in her new position.</p> <p>SMacK commented that she had already received good comments from tenants on the service.</p>	
9.	<p><b>Review of Key Performance Indicators</b></p> <p>The exception report for the period April 2009 – March 2010 was circulated prior to the meeting.</p> <p>YL provided a summary of this report:</p> <ul style="list-style-type: none"> <li>• <b>Achieved Void Relet Times</b> – The target for re-letting a property changed from 25 days to 31 days – this was following discussions with the SHR. <ul style="list-style-type: none"> <li>○ In Mid Argyll they were just one day outwith target – hitting 32 days – This is an improvement from last year's 43 days.</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>○ In Kintyre they achieved this by hitting 31 days – again this was an improvement from 43 days from the previous year.</li> <li>○ Mid Argyll were rated 4<sup>th</sup> overall</li> <li>○ In Kintyre we were rated 3<sup>rd</sup></li> <li>● <b>Achieved Emergency Repairs</b> – The target is 98%. <ul style="list-style-type: none"> <li>○ In Mid Argyll we achieved the target and were ranked as the <b>top performing</b> area in this category.</li> <li>○ In Kintyre we were just 1% outwith the target with 97% being met - this ranked us overall 3<sup>rd</sup> position</li> </ul> </li> <li>● <b>Achieved Urgent Repairs</b> – The target is 95%. <ul style="list-style-type: none"> <li>○ In Mid Argyll we achieved 98% and this placed us in 2<sup>nd</sup> position</li> <li>○ In Kintyre we also achieved our target – 98% met which placed us in 3<sup>rd</sup> position</li> </ul> </li> <li>● <b>Achieved Routine Repairs</b> – The target is 95%. <ul style="list-style-type: none"> <li>○ Both Mid Argyll &amp; Kintyre achieved this target</li> <li>○ Mid Argyll 99.5% - only 0.5% from 100% and Kintyre 95%.</li> <li>○ This placed us in 2<sup>nd</sup> position for Mid Argyll and 6<sup>th</sup> position for Kintyre.</li> </ul> </li> <li>● <b>Post Inspection</b> – The target is 20% <ul style="list-style-type: none"> <li>○ Mid Argyll were outwith target with 15% achieved.</li> <li>○ Kintyre were also outwith target with 24% being achieved.</li> </ul> </li> <li>● <b>Achieved Arrears</b> – We exceeded the target which is set at 2.5%. <ul style="list-style-type: none"> <li>○ We achieved 1.48 in Mid Argyll which is excellent and rates us 1<sup>st</sup> overall in performance</li> <li>○ We achieved 1.96 in Kintyre which rates us 4<sup>th</sup> overall in performance</li> </ul> </li> <li>● <b>Homeless Persons – target is 50%</b> <ul style="list-style-type: none"> <li>○ Mid Argyll met this target with 50% of allocations being made</li> <li>○ Kintyre were below with the target of 31% being met.</li> <li>○ To note that it is totally dependent on the homeless persons that are short listing for these properties to meet these targets.</li> </ul> </li> </ul> <p>YL commented that overall, we are really pleased with the performance of Mid Argyll &amp; Kintyre Area Teams in meeting the abovementioned targets. There has been a significant improvement since last year.</p> <p>YL advised the group the presentation of targets and performance had already been reviewed by Housing &amp; Neighbourhood Services. Members agreed a good balance of information was provided in the report. It was agreed a summary report would also be beneficial.</p> <p>A review of all Key Performance Indicators is due to be undertaken. SMacK will be attending the first meeting which is scheduled for Thursday 10<sup>th</sup> June 2010.</p>	YL
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10.	<p><b>Tenants Panel Minutes – 16<sup>th</sup> March 2010</b>  The minutes from the Tenants Panel meeting held on 16<sup>th</sup> March 2010 were circulated prior to the meeting. No issues raised.</p> <p>LC asked whether the roughcasting work at Relief Land had been completed. LH advised that a minority vote from private owners resulted in works being delayed, however, it has been suggested that the building is painted to limit damage.</p>	
11.	<p><b>Health &amp; Safety Minutes – 17<sup>th</sup> February 2010</b>  The minutes from the Health &amp; Safety meeting held on 17<sup>th</sup> February were circulated prior to the meeting. No issues raised.</p>	
12.	<p><b>AOCB</b>  SP advised members that she is currently the Secretary of the South Kintyre Area Development Group. At present, the group are investigating a shopping service run by the charity, 'The Food Train'. The costs due to be incurred in the first year is between £80,000 and £85,000, however, 50% of these costs would be provided by the charity if support is provided.  It has been suggested this is piloted in the South Kintyre area before progressing further.  SP commented the group are aware of the needs of ACHA tenants and asked if office accommodation within the new development at Park Square, Campbeltown, could be considered.</p> <p>LH advised the office accommodation is unlikely to be completed within 3 years so may influence the group's plans for accommodation, however, this could be an option.  Broom Cottage was also suggested as a further option.  Gillian McInnes could provide assistance in regards to Financial Inclusion.  SP to provide further details of project.</p> <p>The Association will be involved in a Community Partnership event being held on 19<sup>th</sup> June in Tarbert Academy. The purpose of the group is to engage with the community and discuss local priorities in the area. Further information is available at local area offices. Members were asked to confirm attendance in advance for catering purposes.</p>	SP
13.	<p><b>Date and Time of Next Meeting</b>  9<sup>th</sup> August 2010 at 10.30am in Mid Argyll – venue to be confirmed. A site visit to MacMillan Court and judging of garden competition to follow thereafter.</p> <p>The judging of the Kintyre garden competition will take place 5<sup>th</sup> August. Area Committee members are to advise J Shaw if they are attending.</p>	ALL