



MID ARGYLL & KINTYRE AREA COMMITTEE MEETING
Wednesday, 13th November 2013 at 1.00pm
The West Loch Hotel, Tarbert

Attendees

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

Staff in Attendance

Christine Johnston, Director of Housing & Neighbourhood Services (CJ)
 Yvonne Litster, Regional Manager – Housing & Neighbourhood Services (YL)
 Jenna Shaw, Administration Officer (JS)

		Action
1.	<p>Welcome and Apologies Sandra MacKenzie welcomed all members to the meeting and special thanks to Christine Johnston for attending.</p> <p>Apologies were received from Lochiel Cushnie & Sandra Johnston.</p>	
2.	<p>Minutes of Previous Meeting – 25th September 2013 The minutes from 25th September 2013 were agreed as an accurate record. Proposed by: Professor Colin Davidson (CD) Seconded by: Carole Anne Shields (CAS)</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 5: Similar to Mid Argyll, the heating programme in Kintyre has been sporadic. British Gas are about to install heating and rewires at High Street, Campbeltown. These properties have a large amount of asbestos and will require tenants to be decanted. Close work will be required between the area team and the contractor.</i> JM requested an update on the progress of works. YL advised that ACHA have been trying to obtain Eco grant funding, however, not all ACHA properties qualify for this grant. Frustrations have previously been raised with the Chief Executive by the area team regarding the time taken for a decision to be made. We have also experienced other delays in terms of the contractor possessing the licence for the insulation programme, however, work is now progressing. Eco grant funding is still being pursued.</p> <p><i>Page 5: Windows & Doors – Sidey – The current programmes show that there were further installs in Kintyre during October. We currently have a number of outstanding warranty issues we are trying to conclude. A change in personnel at Sidey has meant that these warranty enquiries are not being addressed as soon as we would like.</i> JM queried the outstanding warranty lines. YL advised the warranty issues have been followed up.</p> <p><i>Page 4/5: Gutter Cleaning – CD commented that it was a strange time of year to be gutter cleaning. YL advised that this feedback would be passed to our</i></p>	

	<p><i>Investment & Regeneration (I&R) department and we will request an explanation.</i></p> <p>YL advised that AHFA have assured ACHA that they are only cleaning gutters that need to be cleaned. The planned maintenance contract with AHFA is to clean the gutters but under the terms of the general repair contract, AHFA are required to repair any defects they discover whilst cleaning so the work is never wasted.</p> <p>YL also advised that there is a term contractor meeting scheduled for next week. Local Managers in all areas have been requested to investigate their own areas and any concerns will be noted at this meeting.</p> <p><i>Page 9: Welfare Reform – SJ asked if ACHA can contact care services as they will be providing support to ACHA tenants. YL clarified that we can only assist ACHA tenants. YL agreed to take forward the suggestion that we make care agencies aware of our services.</i></p> <p>YL confirmed that our Welfare Rights Officers are in contact with the local care services within our areas.</p> <p><i>Page 10: AliEnergy – SJ advised that she would submit the information she had obtained from previous sessions into the local area office.</i></p> <p>To date, no information has been received from SJ. JS has been in contact with AliEnergy who confirmed they still provide ‘Affordable Warmth’ workshops and are happy to hold them wherever a gathering occurs, although they would not have the funds to hire accommodation. AliEnergy would accommodate the number of delegates and can provide a workshop for as little as 4 people, adapting the presentation to suit our needs.</p> <p>It was previously requested that a copy of the information leaflets provided by AliEnergy was circulated with the minutes of the last meeting. Unfortunately, the information had only been received from AliEnergy last week. A copy of the information leaflets was distributed to Members. CJ commented that ACHA would be keen to include a section on ‘household tips’ within the Tenants newsletter. JS to pass information to the Communications group and ask that regular updates are included within the newsletter. It was also suggested a poster is created and displayed in all area offices, TP sites and sheltered housing complexes.</p> <p><i>Page 13: Estate Management Action Plans: 146 Ralston Road, Campbeltown</i></p> <p>A further update will be provided under agenda item 9, Estate Management Action Plans.</p> <p><i>Page 15: Park Terrace – SC to contact Argyll & Bute Council to request a disabled bay is identified beside the disabled property. It was noted this doesn’t refrain other disabled users to use these spaces.</i></p> <p>YL confirmed that we have been in contact with Occupational Health (OH) at Argyll & Bute Council. It was noted that a traffic order will be put on the bay which will allow for anyone who holds and displays a blue disability badge to be able to park in the bay, this will not be restricted to the tenant within the disabled property.</p> <p>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.</p> <p>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.</p>	<p>JS</p> <p>JS</p> <p>YL</p>
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	<p>CAS also advised that drivers also experience difficulties accessing the site at Park Terrace due to the kerb design and the single yellow road markings.</p> <p><i>Page 15: CAS further explained that there were no phone lines for 4-weeks. It was confirmed that this has been reported, however, this will be investigated further.</i></p> <p>It was confirmed the previous issue with the phone lines at Park Terrace have now been resolved.</p> <p>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 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.</p> <p><i>Page 15: Park Terrace – CAS advised that tenants had not been shown how to work the heating system. YL advised that this will be investigated as this should be carried out at the viewing stage. A letter will be issued to all tenants by the area team to ask that if anyone is having issues operating their heating system that should contact the area team.</i></p> <p>YL confirmed a letter had been issued to tenants at Park Terrace in this regard. As a result of the 32 letters that were issued, 6 tenants requested a demonstration on the use of the heating system and windows.</p> <p>SMack queried the abbreviation 'HST' & 'SHN' in the press statistics report included within the information pack. It was confirmed that 'Scottish Housing News' had been shorted to 'SHN'.</p> <p>Post meeting note: The abbreviation 'HST' was for 'Housing Scotland Today'.</p>	YL
4.	<p>Conflicts of Interest to Declare</p> <p>No conflicts of interest were declared.</p>	
5.	<p>Correspondence</p> <p>SMack provided a summary of the recent correspondence received:</p> <p>Community Action Fund Application received from Argyll Voluntary Action in Lochgilphead</p> <p>We received a Community Action Fund application from Argyll Voluntary Action in Lochgilphead, however, the Bute & Cowal Area Committee had already agreed to award £200 on behalf of Cragroy Sheltered Housing in July 2013. The Association's procedure only allows for one application per group per financial year.</p> <p>The Association replied to the group on 22nd October 2013 to advise them of our procedure but would welcome an application next financial year.</p> <p>JS advised Members that correspondence had also been received from the Fire Fighters Charity & Heart, Chest & Stroke Charity thanking us for our recent donations. As part of the 'Garden In Bloom' competition, Members had previously agreed that the prize money that would have been awarded to Mr MacLennan was donated to a charity chosen by Mr MacLennan's family.</p>	
6.	<p>Regional Managers Report</p> <p>Investment Programme – Mid Argyll</p> <p>Heating & Rewire – British Gas have been concentrating on surveying at the moment. They are also installing heating and rewires in various locations including Lochgilphead, Tarbert and Inveraray. We also have Carillion installing</p>	

	<p>heating & rewires as well, to assist increasing the install numbers.</p> <p>Windows & Doors – Sidey – installs have now started in Mid Argyll. The numbers are limited and shouldn't have too large an impact on areas.</p> <p>Kitchen & Bathroom – No kitchens or bathrooms on-going at this time.</p> <p>Roof & Roughcast – MacLeods continue with their refurbishment work at Old Schoolhouse, Clachan although it is hoped this project will be completed soon. Work is also progressing at Lorne Terrace & McKellar Buildings, Lochgilphead. Work to commence soon at Knapdale Terrace, Ardrishaig</p> <p>Cyclical painting – Pre-painting inspections are being carried out in Mid Argyll at present.</p> <p>Gutter Cleaning – Gutter cleaning is currently underway in Mid Argyll. A number of properties have been completed and repairs have been carried out while cleaning takes place.</p> <p>Investment Programme – Kintyre Heating & Rewire – British Gas are currently working on the properties at High Street. As previously reported, these properties have asbestos in the artex so the tenants have been decanted while work is completed. British Gas are working on a limited amount of properties at this time to ensure the completion of this work as soon as possible.</p> <p>Windows & Doors – Sidey – Sidey have now started installs in Kintyre. Similar to Mid Argyll, a limited amount of installs to minimise disruption.</p> <p>MacLeods Door installs – Snagging completed and awaiting sign off.</p> <p>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.</p> <p>Kitchen & Bathroom – No work on site at moment and all installs completed.</p> <p>Roof & Roughcast – A number of projects have reached completion but there is still a great deal of frustration and concern regarding the length of time scaffold has been in place on some projects with little external work being carried out. Work ongoing at Saddell Street, Glenside, Coastguard Houses, Davaar Avenue and Cara View.</p> <p>Cyclical painting – Pre-painting inspections being carried out in Kintyre at present. YL clarified that these inspections will identify any other issues. 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.</p> <p>Gutter Cleaning – No work in Kintyre at present.</p> <p>Mid Argyll & Kintyre Updates</p> <p>Customer Complaints Update This information was included prior to the meeting, however, to summarise, between 1st April and 30th September, ACHA received a total of 60 complaints –</p>	<p>YL</p> <p>YL</p>
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3 were investigated by the Mid Argyll team and 7 within Kintyre.

Key Performance Indicators (KPI's)

The KPI information was circulated prior to the meeting.

YL was pleased to report that at the end of September 2013, 13 of the KPI's were achieved within Mid Argyll & Kintyre:

Mid Argyll:

1. Urgent Repairs (Target 96%) – Achieved 98.9% (177/179 repairs)
2. Routine Repairs (Target 96%) – Achieved 99% (305/308 repairs)
3. Qualifying Repairs (Target 100% - Achieved 100% (85 repairs)
4. Void Repairs (Target 96%) – Achieved 95.9% (142/148 repairs)
5. Post Inspections (Target 10%) – Achieved 10% (67 inspections)
6. Void Relet Times (Target 31 days) – Achieved 16 days (32 lets)
7. Repair Satisfaction (Target 95% - Achieved 94.9% (195/206)

Kintyre:

1. Urgent Repairs (Target 96%) – Achieved 98.6 (277/281 repairs)
2. Routine Repairs (Target 96%) – Achieved 99.5% (412/414 repairs)
3. Void Repairs (Target 96%) – Achieved 99% (203/205 repairs)
4. Void Relet Times (Target 31 days) – Achieved 30 days (45 lets)
5. Void Relet Times Low Demand (Target 49 days) – Achieved days (no lets)
6. Repair Satisfaction (Target 95% - Achieved 94.9% (193/204)

3 targets were partially met –

Mid Argyll:

1. Emergency Repairs (Target 100%) – Achieved 98.3% (3 outwith target – 175/178 repairs)
2. Rent Arrears (Percentage of rent due) – Achieved 2.63% against target of 2.5%

Kintyre:

1. Qualifying Repairs (Target 100% - Achieved 99.3% (one outwith target – 146/147 repairs)

We did not achieve 12 targets, this included:

Mid Argyll:

1. Repairs carried out "Right First Time" - Achieved 75.3% (501/665)
2. *Lets to the Transfer List (Target – All available lets to under-occupied tenants) - Achieved 34% (11 new lets)
3. *Lets to the Direct Waiting List (Target 25% - Achieved 34% (11 new lets)
4. *Lets to the Homeless List (Target 50% - Achieved 31.3% (10 new lets)
5. Void Relet Times Low Demand (Target 49 days) – Achieved 81 days (2 lets)

Kintyre:

1. Emergency Repairs (Target 100%) – Achieved 97.7% (7 outwith target – 292/299 repairs)
2. Repairs carried out "Right First Time" – Achieved 84.9% (844/994)
3. Post Inspections (Target 10%) – Achieved 6% (57 inspections)
4. Rent Arrears (Percentage of rent due) – Achieved 3.31% against target of 2.5%
5. *Lets to the Transfer List (Target – All available lets to under-occupied tenants) - Achieved 42.6% (30 new lets)

	<p>6. *Lets to the Direct Waiting List (Target 25% - Achieved 44.1% (7 new lets)</p> <p>7. *Lets to the Homeless List (Target 50% - Achieved 11.8% (8 new lets)</p> <p><i>* This is an annual target and relies entirely on appropriate house being available for the appropriate applicant.</i></p> <p>Policy Development</p> <p>Repairs Policy – the review of the repairs policy is now complete with the consultation period concluded. The policy will be submitted to the Board of Management for approval at their meeting on 14th November 2013. Once approved, YL will arrange for an awareness session for Committee Members on the new policy.</p> <p>HOME Argyll Policy Review – in terms of HOME Argyll, the policy has now been approved by all 5 partners and will go live from 1st April 2014. Again, awareness sessions will be provided to Members on the key changes to the policy.</p> <p>Scottish Social Housing Charter</p> <p>We are still progressing well in terms of meeting the 16 Scottish Social Housing Charter outcomes.</p> <p>The Regulator attended a meeting with relevant staff last month to discuss our progress and there were no concerns raised.</p> <p>Our priorities so far have been to develop tenant scrutiny and our customer satisfaction proposals. In terms of customer satisfaction, we recently asked interested consultants to submit a tender to carry out our customer satisfaction. The tender closing date was 11th November and they are currently being reviewed at present. In terms of tenant scrutiny, we have issued a flyer to all ACHA households asking anyone who is interested in joining the “Your Voice” group to contact us.</p> <p>Welfare Reform</p> <p>We have 466 current tenants that have been identified as being affected by the bedroom tax.</p> <p>YL had previously advised Members at the last meeting that Argyll & Bute Council were awarded £11,222 to help meet the housing needs of claimants affected by housing benefit reforms. The Council decided to award £7,622 to pilot a Tenant Incentive scheme which is aimed at helping tenants affected by the bedroom tax to move home.</p> <p>An award of £500 will be given to an RSL tenant living in Argyll to help them move to a smaller home.</p> <p>It is only a small pot of money, and it will be on a first come, first served basis and will only be available to the first 16 tenants who apply for it.</p> <p>ACHA staff are promoting this for our tenants.</p> <p>CAS was aware of a new tenant that wasn’t aware of this scheme. CAS to provide details following the meeting to allow for further investigation.</p> <p>Argyll Homes For All (AHFA)</p> <p>AFHA have now been in operation for 7 months and reports we have received from our customers have been positive.</p> <p>YL had previously reported at the last meeting that AHFA were installing a new computer system. This has now taken place. There has been some issues surrounding the transfer of data from their systems to ACHA’s, but it is hoped they will be resolved over the coming weeks.</p>	CAS
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	<div><div>Board Members Composition of the Board of Management discussed. It was noted that SMacK & DMacM are both Members of the Board of Management and Area Committee. YL advised that the Board of Management have one Tenant and one Independent vacancy at present. JM highlighted an interest.</div><div>Garden In Bloom Winners Winners of this years 'Garden In Bloom' competition were announced at our last meeting. Since then, we have presented tenants with their vases and vouchers.</div><div>Grow the Largest Sunflower Competition Members will recall that the successful winner of, 'Grow the Largest Sunflower' competition was 3-year old, Abby Simpson from Riverside Rascals Day Nursery, Lochgilphead. An article in the Argyllshire Advertiser pictured Abby receiving her vouchers and certificate from SMacK along with nursery staff, Wendy Thompson and Rebecca Quelch.</div></div>																									
7.	<div><div>Estate Management Action Plans (a) 146 Ralston Road, Campbeltown In August 2012, an EMAP proposal was submitted for a joint project with Fyne Homes for the replacement of fencing that divided properties belonging to ACHA and Fyne Homes. The cost to ACHA was quoted as £312.63 + vat = £375.16. At that time, spend from the EMAP budget was suspended so the project never progressed. The Area Committee previously granted permission for this project to proceed with the spend coming from the 2013/14 EMAP budget. On contacting Fyne Homes they confirmed that an updated cost would need to be agreed with the contractor, given the time laps. The cost had been returned and ACHA's portion had risen to £762.50 + vat = £915.00. We obtained a comparative cost from AHFA. They provided a quote of £938.95 for the project. We have corresponded with Fyne Homes and they have agreed to pay 50% of the cost if ACHA take the lead on the project. Outcome: Unanimously AGREED by all Members.</div><div><div>(b) Budget Update – information provided prior to the meeting.</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>£7,890.00</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>£0.00</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>£11,756.50</td></tr><tr><td>Income from Private Owners</td><td>£0.00</td></tr><tr><td>Total Cost of Proposed Projects</td><td>£469.48</td></tr><tr><td>Balance</td><td>-£1,011.98</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><div><div>(c) EMAP Report to Board of Management As agreed by Members at the last meeting, a report highlighting the concerns</div></div></div>	Mid Argyll		Budget for 2013/14	£7,890.00	Total Cost of Approved Projects	£7,890.00	Income from Private Owners	£0.00	Total Cost of Proposed Projects	£0.00	Balance	£0.00	Kintyre		Budget for 2013/14	£11,214.00	Total Cost of Approved Projects	£11,756.50	Income from Private Owners	£0.00	Total Cost of Proposed Projects	£469.48	Balance	-£1,011.98	
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	<p>and ideas for solutions from both the Mid Argyll & Kintyre and Helensburgh & Lomond Area Committees had been included with the agenda papers.</p> <p>SMaCK provided Members with an update on the EMAP report which was presented to the Senior Management Team (SMT) on 24th October. A long discussion took place by SMT about whether or not we should put in place a separate procedure for EMAPS. Alastair MacGregor will speak to John Forbes (Managing Director, AHFA) and Mike Brown (Chair of the Board of Management) to try and achieve a solution.</p> <p>CJ advised that this was a complicated matter due to AHFA's contract with ACHA. AHFA's budget has already been agreed and signed off by ACHA with an agreed Schedule of Rates (SOR). Some costs through the SOR's may be higher and at times lower. Income from the EMAP budget is included within AHFA's projected income and business plan. Area Committee's cannot request that other costs or tenders are considered outwith AHFA.</p> <p>Should the Area Committee wish the Board of Management to consider the contract, then they should raise that through the Board of Management. It was suggested that the four Chairpersons of the Area Committee's take this forward. If needed, ACHA will assist to facilitate this.</p> <p>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.</p>	YL
8.	<p>Community Action Fund Applications</p> <p>Members were asked to consider the remaining budget of £1,300 in terms of the new applications received. It was confirmed the meeting scheduled for January 2014 would be the only meeting prior to the end of the financial year to approve any further applications. SMaCK highlighted to Members that the applications received for consideration had received funding last year.</p> <p>Applications for consideration had been received from the following charities:</p> <p>a) Kintyre Youth Enquiry Service Amount Requested: £500.00 Amount Approved: £300.00</p> <p>b) Supporting the Homeless in Kintyre Amount Requested: £300.00 Amount Approved: £0.00</p> <p>c) Tarbert Youth Group Amount Requested: £500.00 Amount Approved: £0.00 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.</p> <p>YL reiterated that ACHA's procedure only allows for one application per group per financial year.</p> <p>DMacM suggested including within the application that it isn't guaranteed that funding will be awarded each year to groups.</p> <p>YL clarified that should there be a surplus within the Mid Argyll & Kintyre budget, Members will review all projects received during the year and award any that haven't been awarded or received the full amount. Should there be a budgetary surplus from another area, Members will review all projects before the end of the</p>	JS

	<p>financial year.</p> <p>It was commented that an article to encourage Community Action Fund applications was included within the recent Tenants newsletter, therefore, we may see an increase in applications prior to the year end.</p> <p>d) Budget update & previous applications: (April 2008 – March 2014) Budget information was circulated prior to the meeting. Following the above approval, it was clarified the Committee had a budget of £1,000 remaining.</p>	
9.	<p>Membership Strategy The finalised Membership strategy had been presented to the Board of Management in September. The updated Action Plan was circulated prior to the meeting.</p> <p>A report demonstrating the results of the AGM survey was circulated to Members at the meeting. YL apologised that this wasn't included within the agenda pack. It was recommended that Members review the recent survey results and thereafter make a decision if an action plan is required.</p> <p>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.</p> <p>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.</p> <p>At the last meeting, Members agreed to a press release to promote membership as there would be no associated costs. This has been written and passed to the CEO for approval.</p> <p>A handout leaflet was distributed to Members at the meeting. This would be used by staff to again promote membership. This was approved by Members.</p> <p>JM suggested the qualifying repair leaflet is issued to tenants so they are mindful of the repairs. CJ advised that the Association issues this information annually as we have a legal obligation to do so. The leaflet will be included in the next newsletter. Tenants are not required to know if a repair is categorised as a qualifying repair. The new policy includes an extensive list of repairs which are categorised, providing more information to tenants. This will be incorporated into the Tenants' handbook.</p>	<p>ALL</p> <p>YL JS</p> <p>ALL</p> <p>JS</p>
10.	<p>Guest: Christine Johnston, Director of Housing & Neighbourhood Services The Director of Housing & Neighbourhood Services provided Members with a presentation on the Key Strategic Objectives for Housing & Neighbourhood Services.</p> <p>This covered the following main points:</p> <ul style="list-style-type: none"> • Objective 2: "providing quality customer care across all our services" <ul style="list-style-type: none"> ○ Target: The Customer Service Centre (CSC) provides a range of services to customers – effectively a 'one stop shop' 	

	<ul style="list-style-type: none"> ○ Target: ACHA's Welfare Rights Service to continue to March 2014. ○ Target: Home Argyll Allocation policy to be reviewed. ○ Target: Rent Restructure – rent setting policy to be developed for mainstream and Mid-Market rents. ● Objective 4: “deliver progressive and sustainable business performance and service delivery”. <ul style="list-style-type: none"> ○ Target: Improve owner engagement in relation to factoring and owner services. ○ Implementation of the Scottish Social Housing Charter and establishment of customer satisfaction measuring. <p>Overall, analysis of progress towards meeting objectives is categorised as ‘Amber’.</p> <p>DMacM gave praise for a good presentation and the ongoing work of the department.</p>	
11.	<p>Agenda Items for meeting on 15th January 2014 (paper 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 <ul style="list-style-type: none"> ○ Review of Action Plan ○ Analysis of AGM Survey Results ○ Draft of Survey for 2014 ○ Review of Mid Argyll & Kintyre Membership ● Tenants & Residents Association Strategy – deferred to March meeting ● Tenants Newsletter – Spring Edition (deadline 14.03.14) <p>All Members previously agreed to provide articles for both the Spring and Autumn editions of the Tenants Newsletter. YL explained that all Area Committees would need to be consulted and the decision would be based on the majority result of this consultation. Since then, results have been received from Members of the Bute & Cowal and Oban, Lorn & the Isles Area Committees confirming that they wish to contribute articles for the Spring and Autumn editions. As the majority of Members agreed to this, all Area Committees would continue with an article in each edition of the Tenants Newsletter.</p> <ul style="list-style-type: none"> ● Members to agree local events and attendance from supplied list ● Proposals for Garden In Bloom/Sunflower Competition 2014 ● Guest Speaker – Linda Haig, Director of Investment & Regeneration ● Any Other Business ● Date & Time of Next Meeting: 12th March 2014 at the West Loch Hotel, Tarbert. Time to be confirmed. <p>The above was agreed by all Members.</p>	
12.	<p>AOCB</p> <p>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</p>	

	<p>ACHA or the private owners. 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.</p> <p>YL advised that in terms of the 'Garden In Bloom' competition, the Helensburgh & Lomond area team had received a large number of applications compared to Mid Argyll & Kintyre. One member of staff in Helensburgh & Lomond had managed to encourage 22 of her tenants to enter the competition. We are currently analysing results and will provide Members with a list of proposals for the next meeting. It is thought that the low returns were due to tenants being reluctant to nominate themselves.</p>	
13.	<p>Date, time of next meeting The next meeting will be held on 15th January 2014 at the West Loch Hotel, Tarbert at 1.00pm.</p>	

The meeting concluded at 2.40pm