



MID ARGYLL & KINTYRE AREA COMMITTEE MEETING
Wednesday, 14th January 2015 at 10.30am
Dalriada House, Lochgilphead

Attendees

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

Staff in Attendance

Rod Buchanan, Local Manager – Housing and Neighbourhood Services (RB)
 Claire Lumb, Administration Officer (CL)

		Action
1.	Welcome and Apologies CD welcomed all Members to the meeting and wished everyone a happy new year. Apologies were received from Michael Roberts.	
2.	Minutes of Previous Meeting – 11th November 2014 The minutes from 11 th November 2014 were agreed as an accurate record. These were proposed by SMack and seconded by DMacM. For future, SJ requested that her minutes and any documentation be sent to her in font 18 as her eyesight has deteriorated considerably recently.	CL
3.	Matters Arising (including Information Pack MR had provided two queries from the last minutes as he had submitted his apologies. Page 1 / 2 Question: Housing (Scotland) Act – MR requested a copy of the act. Answer: YL provided him with a copy. In addition Mr Roberts advised the following: Following discussions at the board meeting in November Mr Roberts now understands that the housing act pertaining to Scotland does not include an equivalent Section 20 to the Housing Act in England. And that were such a section to be present it would be nigh on impossible to enforce due to the	

	<p>historical complexities of property transfer</p> <p>Page 7: Smart Meters Mr Roberts advises that he investigated this further and found out that the Government would "like" all energy suppliers to have Smart Meters installed in their clients' properties but if the client doesn't want one then they must adhere to the client's wishes. At Mr Roberts's request the information has been passed to Mr McLeod – it was confirmed this had been done already.</p> <p>Page 9: Naming of the New Build in Inveraray. It was confirmed that the Board has agreed the name chosen by the Area Committee which was Tower View.</p>	
4.	<p>Conflicts of Interest to Declare No conflicts of interest were declared.</p>	
5.	<p>Correspondence No correspondence received.</p>	
6.	<p>Regional Manager's Report RB provided the following report:</p> <p>Investment Programme – Mid Argyll Heating & Rewire – There was a big push towards the end of 2014 to close all open properties prior to the end of the year. This was done very successfully. At the time of writing this update the contractors had not really been back on site for the start of 2015. There are a number of installs planned in the Mid Argyll area over the month of January. Area teams are also being asked to help build a further program of replacement of problematic heating or old systems.</p> <p>Windows & Doors – Like heating and rewires there was a big push to close the outstanding installs before the end of 2014. This was largely successful. There is a limited amount that was not closed due to paperwork but also some small snagging issues. This issue is being addressed at the moment. The contractor due back in the area late January 2015. Area staff are working to help access to difficult properties.</p> <p>Kitchen & Bathroom – There is one kitchen install planned along with a heating and rewire at a void property in Brodie Crescent. Area staff are pushing contractor to move this forward to reduce the void time</p> <p>Roof & Roughcast – There are no major works on the go at</p>	

<p>the moment. New projects will start in 2015.</p> <p>Question: CD asked how many properties had been upgraded with roof and roughcasting.</p> <p>Answer: RB to find out and let the Committee know.</p> <p>Cyclical painting – No on-going work at the moment. New projects will start in 2015.</p> <p>Gutter Cleaning – This has been carried out very successfully by our contractor AHFA. There have been very few issues or complaints.</p> <p>Insulation – Tenders due back in the middle of January for the external insulation program. Hopefully this will start as soon as possible after this. Area staff feel this will be a great benefit to a large amount of homes.</p> <p>There was a brief discussion regarding how the insulation work is done. RB explained that the walls of properties will be opened up, the old insulation removed, and a new kind put in.</p> <p>Investment Refurbishments – No work at the moment.</p> <p>Investment Programme – Kintyre</p> <p>Heating & Rewire – There was a big push towards the end of 2014 to close all open properties prior to the end of the year. This was done very successfully. At the time of writing this update the contractors had not really been back on site for the start of 2015. There are a number of installs planned in the Kintyre area over the month of January. Area teams are also being asked to help build a further program of replacement of problematic heating or old systems</p> <p>Windows & Doors – Like heating and rewires, there was a big push to close the outstanding open installs before the end of 2014. This was largely successful. There is a limited amount that was not closed due to paperwork issues only. This issue is being addressed at the moment.</p> <p>Kitchen & Bathroom – No installs planned for early 2015.</p> <p>Roof & Roughcast – No major works on the go at the moment. New projects will start in 2015.</p> <p>Cyclical painting – No work in area at moment but</p>	<p>RB</p>
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	<p>contractor expected back before end of financial year. Some issue re notification of being in area and poor preparation, these are picked up by the supervision staff.</p> <p>Gutter Cleaning – Carried out by AHFA and no on-going issues.</p> <p>Insulation – Tenders due back mid-January for the external insulation program. Hopefully this will start as soon as possible after this. Again, Area staff feel this will be a great benefit to a large amount of homes</p> <p>Investment Regeneration - No work ongoing at moment.</p> <p>Regeneration Oakfield: Oakhill, Tarbert – the development of 8 units, comprising 4 one bed flats and 4 two bed flats will be completed next on Friday 23rd January 2015.</p> <p>Due to the short timescales between handover and tenants moving in, we are not in a position to organise a separate tour of the development for area committee members.</p> <p>However, an opening is scheduled for 30th January. All Area committee members will be invited. This will give you an opportunity to view the properties and meet the new tenants.</p> <p>Offers of accommodation were issued at the beginning of this week to prospective tenants.</p> <p>RB announced that Sandra MacKenzie will be opening the new builds and all Committee Members will be invited to the ceremony.</p> <p>Q: How much is the new rent.</p> <p>A: RB said it was about £67 for the one-bed and £82 for the two-bed flats and there would be about seventy pence a week service charges. The council tax band has not yet been decided.</p> <p>There was a discussion about how well insulated the new properties should be, and how this should help with heating costs.</p> <p>Barn Park, Inveraray – The Board of Management agreed the name of “Tower View”, which was suggested by the Area committee.</p>	
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	<p>Yvonne will shortly be writing to the school to advise them. The primary school children will be invited to attend the opening.</p> <p>In terms of progress, the properties are due to be completed by August 2015.</p> <p>Housing Management – Mid Argyll Road leading from Leacainn Burn to Bridge Terrace, Furnace – As advised previously, the Forestry Holding Company advised of their reasons for paying a lesser share of the shared costs. A further letter has been drafted to all the road users confirming the exact details of their share of the cost. This is ready to be sent but is subject to the contractor confirming that he is holding the price till the end of this financial year. The contractor has been asked for confirmation on 3 occasions in the past month that their quotation will be held. The letter to the road users asks them to confirm they agree to the increased price, and to pay this money up front, and that subject to this, the contractor will undertake the work before the end of the financial year.</p> <p>Q: CD asked what the increase in cost would be.</p> <p>A: Around an extra £70. The total cost is around £3000 plus VAT.</p> <p>Q: JM asked what the state of the road was.</p> <p>A: RB answered that it was required to be levelled and resurfaced and was not in good order.</p> <p>Complaints – an overview of the complaints received by ACHA was given. RB explained that we have recently provided complaints training to staff, and that staff learn that complaints dealt with well reflect well on the organisation. The local offices are picking up the complaints and handling them well with positive feedback.</p> <p>Other Updates <u>Dalintober and Millknowe Residents Association</u></p> <p>Broom Cottage, the property we had leased to DMTRA has now been returned to ACHA in line with all other Tenants' and Residents' Association properties. The TRA are now operating out of the Guide Hall in Campbeltown.</p> <p><u>Sheltered Housing</u> Action plan and targets set following Care Inspectorate report</p>	
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following last inspection focusing closely on their recommendations. Most of the main issues have been met including holding meetings of all staff (first one held), improved tenant and stakeholder involvement, and improved 1-2-1s with all staff. In addition staff have been implementing the recommendations of the recent Fire Risk Assessments undertaken by ACS, a safety company.

RB also outlined the recent events that have been organised at complexes recently, such as Christmas lunches and a St Andrew's Day celebration.

Charter

Tenant Scrutiny – the Board of Management agreed to extend Tenant Scrutiny to Area Committee members, who are not on the Board of Management. As you know ACHA have actively promoted the development of the “Your Voice” Group through a number of methods since November 2013. Despite the significant amount of advertising and promotion, only 5 tenants attended the recent Tenant Scrutiny event that we held, which was run by the Tenant Participation Advisory Service (TPAS). Out of the 5 that attended, only one tenant has indicated that they would like to sit on the “Your Voice” Panel.

As ACHA's Area Committees are not involved in the final decision making process in terms of service delivery, we received guidance confirming that it would be acceptable to have Area Committee Members on the “Your Voice” Panel, so long as they do not sit on ACHA's Board of Management. We are delighted that 8 Area Committee members have now confirmed that they are interested in sitting on the “Your Voice” Panel. An Awareness Session is being held by TPAS on 5th February. If you receive services from ACHA, and you are interested in Tenant Scrutiny please let Yvonne Litster know.

Satisfaction surveys – to take forward the outcome of the tenant satisfaction survey that we undertook last year, a session will be held at each staff Roadshow to involve our staff. Staff will be put into breakout groups to consider the action plan, and to think of ideas on how we can increase satisfaction amongst our service users.

Competition Winner

Betty Rintoul, from Lochgair Place, was the winner of the Mid Argyll and Kintyre area direct debit draw winner.

	<p><u>Charity Day</u> Staff wore Christmas jumpers in December to raise money for Save the Children.</p>	
7.	<p>Estate Management Actions Plans a. Update on 2014/15 projects RB gave an update on the 2014/15 Estate Management Action Plans. MR had asked prior to the meeting what type and how long are the new front and rear fences erected and highlighted in yellow in the report?</p> <p>Mid Argyll Fencing at Easfield – issued and completed. This is nine metre galvanised chain-link fencing. Fencing at Glenfyne Park – issued and completed. This is eight metre treated timber fencing Two projects for common gates at High Bank Park – removed as no agreement with private owners. Two projects for garden gates at High Bank Park – issued and completed. These are metal gates, and it was confirmed to the Committee these were galvanised. Veranda rail at Easfield – this will be repaired through the response repairs budget. Fencing project at Victoria Terrace – We are currently engaging with private owners to resubmit the project for a 2015/16 project. Fencing at McIntyre Terrace – This has been issued but not completed; however this is a project that will continue into 2015/16. This is galvanized bow top fencing, approximately 65-metres.</p> <p>Kintyre Burnside Cottages fencing – issued, but not completed. This is galvanised chain-link fencing, seven metres long.</p> <p>Fencing at Millers Park – issued and completed. This is treated timber rail fence, approximately ten metres. Glentorran Place – removed as related assets will take on. Hillside Road common gate – This has been removed as no common agreement reached. Burnbank Terrace metal gate – issued but not completed. Wallace Cottages fencing – issued but not completed. This is galvanised fencing, seven meters long. Limecraigs Road fencing– this has been removed as there is a right to buy going ahead.</p>	

	<p>Muasdale Cottages fencing – Issued but not completed. This is galvanised chain-link, 20 meters long.</p> <p>Two fencing projects at Tormhor. Both have been issued but not completed and are treated timber. One is 48 meters, and one is six meters.</p> <p>(a) Budget Update (paper attached)</p> <table><tr><th colspan="2">Mid Argyll</th></tr><tr><td>Budget for 2014/15</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>Balance</td><td>£0.00</td></tr></table> <table><tr><th colspan="2">Kintyre</th></tr><tr><td>Budget for 2014/15</td><td>£11,214.00</td></tr><tr><td>Total Cost of Approved Projects</td><td>£11,214.00</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>	Mid Argyll		Budget for 2014/15	£7,890.00	Total Cost of Approved Projects	£7,890.00	Income from Private Owners	£0.00	Balance	£0.00	Kintyre		Budget for 2014/15	£11,214.00	Total Cost of Approved Projects	£11,214.00	Income from Private Owners	£0.00	Total Cost of Proposed Projects	£0.00	Balance	£0.00	
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8.	<p>Community Action Fund Applications</p> <p>a) Budget Update</p> <table><tr><th colspan="2">Community Action Fund Budget</th></tr><tr><td>Budget for 2014/15</td><td>£2,500</td></tr><tr><td>Total Cost of Approved Projects</td><td>£500</td></tr><tr><td>Balance</td><td>£2,000</td></tr></table> <p>b) Consider new Applications – Tarbert and Skipness Community Trust</p> <p>Amount Requested: £500.00</p> <p>Decision: Agreed</p> <p>Amount Approved: £500.00</p> <p>Remaining Budget: £1500</p>	Community Action Fund Budget		Budget for 2014/15	£2,500	Total Cost of Approved Projects	£500	Balance	£2,000															
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9.	<p>Policies for Review in 2015 (paper attached)</p> <p>Members were provided with a paper decide which policies for review in 2015 they wished to be consulted on. MR had submitted an email prior to the meeting, stating that he expects the committee to be interested in all the documents listed.</p>																							

	<p>After discussion it was decided that the Committee would like to be consulted on the following policies:</p> <p>Tenant Involvement Strategy Factoring Debt and Recovery Policy Customer Care Charter Restraint Policy Youth Strategy</p>	
10:	<p>Garden in Bloom Proposals for 2015 (paper attached) It was agreed to reduce the prize money for containers. Therefore the prizes will be £30 for 1st Prize, £20 for 2nd Prize and £10 for 3rd Prize. It was agreed that the closing date will be roughly the same time as last year. CL to arrange a date. Committee Members were shown different styles of trophies, and they agreed a shield style trophy would be the best option, of around 14 inches. CL to organise.</p>	<p>CL</p> <p>CL</p>
11.	<p>Tenant's Newsletter – Agree Contents for Spring Newsletter (Paper attached) It was decided that a feature on the new builds and the high standard of the new properties would be drafted. RB agreed to draft an article to send to CD for approval.</p>	<p>RB</p>
12.	<p>Agenda Items for March meeting (Paper attachment)</p> <ul style="list-style-type: none"> • Matters Arising • Correspondence • Regional Managers Update • Community Action Fund Applications • Estate Management Action Plans – Update • Content for Tenants Newsletter (deadline 14th March 2015) • Judging of Employee of the Season (Autumn Award: October-December). • Any Other Business • Date & Time of Next Meeting <p>This was agreed by all Members, and no further items to add.</p>	
20.	<p>AOCB RB read out a further query from MR regarding EMAPs.</p> <p>Q: If, as MR understand it, estates work is carried out by a sister company - and not put out to tender - why are contractors being chased to complete the work? Or is the</p>	

	<p>work being sub-contracted?</p> <p>A: It is important to the association that works issued to our contractor (AHFA) are carried out timeously. There are agreed timescales within the service level agreement for carrying out works for ACHA. It is important to ACHA that there is not a build-up of estates work outstanding.</p>	
21.	<p>Date, time of next meeting</p> <p>The next meeting will be held on Wednesday 11th March 2015 at 10:30am at Dalriada House, Lochgilphead.</p>	