



# **OBAN, LORN & THE ISLES AREA COMMITTEE**

**Monday 13<sup>th</sup> May 2019  
2pm  
Menzies House, Oban,**

## **Present**

Mr Ian McIntyre, Chair (IMI)  
Mr Alister MacIntyre, Vice Chair (AMI)  
Mr Stafford Day (SD)  
Mr Andy Birnie (AB)  
Mrs Cecilia Keenan (CK)  
Mrs Mary MacAulay (MMA)  
Nancy McDonald (NMD)  
Iona MacPhail, Regional Manager (IMP)  
Amanda MacKenzie (AMK)

1.	<p><b>Apologies</b> Cllr Jim Lynch (JL).</p> <p>IMI expressed concern with Cllr attendance and conflicting priorities and will speak with Lesley for guidance re concerns.</p> <p>MMA expects to be able to attend from 3pm.</p>	Action
2.	<p><b>Declarations of Interest</b></p> <p>AMK and IMP noted a conflict of interest at item 10.</p>	
3.	<p><b>Minutes of Previous Meeting 4<sup>th</sup> March 2019</b></p> <p>AMK advised and apologised that CK was not listed as being present for the meeting, this has been updated to correctly confirm that CK</p>	

	<p>was present.</p> <p>Proposed – SD Seconded – CK</p> <p>Page 2 – SD asked if update on the exemplar estates. IMP advised information has gone to owners at 34 &amp; 36 Soroba Road and consultation period has just passed. IMI advised Kirsteen provided an update at the last Board and she had advised that the project will come back with some good examples. Discussion ensued on when private owners are unable to afford works – IMI asked should we provide loans – NMD asked if grants would be available. AB &amp; AMI expressed concern if ACHA would be allowed to lend money. IMI agreed, better to become a facilitator to help owners with information on grants rather than using tenants' funds. IMP agreed it's good to do a pilot which can highlight what issues can come up. IMP further added that through factoring you can add a notice of potential liability for money owed for repairs, which means if the property was to be sold, the money can be recouped, but you are unable to forecast when you will get this money. IMP will keep members updated as the project progresses and will also be able to report back on the properties at Finbracken in Dunoon which has 32 flats and only 1 owner. IMI would like it tied in better with factoring and promoting this more. IMP advised the satisfaction returns for factoring have been very good and above the national average and proposed to bring further information to the next meeting. Agreed that where large sums of money are being spent that this should be tied in.</p> <p>Page 2 – SD pointed out that Kirsteen had advised she was going to meet with the Council for a strategic meeting to discuss things like bins, lighting and roads, and advised it would be good to have feedback on that. IMP advised she believes Kirsteen has been looking at providing update reports to each Area Committee as a standard item.</p> <p>Page 2 – Croft Avenue – SD asked if any update: IMP advised Kirsteen McGinn has provided an update and advises that the issues at Croft Avenue have not yet been resolved. ACHA are still waiting sight of the building warrant and the engineers report from the nursery. Matthew is attending lunch with members at our AGM and should be in a position to give a further update then.</p> <p>Page 5 – AMK confirmed that Alistair Cakebread has accepted an</p>	<p>IMP</p>
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	<p>invitation to September's Area Committee Meeting to give an update on the new Grounds Maintenance team.</p> <p>Page 5 – IMP highlighted Taynuilt Police House and advised it has now sold. SD advised works are going well in the garden tidying it up and there are now owners and occupiers.</p> <p>Page 6 – Item for JL – update requested on the bus shelter and dog warden issues at Catalina.</p> <p>AMI reported a bus shelter in Dunollie that has a smashed window panel. IMP advised we will report that to the Council.</p> <p>Page 8 – NMD asked with regards to the new chairs in place at Dunmar Court, if this is a furniture budget or taken from the credits from the laundry machines? IMP provided a background on the laundry and will confirm for next meeting.</p>	<p>JL</p> <p>AMK</p> <p>IMP</p>
4.	<p><b>Correspondence</b></p> <p>No correspondence received.</p>	
5.	<p><b>Chairs Report</b></p> <p><b>Board update 28<sup>th</sup> March 2019</b></p> <p>Cameron Grant has been appointed as Vice Chair.</p> <p>Pat Mcvey has been appointed to fill a casual vacancy.</p> <p>The CEO provided a presentation which included the following:</p> <ul style="list-style-type: none"> <li>• The new ground maintenance contract service is up and running and being delivered by AHFA</li> <li>• EESSH survey shows ACHA at 63% compliant which is within target. (Energy Efficiency Standards for Social Housing).</li> <li>• Draft business plan for 2019/20 has been completed and the Board will consider</li> <li>• Islay Estates have approved in principle the next phase of up to 18 units in Bowmore</li> <li>• Internal Brexit Working group set up to review areas of risk</li> <li>• SHR new Regulatory Standards development work started for self-assurance (Scottish Housing Regulator)</li> <li>• Representations have been made to Michael Russel MSP re</li> </ul>	

	<p>Aids &amp; Adaptations funding</p> <ul style="list-style-type: none"> <li>• The Association has been successful in its application to the Warm Homes Fund</li> <li>• The First “Next Steps” programme workshop has been held</li> </ul> <p>Other matters discussed</p> <ul style="list-style-type: none"> <li>• The Board approved the demolition of properties at Eton Avenue</li> <li>• The Board approved the updated Design brief for new build properties</li> <li>• The Board agreed the methodology of the AHFA Contract review process</li> <li>• The Board considered a number of new options in relation to Torlochan and a further report will be brought back to the Board.</li> <li>• The Director of I&amp;R provided updates on <ul style="list-style-type: none"> <li>○ EESSH</li> <li>○ Dalintoher</li> <li>○ regeneration update</li> <li>○ Scottish Govt new fire regulations</li> <li>○ Investment update</li> <li>○ Procurement for housing report</li> </ul> </li> <li>• The Board approved a land disposal request at Croft Road, Oban. Clarification required if this is agreed in principle as engineers’ report etc. not yet received. To be confirmed at next AC Meeting by MMA.</li> <li>• The Director of Finance and IT provided updates on <ul style="list-style-type: none"> <li>○ The ACHA business plan</li> <li>○ Treasury Management strategy</li> <li>○ Community action fund budget</li> <li>○ ACHA and AHF Management accounts</li> </ul> </li> <li>• The Director of HRCS provided updates on <ul style="list-style-type: none"> <li>○ The ACHA risk register quarterly review</li> <li>○ Corporate strategic plan 2019/24</li> </ul> </li> </ul> <p>The Board agreed that the October meeting will be held in Dunoon and will include a stock tour on the day before the meeting. Date of next meeting:- 30<sup>th</sup> may 2019</p>	IMP
6.	<p><b>Update from Committee Members on Local Issues</b></p> <p>NMD advised for Dunmar Court at present there is an issue with Wardens. The full time Warden is currently off and the relief Warden had been doing additional days. NMD advised there are various people in and posters up to advise, but very often the poster is not who it says or no one is in, or if they do come in they only come in for</p>	

<p>calls and there has been a bit of discussion between the residents who are unhappy with it. Points that have been raised are – everyone says they pay for the service. Some people have dementia and it can be quite disturbing for them if the service is not there, or at a different time. One instance NMD personally met a resident who was very confused in the corridor. Also brought up, was if no warden, how do residents book the guest room? NMD advised Ruth appears to be doing everything at the moment and has been getting queries from residents. NMD added that Ruth is absolutely excellent. NMD advised when residents get upset they don't know who to contact, if pulling the chain etc then it's an ambulance that is sent and this can cause additional distress. Worrying if someone doesn't have family to also assist. NMD advised there are cards that you put through the office door if you are going to be out but if you put this through and no one is on, then the cards could wrongly be taken for the wrong day.</p> <p>IMI asked to clarify what services are provided?</p> <p>IMP gave some background and advised that ACHA do not provide personal care and advised in respect of costs, ACHA has tried to make sure cover is provided as much as possible and advised the service charges run behind so that actual costs are recharged, so where service is not provided, tenants are not charged.</p> <p>IMP advised that to meet the requirements of legislations, anyone who wishes to be bank staff has to commit to a large number of hours on site to fulfil training for a formal qualification, and it is therefore not an easy task to find people who are qualified or willing to be qualified to cover. IMP advised that Brian Murphy, Local Manager has been on site personally to provide cover.</p> <p>IMP advised that pull cords are available for all tenants for emergencies and in terms of dementia, we don't have care packages. IMP advised where pull cords are used, it won't be ambulances called, but key holders will be contacted, those without family nearby have someone locally as a key holder.</p> <p>IMP stressed that nobody will be charged where service is not provided.</p> <p>IMP agreed Ruth is a legend and she keeps the complex immaculate.</p> <p>NMD advised a large part of concern of the residents is that</p>	
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<p>sometimes it can be perceived as: if it's managing to get by, that services can be cut. IMP advised ACHA has already has services cut and our services are now cost neutral, residents pay an exact charge to cover all services provided with no requirement of rents from mainstream tenants used to contribute to cover any costs.</p> <p>MMA joined the meeting.</p> <p>CK advised no update.</p> <p>SD advised anyone driving through Taynuilt may have noticed the Taynuilt Inn is currently getting a facelift and will be re-opening soon.</p> <p>MMA advised new housing and vans and lorries at Dunbeg. MMA advised the number of lorries and the traffic trying to get out of the village has increased dramatically. MMA also advised there is a new right of way in the village. IMP asked with regards to the traffic, if there is due to be a roundabout planned? MMA advised because of the number of houses now, people are just taking chances and pulling out unsafely. SD advised they should have put the roundabout in before carrying out the works.</p> <p>MMA reported happily that dogs are being tied up outside the playpark now.</p> <p>MMA advised she is receiving terrible complaints from people about her fence. IMP advised she will look into it and will discuss after the meeting as it's MMA's own fence.</p> <p>AB advised he stayed in Soroba for over 30 years and he has never seen as many AHFA vans in the area as he sees at Catalina. AB advised he had faults with the boiler and had no hot water – he was advised that two switches burnt out completely which didn't trip the switches. AB had to call again the following day for an element to be pulled out. As well as problems with the solar panels on the roof, there have been a number of problems and AB knows neighbours have also had problems. IMP asked AB if he would like her to bring that to the attention of KMG. IMI advised a joiner needs to come out once a month to address problems with the entrance close door and frame at Catalina and it appears to be the quality of the fittings and is a design fault. IMI would like this to be monitored – need to use quality fittings which should last longer. AB agreed with issues of the quality and gave an example of the patio doors where the joiner</p>	<p>IMP</p>
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	<p>has been out four times – the last time was that nothing further could be done but when there is a wind outside, a candle can be blown out in the room. AB confirmed that people have been out for a stock condition survey.</p> <p>AB advised stories are going round that there is a delay in the new properties behind Catalina being allocated because there is a problem with settlement in the ground and asked if there was any truth in this? IMP advised there are always rumors going round about allocating or not allocating and we received a complaint from someone about allocations when there have been no allocations made. IMP advised that we don't have the properties back because they aren't ready.</p> <p>IMI advised at Board it was reported that there is a big spike in number and costs of void repairs to bring the properties back up to the required standard to re-let. IMI queried if this is age related to the tenants i.e. older tenants not reporting faults but advised it was reported that nothing is clearly obvious for the reasons.</p> <p>AMI advised bus stop at the bottom of Dunollie you can't see out of due to the scratches etc. 4 vehicles in the car park across from 14 Corran Brae that have been abandoned as well as 2 in the cul de sac at Cruachan Crescent. IMP advised we will bring to JL's attention.</p>	JL
7.	<p><b>Community Engagement</b></p> <p>Standard agenda item.</p> <p>Agreed previously for Islay and Dalmally local shows to be attended as well as an entry for the Xmas tree festival.</p> <p>IMP advised that Mid Argyll and Kintyre are doing a press release for garden in bloom and suggested we could use their press release and amend to suit our area – generalise it – agreed.</p>	
8.	<p><b>Community Action Fund Awards</b></p> <p>OLI funds available for 2019/20 of £5,000, an increase of £2,500 on previous years. £1,350 previously committed at March Area Committee Meeting for this financial year. £3,650 remaining.</p> <p><b>Islay &amp; Jura Community Enterprises Ltd</b> – request for £500 towards purchase of new desktop computer for the groups Children's</p>	

	Coordination who is responsible for organising a wide range of sporting activities for children and young people. Unanimously agreed for £500.	
9.	<b>Estate Management Action Plan Applications</b>  For financial year 2019/20 the budget for Islay Estate Management Action Plan is £4,800. The budget for Oban, Lorn and the Isles Estate Management Action Plan is £12,200.  No projects submitted.	
10	<b>Employee of the Season</b> IMP & AMK left the meeting.  Members discussed and scored the 3 nominations received.  SD advised IMP & AMK could return to the meeting.  IMI advised that due to the teamwork involved and the high stress situation it was agreed for Gary's team to be the winners.  AMI left the meeting.	
11	<b>Landlord Report Consultation</b> IMP provided members with the background.  All comments and suggestions were collated to provide one group response from OLI Area Committee.	
12	<b>New build update</b> No new updates, currently working on site at Glenshellach and Connel.	
13	<b>Regional Managers Report</b>  <b>Stock Details</b> IMP provided details of the stock in Oban & Islay with a total of 1,361 properties. Islay has a total of 380 which includes 1 in Gigha, 2 in Colonsay and 7 in Jura. Within Lorn there are a large number of	



	<p>settlements, largest remains Soroba with 173 at present, Dunbeg with 66.</p> <p><b>Garage Sites</b> 42 for which income is very small.</p> <p><b>Gypsy / Traveller</b> 8 at Lorn and now called Bayview instead of Ledaig.</p> <p><b>Island Stock</b> Overall Island stock for ACHA which includes 972 island homes. 18% of the Associations stock on 11 locations.</p> <p>SD apologised and left the meeting.</p> <p><b>Warm Homes Fund</b> IMP advised ACHA has been successful in our bid to the Warm Homes Fund, we have been awarded over £5 million of funding to install over 1,000 Air Source Heat Pumps as well as £754,000 of ECO funding for installing insulation measures to our tenants homes.</p> <p><b>Miller Road Fire</b> IMP gave a brief update. IMI advised there are bags outside a close that he reported previously – IMP will request update from RMK.</p> <p><b>Haig House</b> IMP advised the new ACHA office in Bute has been named Haig House after Linda Haig.</p> <p><b>Talks start on new homes</b> IMP gave an update on the Oban Times Article.</p> <p><b>Housing Proposal requires close scrutiny</b> IMP gave an update on the Oban Times Article.</p> <p><b>Welfare Rights Service</b> End of year figures. £2 million brought in, in benefits for our tenants. Scottish Govt has given details of a new funding possibility.</p>	IMP
13	<p><b>AOCB</b></p> <p>None raised.</p>	

14	<p><b>Date and Time of Next Meeting</b></p> <p>Proposed date for AGM is Monday the 1<sup>st</sup> of July.</p> <p>It was proposed to remain with status quo of previous years and hold OLI Area Committee meeting at 10am and return for AGM at 2pm – agreed</p> <p>SD and CK require to stand down as the longest standing members who previously stood down in 2016. As a casual member NMD also requires to stand down. All Members standing down can of course be re-nominated for election to the Committee. Due to changes implemented in 2015, members are required to be nominated by other members.</p> <p>Agreed lunch will be booked for the Barn.</p> <p>It was previously agreed for Matthew MacAulay to be invited to the Area Committee's lunch to give an update on the Association's new build program and he has accepted the invitation.</p>	AMK
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