

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

**Monday 3rd August 2009
5pm
Municipal Building, Oban**

Present

Mr Andy Birnie **Chair** (AB)
Mrs Mary MacLeod **Vice Chair** (MML)
Mr George Farquhar (GF)
Mrs Lorraine Anne Drysdale (LD)
Mrs Marri Malloy (MM)
Mr Alister MacIntyre (AMI)
Iona MacPhail – Area Housing & Neighbourhood Services Manager (IMP)
Linda MacDougall – Customer Services Assistant (LMD)
Jane McQueen – Factoring Officer (JMQ)

In Attendance

Janet Buchanan – Representative of the Scottish Housing Regulator (JB)

CROFT AVENUE SITE LAUNCH

**Monday 3rd August 2009
4.30pm.**

Present: Councillor D. MacIntyre, Councillor MacKay, Councillor Roddy MacCuish, (Argyll & Bute Council)

Alastair MacGregor – Chief Executive, Iona MacPhail – Regional Manager,
Mathew MacCaulay – Regeneration Manager, Dee Moloney – Customer
Services Assistant (ACHA)

Ian Campbell – Architect, Tommy McQuaid – Morham & Brochie

Mr. MacLeod – MacLeods Builders, Mr. Blainey – MacLeods

Andy Birnie, Mrs. Mary MacLeod, Mr George Farquhar, Mrs Mairi Malloy, Mrs. Lorraine Drysdale, (Area Committee)

Marion Milarvie – Oban Times

Alastair MacGregor, Chief Executive thanked everybody for coming today – special thanks to the Scottish Government and to Argyll & Bute Council's strategic housing fund for providing funding for the project. This is ACHA's first new build since they took stock over from the Council and this was a very important step.

Alastair mentioned the importance of MacLeods providing apprenticeships and work in the local community. The importance of providing and building houses locally to sustain and improve living conditions in the community and provide housing for people waiting for Social Housing.

Councillor MacIntyre thanked Alastair for inviting him and was delighted to be involved and looked forward to seeing the development progress.

Councillor MacIntyre then sat into the digger and dug the first turf.

| | | |
|----|--|--------|
| 1. | Apologies Colette Benham (CB), Councillor Roddy McCuish (RMC), PC Jeremy Moore (JM) | Action |
| 2. | Minutes of Previous Meeting 1st June 2009 Were approved as an accurate record. Proposed by MM, Seconded by GF. | |
| 3. | Matters Arising None. | |
| 4. | Correspondence IMP advised that any outstanding Governing Body Questionnaires should be returned as soon as possible to Ardrishaig and new forms can be provided by AMK if necessary. Letters have been sent to members to invite them to Governance Training on Thursday the 3 rd September at the Argyll Hotel, Inveraray at 2.00pm. IMP also invited the members to a Quarriers/Rooftops Open Day at | |

| | | |
|----|--|-----|
| | Campbell Street on the 21 st August from 12.30 – 4.00pm. | IMP |
| 5. | <p>Chair's Report</p> <p>Appeal Outcome – MM asked if the members could be informed of the outcome of the appeal concerning the Official Complaint in the Bute and Cowal Area. Update to be available at next meeting.</p> <p>AB raised the subject of flooring having to be pulled up in one of our properties on termination of tenancy.</p> <p>IMP explained the void procedure and private arrangements.</p> <p>AB asked about the issues involved regarding the clearing of properties.</p> <p>IMP advised of the benefits of the forthcoming re-cycling project and that Mull would assist Oban in the process of setting up a system to re-distribute items throughout the community.</p> <p>All agreed that this was a great idea. MM advised that this works well in Dumbartonshire.</p> <p>IMP suggested that a project worker should be invited to the next meeting.</p> <p>Board Minutes - AB asked if there was anything to report from the last set of minutes. All agreed - Nothing to report.</p> | IMP |
| 6. | <p>Tenants Panel Minutes</p> <p>Last approved minutes are April 09 (circulated to Members with papers). May's minutes have not yet been approved as the meetings did not take place in June or July.</p> | |
| 7. | <p>Health and Safety Committee Minutes</p> <p>Last meeting was held in May – these minutes will not be approved until August the 19th meeting. The last approved minutes are February's which were circulated to members prior to June's Area Committee Meeting.</p> | |
| | | |

| | | |
|----|--|---------------|
| 8. | <p>Review of key performance indicators - OLI</p> <p>IMP provided a presentation to members, highlighting achievements and issues.</p> <p>Current Voids by Category – The number of void turnover has been higher this year in Lorn, than in the previous year. However, turnover remains low compared to significant demand.</p> <p>Average re-let times – Re-let times stayed static in June.</p> <p>AB asked if there was a problem with certain properties being re-let as some were void for a particularly long period.</p> <p>IMP explained the current re-registration process to obtain up to date information regarding area preferences.</p> <p>AB asked why renovations could not be completed while properties are lying void. He asked that this be brought up at the next Board Meeting.</p> <p>Arrears – Arrears performance in OLI continues to be strong with a clear focus on early intervention from local staff.</p> <p>Repairs – In June, emergency and urgent repairs are very close to target (short by 3% and 2%) and in routine repairs, target was exceeded again.</p> <p>Repairs Satisfaction – The number of repairs issued has decreased during April, May & June.</p> <p>Post Inspection appointments – The local team has failed to meet target on repairs inspections required.</p> <p>Allocations to Homelessness - Three lets were made to Homeless persons in June and the quota was met for the total for the year.</p> <p>Lets by Tenancy Type – To date, all tenancies have been Scottish Secure Tenancies.</p> <p>Tenancies Ending – In May two evictions took place for anti-social behaviour and one for rent arrears.</p> <p>Anti-social – Complaints are rising and this may be due to press coverage of very anti-social cases and tenants feeling able to report incidents.</p> <p>Review of key performance indicators - Islay</p> <p>Average re-let times – In May, one property was let in less than two</p> | Board Members |
|----|--|---------------|

| | | |
|----|--|-----------------------|
| | <p>weeks.</p> <p>Current Voids by Category – There are no current voids on Islay.</p> <p>Arrears – Islay's arrears performance is particularly strong and there is a strong payment culture on the island.</p> <p>Repairs – Performance is not as strong on Islay and will require further attention. IMP and EC to visit Islay next week. New property officer to be appointed – 21 applications received. IMP to confirm possible error with graph.</p> <p>Repairs Satisfaction – Though performance is not strong, repairs satisfaction is relatively strong.</p> <p>Post Inspection appointments – Repairs inspections have improved and need to continue to do so.</p> <p>Allocations to Homelessness – There was one let to a Homeless person in May.</p> <p>Lets by Tenancy Type – One Scottish Secure Tenancy has been let in Islay.</p> <p>Tenancies Ending – There are no current tenancies ending on Islay.</p> <p>Anti-social – No nuisance complaints have been received on Islay.</p> <p>At the end of this report AB asked if members could obtain statistics on a monthly basis, of how many tenancies were due to successions.</p> <p>MM asked if the statistics could be printed in a larger font.</p> <p>AB thanked IMP for the very interesting statistics presented in her report.</p> | <p>IMP</p> <p>IMP</p> |
| 9. | <p>Estate Management Action Plan – 2009/10 projects</p> <p>EMAP proposals were submitted to Committee Members. After discussion, members unanimously agreed that works should proceed.</p> <p>AB suggested that the residents at the TP site should be advised of the amounts being spent.</p> <p>Overall the members agreed that all the monies were well spent.</p> <p>It was agreed unanimously that the publication of the EMAP was of benefit.</p> | |

| | | |
|-----|---|------------|
| | <p>Suggested that someone from Islay join the Area Committee.</p> <p>GF asked if the EMAP budget was twice that of last year. IMP agreed to check last year's figure.</p> <p>AB commented that all projects were worthwhile. Also thanked ACHA staff for all the work conducted outside of their remit.</p> | IMP |
| 10. | <p>Factoring Update</p> <p>JMQ delivered the presentation to the Committee. This included a summary of progress since June 2008. Other points covered were:</p> <ul style="list-style-type: none"> • A new strategy to progress factoring. • The outline of the strategy. • Examples of title problems. <p>JMQ discussed in some detail the other problems encountered when there are private owners who are not in agreement about necessary repairs. AB commented that perhaps tenants who took advantage of the right to buy scheme, did not appreciate the responsibility they were taking on.</p> <p>IMP offered to obtain pictures of Stanalane in Islay, in order to make a clearer representation of the map.</p> <p>AB thanked JMQ for the presentation.</p> | IMP |
| 11. | <p>Regional Manager's Report</p> <p>Oban Office Accommodation</p> <ul style="list-style-type: none"> • Build now on site • Kit went up on 29th July 2009 • Roof trusses are now in place <p>Sheltered Housing</p> <ul style="list-style-type: none"> • Board approved £10 charge for existing tenants • Full service charge for new tenants • Consultation has been carried out with all existing tenants • Report to August Board of Management Meeting • Offers now going out with full service charge for new tenants – data being compiled | |

| | | |
|--|---|--|
| | <ul style="list-style-type: none"> • Extensive media coverage in The Illeach, Press & Journal, & The Oban Times – 2 editions <p>Anti-Social Behaviour</p> <ul style="list-style-type: none"> • Proof hearing was heard for case of nuisance and noise disturbance • The case was dismissed by the Judge • Received press coverage • Subsequently local staff have met with Anti-social Behaviour Group to look at future approach <p>Youth Outreach Work, Oban</p> <ul style="list-style-type: none"> • Joint work with West Highland Housing Association • Working in Soroba, Oban • Street based outreach work • Working with young people 12 – 25 years • One night per week 7 – 10pm • One sports fun day has been held, another scheduled for later this month <p>Home Argyll</p> <ul style="list-style-type: none"> • Re-registration of applicants on-going • Letters to be sent to ask people to confirm their current details • Housing lists will be updated and reviewed • Large piece of work • To date 268 letters in first mailing, 140 in second mailing <p>Local Community Fund Awards</p> <ul style="list-style-type: none"> • Oban Forward Group – Small donation to improve environment of the town • New Start Oban – Small donation to provide starter packs to Homeless people moving to permanent accommodation <p>Area Committee Tour</p> <ul style="list-style-type: none"> • Thanks to staff for organising and Christine for sourcing and driving the minibus from Alzheimers Scotland • Suggested donation of £25 <p>It was unanimously agreed that the donation be increased to £35.</p> | |
| | <p>AOCB</p> <p>IMP advised that ACHA would have a presence, in the form of a</p> | |

| | | |
|--|---|--|
| | <p>Marquee, at both the Islay and Salen Shows which take place next Thursday 13th August.</p> <p>New temporary joiner would commence employment on Monday 10th August.</p> <p>AMI asked why it took so long between dismantling old kitchens and bathrooms and the installation of the new project. Suggested that Connaught seek tradesmen from other agencies and not to open up so many projects at one time.</p> <p>AMI asked if the members could have access to the new planning laws.</p> <p>JB (Regulator) asked if she could have volunteers to interview as part of the audit procedure. She would like to interview The Chairman, Vice Chair, and two members, one of more recent membership and one who had been serving for a longer period.</p> | |
| | <p>Date and Time of Next Meeting</p> <p>The AGM will be held on Friday 28th of August 2009, Municipal Buildings at 11.00am</p> <p>IMP proposed that everyone meet at 10.30am prior to the meeting proper.</p> <p>Video Conferencing has been offered and venues have been booked.</p> <p>1st letter was issued to all 47 Members with a nomination form and guidance on Code of Conduct & Schedule 7. For OLI Area Committee, 1/3rd of the members must stand down, as well as Mrs Drysdale as a co-opted member.</p> <p>GF & AMI offered to stand down at the next meeting, together with LD who is a co-opted member.</p> <p>AB thanked all who were in attendance for their assistance.</p> <p>The meeting was closed at 7.25pm.</p> | |