

OBAN, LORN & THE ISLES AREA COMMITTEE

Monday 7th June 2010

3pm

Menzies House, Oban

Present

Mr Andy Birnie **Chair** (AB)

Mrs Lorraine Anne Drysdale (LD)

Mrs Marri Malloy (MM)

Mr Alister MacIntyre (AMI)

Councillor Roddy McCuish (RMC)

Brian Murphy – Local Manager, Housing & Neighbourhood Services (BM)

Carol Smith – Customer Services Assistant (CS)

Collette Benham – Director Human Resources & Corporate Services (CB)

In Attendance

Corrina MacKenzie – Welfare Rights Officer (CMK)

1.	<p>Apologies</p> <p>George Farquhar, Mary MacLeod, Janet MacIntosh, Glen Bland</p> <p>AB asked if we could send flowers to Janet MacIntosh from all the officers on the Area Committee</p>	Action
2.	<p>Welfare Rights Presentation</p> <p>Corrina MacKenzie carried out the Welfare Rights presentation and outlined what FISH aimed to do and why it is so important.</p> <p>Following the presentation, AB asked what financially excluded meant – CMK explained that it described people without access to information on bank accounts, credit unions etc. Scotwest credit union was discussed and BM clarified that the Scotwest credit union only covers the employed and we mainly deal with the elderly etc and</p>	

	<p>that is financial exclusion.</p> <p>CMK explained that she assists with the appeal process, she advises people on their rights. AB asked if she had access to applicants medical record, CMK confirmed that she didn't but she did send prescriptions, doctors letters etc for proof. The DWP can contact the doctor with permission from the applicant.</p> <p>RMC asked what was going to happen after the 18 months had passed – CMK explained that it depended on funding</p> <p>RMC asked how the proposed £2 million is a gain to ACHA. CMK used housing benefit as an example and explained that more money coming into a household would assist with arrears and would also improve the quality of life for the household</p> <p>RMC commented that the £50,000 raised in confirmed benefits was terrific</p> <p>AB asked who carried out the independent evaluation – CMK wasn't sure but was aware it was someone out with ACHA who carried out the evaluation. CMK said she would find out and pass information onto the next Area Committee</p> <p>CMK commented on the job and said that she found it very rewarding and felt that the extra money she has been successful in getting people will make a difference. She commented on the support she has had from the local ACHA staff</p> <p>RMC asked if Corrina could approach people who she felt needed assistance. CMK said she couldn't and she relies on the CSA referrals and she would be starting mail shots very soon. The in-house repairs team have also been leaving leaflets in houses when they are in working.</p> <p>AB thanked CMK and she left the meeting</p>	
3.	<p>Minutes of Previous Meetings</p> <p>Agreed and Proposed LD, Seconded MM</p>	
4.	<p>Matters Arising</p> <p>Venue for joint AGM & tenant involvement day confirmed as Saturday 28th August in the Parish Church Hall</p>	

5.	Correspondence None	
6.	Chair's Report At their meeting on 13 th May 2010, the Board of Management: <ul style="list-style-type: none"> • Approved four new membership applications • Received a presentation from Sally Loudon, Chief Executive of Argyll and Bute Council • Approved the updated Business Plan • Approved the reviewed version of ACHA's Elected Members Protocol • The Tenant Satisfaction Survey Prize Draw took place. The winner of the first prize was William Power from Oban and second prize went to Jamie Harvey of Campbeltown • Norman Beaton and George Farquhar will attend the SFHA Committee & Board Members Annual Conference being held in June 2010 in Peebles • Bill McIntyre, Marri Malloy and Margaret MacGregor will attend the EVH Annual Conference later in the year (October 2010) <p>Soroba Bridge – AB mentioned the bridge opening and informed the committee that the graffiti was back the next day which was disappointing. He advised that the lights were still to go up and that the Council will be doing that which should eliminate the blind spots. RMC noted that the private owners in Drummore Road should be consulted as their houses are lower than the bridge and the lights will illuminate their properties.</p> <p>AB advised that he hadn't heard any complaints about the new bridge and BM added that he hadn't either. The only complaint was walking right round the road while the bridge was being installed.</p>	
7.	Tenants Panel Minutes Minutes circulated with Committee papers for information. LD attended the panel. She noted that she was very impressed with the areas people came from; she felt that Argyll Community Housing Association was very well represented and that she learnt a lot. AB thanked her for attending	

8.	Health & Safety Committee Minutes Circulated with Committee papers for information. Committee noted that George Farquhar attended this meeting.	
9.	Review of key performance indicators BM apologised for the lack of KPI's but he spoke about the figures up to March 2010 Void Times – Both Oban and Islay have pushed really hard on getting a 0 turnaround on void properties and currently Oban was 2 nd out of the areas and Islay was in 1 st place. Repairs – BM discussed emergency repairs, urgent repairs and routine repairs and advised that while we were below target staff were pushing to get this figure up. Post Inspections – Oban currently ranked in 1 st place and hitting target. Rent Arrears – Target is 2.50% and currently Oban is at 2.1% and Islay is at 1.6% - this is thanks to hard work by staff. The Committee discussed the homeless targets and BM advised that they were hard to reach. The target is 50% lets to homeless applicants but this is difficult when there is no demand. BM advised that the community had to be taken into account when letting a property – it may not make sense to put someone in a certain area because of an asbo or drug offences. The transfer list would then be looked at; there is however no statutory duty to allocate from the transfer list but there is a duty to allocate from the homeless list. AMI asked for the definition on homeless, BM discussed the four criteria which are considered when someone makes a homeless application. Jimmy Birt, In-House Plumber entered to get his voucher for Employee of the Season. AB & CB carried out the presentation AB thanked Jimmy for his hard work and noted that he was a good ambassador for ACHA. LD seconded that and said that Jimmy worked very hard during the cold spell and was at her house early to ensure she had water. CB pointed out that we need to encourage the public to nominate staff for the award. MM said she had received a complement from a non-tenant with	

	<p>regard to the Soroba football pitch. She came to the ACHA office to ask someone to look at it and an ACHA staff member came up that day and the problem was fixed the following day. She thanked the ACHA staff who were polite and understanding.</p> <p>CB advised that the performance reports would be looked at shortly and an attempt would hopefully be made to condense the data down. A basic summery was being considered which would be easier to get through but certain data has to be included. CB is interested in a user friendly system which is simple to use.</p>	
10.	<p>Area Manager's Report</p> <p>Play Park Upgrades – BM showed the Committee pictures of the upgraded play park at Dunollie and he also advised that play parks in Mull and Soroba had been recently upgraded. The Soroba Play Park was discussed and the dog prevention grill which was put in is not deterring people, they are removing the spars which is allowing dogs to enter. BM advised that if these people were caught they would be charged for the damage.</p> <p>Drainage at Soroba Football Pitch – The money that was suggested by contractors was excessive and a basic field drain was dug which has cured the problem as the pitch is dry. Duncan MacDougall laid a pipe in the worst areas and it is a flexi drain which is connected to the road drain. Andy Harper in Soroba has offered to fill in the gaps left after the work.</p> <p>Dalmally Play Area – BM discussed the Dalmally play area and reminded the Committee of the opening which took place there a few years ago where the children made signs. Connaught donated plants to the area and helped the children plant them. George Farquhar was in attendance.</p> <p>Bridge Opening – BM discussed the success of the recent bridge opening and showed the committee some photos from the day. He said it was well attended by various agencies, transport police, ambulance staff, police and fire service.</p> <p>The Committee all commented on the photos which BM showed and BM suggested that some can be e-mailed to members if they would like them.</p>	

11.	<p>AOCB</p> <p>Tenant Involvement Days - CB discussed the involvement day and it was clarified that it will be held on Saturday 28th August 2010 in the Parish Church Hall. The booking has been made for 11 people but that can be changed if necessary</p> <p>There will be general stands such as tenant's contents insurance and these will be organised centrally. Any local stands that the Committee would like can be discussed and finalised at the next Area Committee.</p>	
12.	<p>Date and Time of Next Meeting</p> <p>Proposed Monday 2nd August 2010, Tیره. Amanda MacKenzie to confirm date and time depending on the boat schedule.</p>	AMK