

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

**Monday 12th April 2010
3pm
Menzies House, Oban, VC Tiree**

Present

Mr Andy Birnie **Chair** (AB)
Mr George Farquhar (GF)
Mrs Lorraine Anne Drysdale (LD)
Mrs Marri Malloy (MM)
Mr Alister MacIntyre (AMI)
Mrs Janet MacIntosh (JMI)
Iona MacPhail, Regional Manager (IMP)
Colette Benham – Director, HR & Corporate Services (CB)
Amanda MacKenzie – Area Administration Officer (AMK)

1.	Apologies Mrs Mary MacLeod, Councillor Roddy McCuish, Strathclyde Police	Action
2.	Conflict of Interest Members declared no conflict of interest.	
3.	Minutes of Previous Meeting 1st February 2010 Were approved as an accurate record. Proposed by MM, Seconded by AMI	
4.	Matters Arising Item 13. – Soroba Road – IMP to come back to MM after meeting.	

5.	<p>Correspondence</p> <p>Letter issued to AH to confirm whether she wishes to remain as a Committee Member – No response. Members agreed AH to be removed from the Committee – AMK to send copy letter to Lesley Higgins to update.</p>	AMK
6.	<p>Chair's Report</p> <p>AB informed members that the Board were advised that the Housing Green Paper would be published after the May 6th election. Green paper would outline future for affordable Housing.</p> <p>Scottish Govt affordable Housing Investment programme for 2010/11 is £471 million. This means £169million less will be spent on Housing Association Development this year.</p> <p>It was agreed that a Policy sub Committee would be established in order to free up some Board time and also allow new policies to be discussed in details by the policy committee.</p> <p>It was agreed that ACHA would continue to use AON/Aviva for Tenants Contents Insurance. Board are looking into ways to promote uptake.</p> <p>Christine & Margaret met with the tenants at Wallace Court Sheltered Housing complex re service charges- a further report will be brought to the Board in May.</p>	
7.	<p>Attendance at Strategic Planning days</p> <p>2010 Strategic Planning day was not well attended although there were 3 members from OLI. CB advised that accommodation etc that was booked for the expected numbers resulted in a loss of funds for the association.</p> <p>Discussions arose on how to avoid this in future, suggestions included holding the planning day later in the year – CB advised the requirement to hold in February prior to the advance of the new financial year. It was agreed that for following years, emphasis should be on members to either confirm or submit apologies for their attendance.</p>	
8.	<p>Tenant Involvement Day / Promotion of Area Committee Locally</p>	

	<p>In previous years, OLI has attended a number of local shows including Salen, Islay, Lorn shows and Oban's Charities day. IMP advised that a paper went to the Board for promotion of Area Committees which would like Area Committees to participate with a Customer involvement planning group. AB confirmed as Chair he can be contact.</p> <p>Discussion took place with regards to a tenant involvement day and discussed merits of it being in the locality of Oban – it was agreed that OLI are currently good at promotion through local shows on the islands. IMP advised that a sum of £5000 has been set aside for this project – members suggested that some of these funds could be used for Committee members to attend the local shows.</p> <p>IMP advised that there are a large number of tenants in Islay and suggested continuing with a presence at the Islay show.</p> <p>CB suggested a tenant involvement day could be linked into OLI AGM. Discussion arose on whether boat timetables from Tiree would allow tenants to come to Oban and return in one day – JMI advised this is not possible – Members agreed that a future meeting can be held in Tiree with tenants invited to meet with Committee members.</p> <p>Members agreed that the joint tenant participation day and AGM could be advertised in the local papers, Oban FM and in the tenants newsletter. Organisations could be asked to have a stall including:</p> <ul style="list-style-type: none"> • Fire Brigade • Rooftops • Welfare Rights • Credit Union • AON/Aviva Insurance • Police • Care & Repair (handyman service) • Recycling project • Oasis, drug and alcohol abuse • Blue Triangle • Oban Times <p>Venues discussed included the Parish Church Hall – MM will make enquiries, and the Argyllshire Gathering Halls – AB to enquire.</p> <p>Members discussed which days would be suitable and it was agreed that Saturdays would be more accessible for tenants, although it was acknowledged that it may be harder for organisations to man a stall. Members agreed that either Saturday 11th of September or Saturday 28th August would be suitable if venues available. MM and AB to advise, once confirmed IMP will arrange to contact stall holders.</p>	<p>MM, AB</p> <p>MM, AB, IMP</p>
--	---	----------------------------------

9.	<p>Tenants Panel Minutes</p> <p>Minutes from November 2009, previously circulated to members for information with Committee papers.</p> <p>No issues.</p> <p>Meetings held in Chalmers Court, Inveraray – open to members.</p>	
10.	<p>Health and Safety Committee Minutes</p> <p>No approved minutes available. August 2009 previously circulated.</p>	
11.	<p>Review of key performance indicators</p> <p>IMP advised members that there are 3 reports issued with papers including the Board of Management report which includes rankings for all areas.</p> <p>Islay IMP advised that there are just under 400 tenancies in Islay and that these are predominately houses.</p> <p>Arrears - IMP advised that February's arrears figure for Islay is the lowest so far and added that Islay's highest figure remains lower than all other areas lowest.</p> <p>Repairs – IMP highlighted the July figures for Emergency repairs and advised that the contractor is adamant this is an administration issue as works were completed on time. Since the contractor has got on track of recording, the figures have vastly improved to reflect true account, showing as 100% for the last 4 months.</p> <p>Repairs Satisfaction – Satisfaction not as high as anticipated.</p> <p>Term Contractor Appointments – Progressing with Contractor for more formal appointments system on Islay.</p> <p>Lets by Tenancy Type– Contractors on site at Highfield which will be 3 flats.</p> <p>Estate Management –</p>	

	<p>One complaint received for year.</p> <p>Oban & Mull</p> <p>Current Voids by Category – IMP advised that level of voids has reduced and explained the low demand voids are the Travelling Persons Site.</p> <p>Arrears – Lowest figure in February for this financial year. Target of 2.5%.</p> <p>Repairs Requested – As anticipated volume of repairs were high in January.</p> <p>Repairs Satisfaction – JMI advised repairs on Tiree very good – previously reporting a fault with her heating system at 9.30am to have the fault fixed by 10.30am.</p> <p>Repairs Appointments – IMP advised where works are carried out by In House Team the tenant is given an appointment straight away.</p> <p>Terminations & Tenancy Creations – One let each during February to the Transfer list, Direct list and Homeless list.</p> <p>Tenancies Ending – Has returned to usual levels for area.</p>	
12.	<p>Estate Management Action Plans 2009/10 Projects</p> <p>Report including details and before and after pictures of EMAP projects for 2009/10 were circulated to Committee Members prior to meeting. AMI advised that there have been a number of works carried out by ACHA, but still the public in the main are under the impression that the works have been done by the Council. AMI suggested that ACHA could provide boards with ACHA insignia to hook over fences while the works are being carried out. IMP will look into this. AB suggested a press release for the works completed and advised that all credit was due to staff and contractors.</p>	IMP
13.	<p>Local Manager's Report</p> <p>Isle of Coll – IMP showed members pictures of properties in Coll and explained that MacLeods will be surveying the following week for storm doors.</p> <p>Soroba Bridge –</p>	

	<p>IMP advised that the Soroba bridge spans diagonally across the railway line and that the old bridge, approximately 35 years old has now been replaced. Press release was published in the Oban Times and Oban FM. IMP advised that we intend to hold an opening ceremony inviting the local nursery, anticipated to be the beginning of May. IMP showed members pictures of graffiti that has already been etched into the new bridge and advised that ACHA are working with the Police.</p> <p>AB advised he was interested to see what will be done with regards to lighting at Soroba bridge, as the original lighting was not adequate for the old bridge and now the bridge is larger.</p> <p>Dunmar Court 20th Anniversary – Tenants at Dunmar held a party to celebrate the 20th anniversary of the complex, inviting all the staff who have worked in the complex through the years to attend. Ruth MacDonald who has worked in Dunmar from its opening and continues to work there was presented with flowers from the tenants. ACHA submitted a Community Action Fund application and provided flower arrangements and tubs for the tenant's patio area.</p> <p>Coverage of HomeArgyll Policy – MM advised the recent Oban Times article covering HomeArgyll policy was raised by an independent, and was not raised through the Community Council.</p> <p>Longsdale – IMP advised Members that an MSP letter was received from Jim Mather, in which he praised and thanked local staff, after a lady called at his office to report on the benefits of environmental works which were completed by ACHA.</p> <p>Glenview – IMP advised Members present of the extensive disruption and extreme patience of some tenants at Glenview Dalmally, due to water coming down from the hills resulting in excessive volumes of water sitting in gardens. IMP advised the issue has now been resolved although GF advised 3 ducks are now looking for a new home.</p> <p>Welfare Rights Team in Post – IMP informed that Corrina MacKenzie is the Welfare Rights Officer for Lorn and asked Members to pass details on of any ACHA or WHHA tenant who could benefit from this service.</p> <p>New Homes – IMP advised that planning permission has been secured for 36 properties at Glenshellach although currently no funding is available.</p> <p>Islay –</p>	
--	---	--

	<p>ACHA donated a new kitchen and toilet to the Islay Army Cadet Force and paid to have them installed in the Cadet hut in Bowmore. IMP also informed Members of the recent press coverage for Highfield, Bowmore which is being refurbished into 3 flats.</p> <p>Tiree – IMP visited Tiree last month to inspect storm doors. Members agreed August meeting would be held in Tiree.</p>	
14.	<p>AOCB</p> <p>AGM – Date agreed – AB and MM to confirm venues available to allow for joint tenant involvement day.</p> <p>Customer Survey – Public entering Menzies House are being asked to complete a customer survey which is currently ongoing. Members will randomly select one of the survey forms at the next Area Committee, the winner will receive a £25 gift voucher.</p> <p>Future Housing – AMI provided information with regards to his formal paper that was taken to Board for consideration. AMK to copy and circulate to all members with minutes.</p>	<p>AB, MM</p> <p>AMK</p>
14.	<p>Date and Time of Next Meeting</p> <p>Monday 7th June 2010, 3pm, Menzies House, vc Tiree</p>	