



**Meeting Minutes**

**Attendees: Factoring Officer, Robert McNally, Alastair Morris, Ken McIntosh and Hugh Cameron.**

Item	Details			Action	
<b>1.</b>	<b>Apologies</b>				
	<b>1.1</b>	Gary Stapleton, Willie Robertson, Angela Westrop			
<b>2.</b>	<b>Minutes of Previous Meeting</b>				
	<b>2.1</b>	Members were invited to consider the minute of the meeting held on the 2nd October 2014. The minute was APPROVED as a true record of the meeting by Robert McNally and seconded by Hugh Cameron.			
<b>3.</b>	<b>Landscaping</b>				
	<b>3.1</b>	<b>KPI's</b>			
		IM asked members to consider the following KPI's for landscaping.			
		<b>1st April 2014 – 31st December 2014</b>			
		<b>Scheduled Activity</b>	<b>Annual</b>	<b>Completed</b>	<b>Percentage</b>
		Grass Cutting	21	17	81%
		Litter Picking (all areas)	36	25	69%
		Summer Prune	1	1	100%
		Winter Prune	1	0.2	20%

	<b>Weed Control (hard areas)</b>	<b>3</b>	<b>3</b>	<b>100%</b>		
	<b>Weed Control (beds)</b>	<b>6</b>	<b>6</b>	<b>100%</b>		
	<b>Leaf Collection</b>	<b>2</b>	<b>1</b>	<b>50%</b>		
	<b>Winter Gritting</b>	<b>10</b>	<b>2</b>	<b>20%</b>		
	<b>Tree Maintenance</b>	<b>1</b>	<b>0</b>	<b>0%</b>		
	<b>Sweep (hard areas)</b>	<b>1</b>	<b>1</b>	<b>100%</b>		
	<b>Landscape Inspections Carried Out</b>	<b>31 tenant gardens.</b> <b>353 common areas:</b> <b>Bargarran – 61</b> <b>North Barr – 98</b> <b>Park Mains 1 – 94</b> <b>Park Mains 2 – 98</b> <b>Rashielee North - 2</b>				
	<p>IM noted that the clearance of leaves in all areas was completed by the end of January 2015.</p> <p>IM noted that the winter prune of shrubs and hedges had started in December and that Bargarran was complete. The contractor was being monitored closely with all streets checked and signed off by the Clerk of Works. This work is programmed to be completed by the end of March 2015.</p> <p>The Clerk of Works has not noted any issues with standards so far however progress has been slow due to weather conditions. Progress is being closely monitored.</p>					
<b>3.2</b>	<b>Recent Issues</b>					
	<p>IM noted that the Association is currently reviewing their landscaping quality control arrangements for productivity and cost. An update will be provided at the next meeting.</p>					
<b>3.3</b>	<b>Investment Priorities</b>					
	<p>IM noted that the landscape contract was within budget following the six-month review however there was a number of tree reduction/removal works required following the CoW's survey and any remaining budget in 2014-2015 would be used to carry out this work.</p>					

	<p>IM noted that going forward this section of the agenda would be called 'Landscaping Development and Improvement' with the following sub-headings:</p> <ul style="list-style-type: none"> <li>• Bargarran</li> <li>• North Barr</li> <li>• Park Mains 1</li> <li>• Park Mains 2</li> <li>• Clayson House</li> <li>• Robertson House</li> <li>• Rashielee North</li> </ul> <p>This will also be included in progress meeting agendas with the landscape contractor so as to start a process for gathering ideas for development and improvement in each area.</p> <p>Information on prioritisation, budget implications and timescales, will be provided for the Sub-Committee to make decisions on what work will proceed. This will tie in with the Association's new Asset Management Strategy.</p>	
	<p><b>3.4 Rashielee North</b></p>	
	<p>IM confirmed that Cruden have now completed the landscaping at Rashielee North to BHA's satisfaction with the exception of remedial planting works. On the 7th November 2014 Land Engineering took over the responsibility for the maintenance of all of the common landscaped areas and the majority of tenants are now responsible for their gardens.</p> <p>IM confirmed that Land Engineering have started carrying out the agreed remedial works to the site on behalf of Cruden however they struggled in December/January due to the poor weather conditions and are finding the ground to be in poor condition. This is being monitored and all additional costs will be passed on to Cruden.</p> <p>IM confirmed that Renfrewshire Council had now adopted the roads and the majority of paths in the new site. The Association has now re-located its grit bins closer to unadopted areas.</p> <p>IM noted that there had been no new issues with the play area and that the annual ROSPA inspection had been arranged for the end of February 2015.</p>	
	<p><b>3.5 Strategy/Procedure – Trees</b></p>	
	<p>IM confirmed that the tree survey was now complete and that LE would be instructed to carry out all required works through the landscape contract.</p>	
	<p><b>3.6 Geographic Information System</b></p>	

	<p>IM noted that this had not moved on. SM has been asked to look at other suppliers and IM is to find out what other similar organisations use.</p> <p>IM confirmed that he has approached Renfrewshire Council regarding using their system and is waiting on a response.</p> <p>HC queried whether it would be worthwhile trying to procure a GIS through IFlair. IM was unsure about this and noted that he would look into it and provide a response at the next sub-committee meeting</p>	<p><b>SM/IM</b></p> <p><b>IM</b></p>
<b>3.7</b>	<b>Private Works Utilising Association Owned Land and Car Parks</b>	
	<p>IM confirmed that there would be a section in the owners’ newsletter regarding this issue.</p> <p>IM noted that there had been no issues with SERS Energy Solutions using BHA’s car park at Clayson House. However they are behind schedule so will be renting for a few more weeks.</p> <p>IM noted that this section would now be removed from the agenda and any issues will be discussed and reported in Landscaping Issues.</p>	
<b>3.8</b>	<b>Keep Scotland Beautiful Audit</b>	
	<p>IM referred to the enclosed report from Keep Scotland Beautiful.</p> <p>IM noted that Keep Scotland Beautiful were asked to design and create an audit for assessing and reporting on the environmental quality of the management areas in Erskine and to make recommendations for improvements. An initial baseline Local Environmental quality survey of 32 streets was carried out as part of the audit.</p> <p>The survey was carried out at the start of November and BHA scored 69 with the national average being 67. The 4 management areas scored A, B+ or B which is scored as acceptable and are higher than average throughout Scotland. The Association scored poorly, C or D, for the landscaping surrounding the play area at our new site and the area around one of the Association’s extra care facilities, Robertson House.</p> <p>The main indicator that adversely affected the local environmental quality score during the audit was detritus and the audit highlighted the general public as the biggest contributor to litter.</p> <p>The audit highlighted the following Adverse Environmental Quality Indicators which IM noted all members of staff that go out of the office should be keeping an eye out for and reporting so they can be cleaned up ASAP –</p> <ul style="list-style-type: none"> <li>• <b>Dog Fouling</b> - the only AEQI audited that must be considered alongside other litter and refuse when determining the cleanliness grade.</li> </ul>	

- **Vandalism** - defined as wilful and senseless damage of property which adversely affects the quality of life and the environment, e.g. damaged street furniture.
- **Graffiti** - defined as unauthorised drawing or writing on surrounding buildings or street furniture such as benches, lampposts, litter bins, etc.
- **Weeds** - the presence of weeds in the transect may indicate poor / infrequent sweeping and can trap litter.
- **Detritus** - any natural debris causing visual defacement of an area and which may trap or conceal litter, typically mud, grit, twigs, leaves and blossom.
- **Chewing Gum** - defined as the presence of discarded chewing gum that causes poor visual amenity on pavements and roads.
- **Fly-posting** - defined as stickers or posters placed in unauthorised places and not on billboards. Unauthorised places refer to buildings, bus shelters, fence posts, etc. within the transect.
- **Flytipping** - the presence of dumped waste (from domestic, commercial or construction sources) is also recorded.
- **Staining** - defined as discolouration of the footway or road surface.
- **Pavement damage** - any broken or damaged footway or poor road surface.
- **Trade waste placed out for collection** - waste that has been placed out for collection by commercial premises.
- **Vegetation growth** - the presence of any form of vegetation growth from any adjacent buildings.

The report also highlighted shrubbery in all four areas looking well kept however on closer inspection it was noted that there was windblown or discarded litter gathered in the shrubs. This is an issue the Association will address with the landscape contractor as it is part of their routine litter picking task where accessible.

Smoking related litter was also highlighted and the Association will look at discussing what action the Association can take with the assistance of Renfrewshire Council.

River Clyde Homes who have similar amounts of landscaping as BHA carried out an audit earlier in the year and scored 53, Bridgewater scored 69. Renfrewshire Council have not published this year's figure however last year it was 66.

The conclusion of the audit was that the Association have an excellent score and the cleanliness indices demonstrate an effective allocation of resources.

IM noted that a follow up visit is programmed to take place within 6 months of the initial report and the Association anticipate an improvement in their score.

HC noted that area around the bin across from the entrance of Portsoy was in poor condition with smoking related litter strewn across the landscaping. IM noted that this issue would be investigated.

IM

HC noted that the report results should be advertised by the Association as widely as possible including the website, notice boards in the office and newsletters. IM

IM

	<p>confirmed that he would arrange this.</p> <p>HC also noted the TV in reception should be updated. IM confirmed that he would arrange this.</p>	<b>IM</b>
<b>3.9</b>	<b>Erskine Waste &amp; Recycling Containerisation Project</b>	
	<p>IM confirmed that a couple of meetings had taken place with Renfrewshire Council's Amenity Services Manager (Karen Anderson) and their Waste Services Manager (Kenny Macleod).</p> <p>The purpose of the meetings were to discuss the Council's intentions regarding the disposal of residual waste, dry recyclate and food waste by residents in the four management areas in Erskine.</p> <p>The Council confirmed that they had developed an implementation plan for this project, but that there are a number of complex issues which will affect what will be provided to each area.</p> <p>Broadly speaking, the Council are planning on carrying out the exercise over the next year. The majority of households in the area are suited to individual containers for residual waste, dry recyclate and food waste. The Council's current plans are for all households to be issued a food waste container in March, and all suitable households to be issued wheelie bins for residual waste and dry recyclate in March.</p> <p>The next phase will be for the creation of 192 communal/neighbourhood bin areas throughout the streets that are not suitable for wheelie bins. Each bin area will have 2 large refuse containers and are expected to be used by between 10 and 15 households, on average each street will have between 2 and 4 bin areas.</p> <p>All of these bin areas will be on landscaping or hard landscaping owned by the Association. The Association are currently agreeing a licence for use and have noted various caveats that would have to be agreed by the Council. IM, GS and Ian McLean have met the Association's solicitor to discuss the licence and a full report will be presented to the Board for noting (at this stage) at the next available Board Meeting.</p>	
<b>4.</b>	<b>Car Parks and Footpaths</b>	
<b>4.1</b>	<b>KPI's</b>	
	<p>IM asked members to consider the following KPI's for car parks and footpath works.</p> <p><b>1st April 2014 – 31st December 2014</b></p>	

Activity	Quantity
Car parks resurfaced	0
Car parks patched	0
Footpaths resurfaced	0
Footpaths patched	0
Walls Repaired	0
White Lining	0
Survey Footpaths	1
Survey Car Parks	1

IM noted that no work had been carried out this year as BHA were procuring a new contract.

#### 4.2 Resurfacing Contract (Procurement)

IM confirmed that the Association's Audit and Scrutiny Committee instructed GS to accept Land Engineering's bid on the 29th October 2014 to carry out the contract over the next four years.

IM confirmed that a pre-start meeting had taken place in December with Land Engineering and they were now surveying the paths where our surveyor had noted issues and will provide costs and recommendations per path. IM will then prioritise, budget and then instruct the works

IM noted that the contractor will not be able to carry out any work until there is milder weather.

IM confirmed that he will write to all owners to notify them of the contract, its duration, the work involved and the approximate annual cost. This letter will be enclosed with the owners' newsletter.

HC noted that he felt it would be helpful if IM would provide the Sub-Committee with a list of paths where work is going to take place. IM agreed and noted that this information would be provided at the next meeting.

**IM**

#### 5. Blocks

##### 5.1 KPI's

IM asked members to consider the following KPI's for block repairs.

**1st April 2014 – 31st December 2014**

Activity	Quantity
Reactive repairs (emergencies)	23
Reactive repairs (call outs)	2
Reactive repairs (urgent)	97
Reactive repairs (routine)	155
Reactive repairs (call backs)	14 (1%)

IM noted the amount of call backs continued to be lower than expected however follow up surveys and post inspections of all visible block repairs have been carried out.

**5.2 Planned Maintenance Contracts**

IM noted the 2014-2015 paintwork was still ongoing. As part of the contract the six blocks at Blantyre Court and three blocks at Shaw Court will have soffits/fascias, hand rails, railings, communal door frames, doors and screens painted, and gutters cleaned, where necessary.

IM confirmed the Association is still trying to arrange works at Shaw Court by first accessing flats to assess whether they're connected to the tanks so that conversions can be arranged before the tanks are drained down. As the majority of these flats are privately owned access has been an issue. The Association is looking at alternative strategies and IM will provide an update at the next meeting.

IM provided an update on the planned re-roofing works at Park Brae and Park Ridge. IM confirmed that the three blocks where the Association did not hold a majority of ownership had voted against the works taking place. IM confirmed that he is currently agreeing the costs with an owner in the final block and hopefully this block should be re-roofed shortly.

IM noted that the blocks that will not be re-roofed will fail the SHQS and the Regulator would have to be informed that there is an abeyance for each block. This issue will be looked at as part of the Association's new Asset Management Strategy. As the Association only owns a minority of flats in each of the blocks a decision to discuss with our tenants the prospect of re-housing them and selling their flats may be made if the Association is unable to maintain the block.



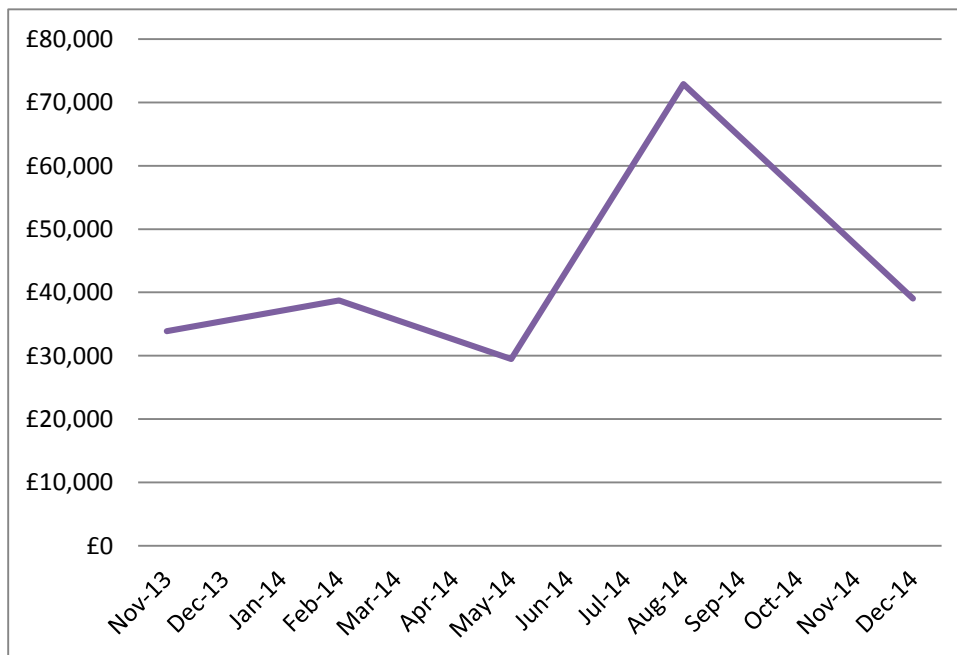
	<p>RM asked if the Association can force a tenant to move out their property in these circumstances. The Association is not in a position to force a tenant to move out of their flat and would have to come to an agreement with them. However this would be a last resort.</p>																					
<b>5.3</b>	<b>Annual Inspections</b>																					
	<p>IM noted that there was no change to last meeting - IM confirmed that flat owners have not been issued annual inspection reports and 5 year programmes of planned works yet due to questions over what work will be carried out as part of Energy Efficiency Initiatives. As this has now been resolved IM will provide owners with this information by the end of the financial year.</p>	<b>IM</b>																				
<b>5.4</b>	<b>Insurance Claims</b>																					
	<p>IM confirmed that the new insurer has been in place since 1st April 2014 and there have been no issues so far.</p>																					
<b>6.</b>	<b>Owners – Accounts and Debt Recovery</b>																					
<b>6.1</b>	<b>KPI's</b>																					
	<p>IM asked members to consider the following KPI's for accounts and debt recovery.</p> <p><b>1st April 2014 – 30th December 2014</b></p> <p><b>1. Number of factored owners</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Flat Owners</th> <th>House Owners</th> <th>Total Owners</th> </tr> </thead> <tbody> <tr> <td>May 2014</td> <td>195</td> <td>2487</td> <td>2682</td> </tr> <tr> <td>August 2014</td> <td>195</td> <td>2487</td> <td>2682</td> </tr> <tr> <td>November 2014</td> <td>195</td> <td>2488</td> <td>2683</td> </tr> <tr> <td>December 2014</td> <td>195</td> <td>2488</td> <td>2683</td> </tr> </tbody> </table>	Month	Flat Owners	House Owners	Total Owners	May 2014	195	2487	2682	August 2014	195	2487	2682	November 2014	195	2488	2683	December 2014	195	2488	2683	
Month	Flat Owners	House Owners	Total Owners																			
May 2014	195	2487	2682																			
August 2014	195	2487	2682																			
November 2014	195	2488	2683																			
December 2014	195	2488	2683																			

## 2. Value of invoices raised and income received

Month	Total value of owners invoices raised	Total amount of owners income received
November 2013	£949	£21,042
February 2014	£4587	£26,702
May 2014	£1481	£12,433
August 2014	£419,822	£112,904
November 2014	£4102	£25,526

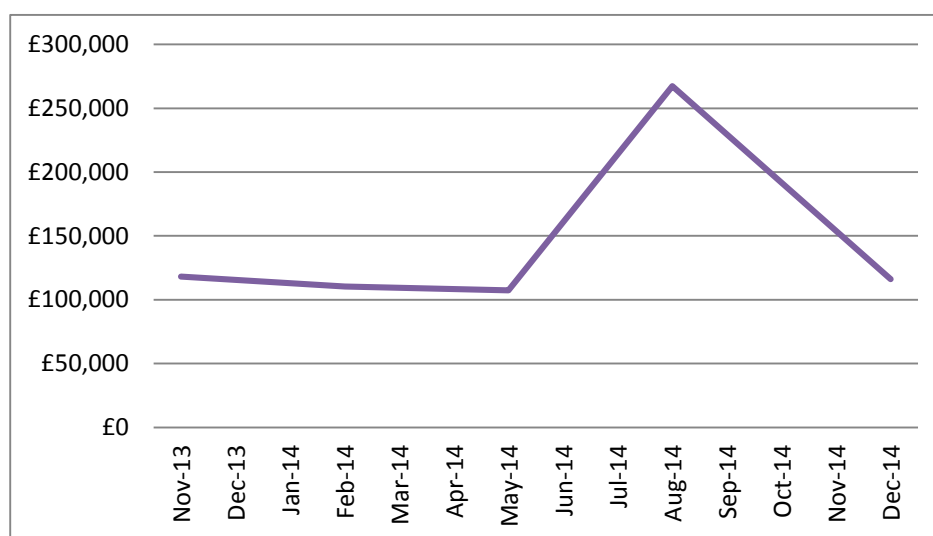
## 3. Arrears factored flat owners

Month	Gross Block Owner Debt
November 2013	£33,892
February 2014	£38,754
May 2014	£29,510
August 2014	£72,911
December 2014	£39,050



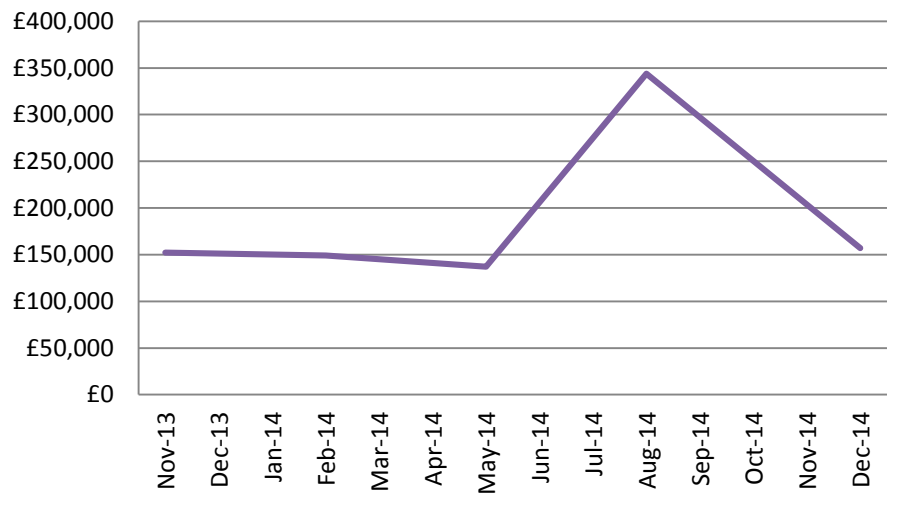
#### 4. Arrears house owners

Month	Gross House Owner Debt
November 2013	£118,154
February 2014	£110,461
May 2014	£107,483
August 2014	£267,294
December 2014	£116,122



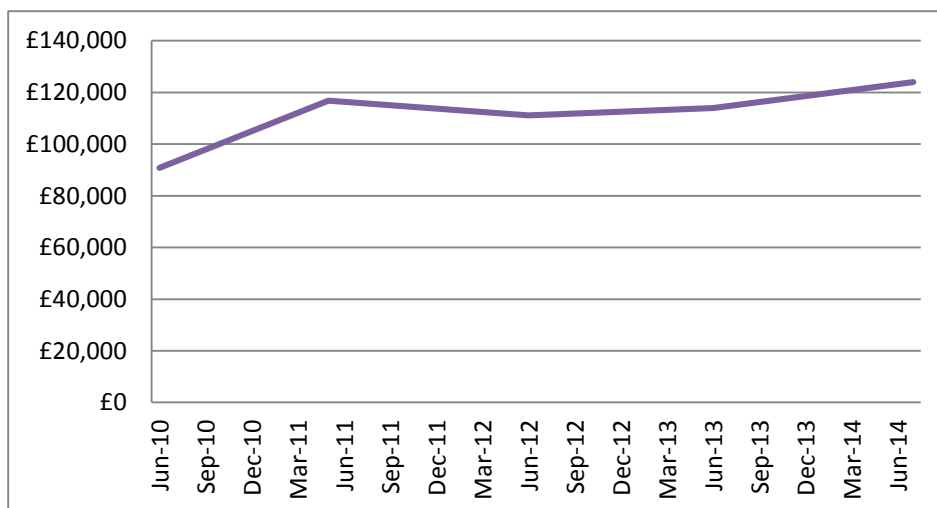
#### 5. Arrears all owners

Month	Gross Owner Debt (includes blocks)
November 2013	£152,046
February 2014	£149,215
May 2014	£136,993
August 2014	£343,736
December 2014	£156,964



**6. Arrears all owners last 5 years**

Year	Gross Owner Debt (includes blocks)
June 2010	£90,824
May 2011	£116,818
June 2012	£111,114
July 2013	£112,289
July 2014	£123,941



## 7. Total arrears – banded values

Total Arrears	Jul 2014	Aug 2014	Sep 2014	Oct 2014	Dec 2014
£0 to £500	156	1383	623	328	251
£501 to £1000	19	61	45	40	33
£1001 to £2999	47	55	54	50	50
£3000 +	2	5	5	5	4

## 8. Total owners credits

Month	Total owner credits
November 2013	£43,634
February 2014	£66,295
May 2014	£93,358
August 2014	£33,833
December 2014	£68,294

## 9. Property Sales

Month	Houses	Flats
April 2014	5	1
May 2014	6	3
June 2014	3	0
July 2014	8	0
August 2014	7	1
September 2014	8	0
October 2014	6	1
November 2014	11	2
December 2014	9	0

	<p>IM confirmed that over the past three months the Association has recovered almost £100k from owners. There was £420k worth of bills issued in August and by the end of the last quarter almost £320k had been recovered. This means that the Association has now almost recovered the overall amount of bills issued in August 2014.</p> <p>In terms of the total number of owners in arrears across the various bandings, there has been a significant decrease in owners with an outstanding balance up to £500. There has been a small reduction over the past three months in owners with debts between £500 and £3000 and this is being monitored. There has also been a small reduction in owners with a debt over £3k and IM is still working on creating a specific procedure to deal with owners in this banding.</p>									
<b>6.2</b>	<b>Annual/Biannual Billing Progress/Feedback</b>									
	<p>IM confirmed that the flat owners' bills for 1st April 2014- 30th September 2014 had been issued on the 2nd February. The total billed was just under £30k. Feedback has been minimal so far.</p> <p>The next set of bills will be issued to all owners in August 2015.</p>									
<b>6.3</b>	<b>Procurement of Debt Collection Agency</b>									
	<p>IM confirmed that he had now met with a couple of debt recovery agencies with Finance and will be issuing a tender shortly.</p> <p>IM also noted that the Association is considering tendering their solicitor services for debt control.</p>									
<b>7.</b>	<b>Land &amp; Property Management Service</b>									
<b>7.1</b>	<b>Complaints Handling</b>									
	<p>IM asked members to consider the following KPI's for complaints handling –</p> <p><b>1st April 2014 – 31st December 2014</b></p> <table border="1" data-bbox="470 1697 1107 1989"> <tr> <td><b>Complaints</b></td> <td><b>61</b></td> </tr> <tr> <td><b>Complaints upheld</b></td> <td><b>48</b></td> </tr> <tr> <td><b>Complaints partially upheld</b></td> <td><b>4</b></td> </tr> <tr> <td><b>Complaints not upheld</b></td> <td><b>9</b></td> </tr> </table> <p>IM noted that the number of complaints had dropped significantly following the</p>	<b>Complaints</b>	<b>61</b>	<b>Complaints upheld</b>	<b>48</b>	<b>Complaints partially upheld</b>	<b>4</b>	<b>Complaints not upheld</b>	<b>9</b>	
<b>Complaints</b>	<b>61</b>									
<b>Complaints upheld</b>	<b>48</b>									
<b>Complaints partially upheld</b>	<b>4</b>									
<b>Complaints not upheld</b>	<b>9</b>									

	<p>appointment of the new landscape contractor however the Association was unlikely to meet its annual target for reducing the quantity of complaints.</p> <p>IM noted that the new repairs policy requires formal complaints to be discussed with contractors at whom complaints have been directed or who are in some way concerned with them, during progress meetings. This is a fixed agenda item and contractors are sent details beforehand so that they are in a position to respond/contribute at the meeting, and the discussion and outcomes are minuted.</p>	
<b>7.2</b>	<b>Service Development and Improvement</b>	
	<p>IM confirmed that he had looked into providing notice boards in common closes and had discussed with some other Associations. Issues were noted with vandalism and graffiti and the Association could not pass on the cost of installation or ongoing maintenance to owners. An estimated cost per block would be £75 per block and there was 35 blocks so approximately £2625.</p> <p>IM noted that he had discussed the boards with Technical and Housing staff and they felt it was a good idea. The notice boards could be used to provide residents with bin information, useful telephone numbers, inspection dates etc.</p> <p>IM requested the sub-committee's approval for this work to proceed. The sub-committee <b>APPROVED</b> the work. IM will now arrange</p>	<b>IM</b>
<b>7.3</b>	<b>Website</b>	
	<p>IM noted there was no update on the following:</p> <p>IM confirmed that the news section and photographs were still to be added to the Owner's site. IM will arrange this with the IT Officer.</p> <p>A discussion took place and it was noted by the sub-committee that there were not enough pictures on either the main or factoring websites showing the landscaping, properties etc. It was noted that it might be helpful to have pictures showing contractors working. IM will arrange this with the IT Officer.</p> <p>IM also noted the Association were looking at establishing a Facebook page so as to increase their online presence and improve communication with residents.</p>	<b>IM/SM</b>  <b>IM/SM</b>
<b>7.4</b>	<b>Newsletter</b>	
	<p>IM confirmed that the newsletter is on hold until the Association has more information on the Council's waste containerisation plans.</p> <p>The Association's plan is to get the newsletter out before the end of March.</p> <p>The newsletter will contain information on:</p>	

	<ol style="list-style-type: none"> <li>1. Website - information on the service, you can report a repair/issue, you can make a payment.</li> <li>2. Landscaping - an update on how the new contract is going.</li> <li>3. Landscaping - football, vehicles etc damaging landscaping</li> <li>4. Landscaping- dog fouling</li> <li>5. Car Parks –Association’s policy on use</li> <li>6. Car Parks – New contract</li> <li>7. Buying ground</li> <li>8. Buying back properties</li> <li>9. Rubbish collection - Council’s intentions</li> <li>10. KSB audit report</li> <li>11. Royal Mail postcode area</li> <li>12. Home Owners Housing Panel</li> <li>13. Written Statement of Services</li> <li>14. Energy Efficiency Works</li> <li>15. Residents Meeting</li> <li>16. Committee</li> </ol> <p>HC noted that it would be helpful if the sub-committee could see the newsletter and provide any comments before it was issued. IM agreed and noted that this would be done from now on.</p>	
	<p><b>7.5 Cases That Have Gone to Home Owners Housing Panel</b></p>	
	<p>IM confirmed that BHA has no cases due to appear at the Panel.</p>	
	<p><b>7.6 Residents Group</b></p>	
	<p>IM confirmed that a residents group meeting was held on the 25th November and 17 residents attended. IM and GS did a presentation and took questions on various subjects including –</p> <ol style="list-style-type: none"> <li>1.0 Introduction</li> <li>2.0 Management Areas (Bargarran, North Barr, Park Mains 1 &amp; Park Mains 2) <ol style="list-style-type: none"> <li>2.1 What are they? Who owns them now?</li> <li>2.2 Can they be changed?</li> <li>2.3 Responsibilities – Written Statement of Services</li> <li>2.4 If you’re not happy with Bridgewater?</li> </ol> </li> <li>3.0 Landscaped Areas <ol style="list-style-type: none"> <li>3.1 What maintenance takes place?</li> <li>3.2 How are the costs of the work calculated?</li> <li>3.3 Why did Bridgewater change contractor?</li> <li>3.4 Planning future work</li> </ol> </li> <li>4.0 Car Parks and Footpaths <ol style="list-style-type: none"> <li>4.1 Who is responsible for them?</li> <li>4.2 Car parking problems in Erskine</li> <li>4.3 New 4 year maintenance contract - implications</li> </ol> </li> </ol>	



	<p>5.0 Role of Bridgewater's Committee  6.0 Management Costs  7.0 Keep Scotland Beautiful Audit  8.0 Domestic Waste Collection</p> <p>IM noted the meeting was positive however residents did express their discontent at the end regarding the Council's waste containerisation proposals. A second meeting will be arranged for April/May 2015.</p>	
<b>8.</b>	<b>A.O.C.B</b>	
	There was no additional business noted.	
<b>9.</b>	<b>Date of Next Meeting – 16th April 2015</b>	