

FACT LHO Management Committee Meeting
Thursday 27th November 2008
6 Crowlin Crescent

Present:

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| Vera McGrath | Corran Street |
| Ellen Downes | Lamlash Crescent |
| David Ford | Sumburgh Street |
| Janette Henderson | Lamlash Crescent |
| Danny Muir | Malin Place |
| Jim Ward | 138 Fastnet Street |
| Laura McGoran | Crowlin Crescent |
| Joyce Carroll | Crowlin Crescent |
| Marie Ward | Community Project |

In Attendance:

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| David MacKenzie | FACT |
| Jenny Black | FACT |

1. **Apologies:** Marie McCairns, William Brown, Hugh Devlin, Councillor Dunn and George MacMillan
2. **Declarations of Interest:** None
3. **AOCB:**
 - **New Membership Applications** - All 26 applications approved.
 - **Panto Trip** – No Committee members wishing to attend pantomime to assist in organisation, FACT staff to go instead.
 - **Annual Report** - copies of final draft passed round Committee.
 - **Rent Arrears Procedures** – Clarified that if a person has maintained an arrangement to pay off arrears for 3 months they can be considered for a transfer.
 - **Graffiti** – Pointed out that there is graffiti in the lane behind Crowlin Crescent. David MacKenzie to deal with this.

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| Action: D Mackenzie |
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- **Investment work in Multistorey Flats** – Committee agreed work should start in Soutra Place. It was discussed that there would be a number of issues needing addressed when work begins e.g. some tenants do not have gas meter which will obviously be an issue when new gas central heating is being fitted.

4. Previous Minutes and Actions Arising:

Update from Councillor Dunn –

- **Walkabout** - David MacKenzie advised that Councillor Dunn went on walkabout with council representatives and housing officer. Councillor Dunn suggested that a litter pick day be arranged for next spring. David MacKenzie advised that one of the worst areas to be cleared is along the fence opposite the triangle.
- **Proposed Off Sales** – application not been brought in front of licensing board yet.
- **DRS** – Representative from DRS arranged to come out to speak with Committee in January.
- **Chemist in Cranhill** – Application declined. Unsure of reasons this time but previously been declined due to geographical reasons.

Meetings with contractor – David MacKenzie asked Committee if they wished to attend meetings with contractors. At the moment the only contractor we are using is Lovell since none of the Committee are having work done by Lovells currently it was agreed to wait until January when we will have environmental work being carried out by John McGeadie.

Backcourts – Looking to put in Eurobins. It was suggested that once the back courts are improved that perhaps they could be covered in tarmac as this would be easier to maintain.

Minutes Agreed.

5. Cranhill Health Needs Assessment:

Gaille McCann from the Community Health Initiative advised that the health statistics for Cranhill are poor. Gaille handed out a draft copy of a report the Health Initiative had put together detailing Cranhill Residents comments on issues concerning health. The Committee are to read through the report and feedback anything else they feel should be included.

Any Committee members wishing to attend Cranhill Partners Group meetings to advise David MacKenzie.

6. FACT Self Assessment:

The self assessment that FACT staff carried out highlighted areas for improvement. We can not provide evidence that our tenants are happy with the service we provide as we do not carry out satisfaction surveys. Also, we should adopt a formal complaints procedure. We could also perhaps hold Information Days and form an Estate Action Group (residents meet with Police, Councillors, GCC reps).

Customer Service is a big focus for the GHA at present.

7. Performance Report – Period 8:

GHA have introduced a new reporting tool and we are unable to get some performance information that we could get previously, the main statistic being lets made between 2 to 4 weeks.

Performance good overall. Arrears figure increased, however payments made on the Friday before the period cut off were not included.

8. GHA Empowerment and Engagement Strategy:

The future role of FACT Committee was discussed at the meeting held on 6th November. The RMA expires at the end of March next year and if it is not replaced then FACT will not have the same powers. There may also be a reconfiguration of the LHO network. GHA advise that they have no intention of taking away local offices but they could potentially take away Community Housing Managers and replace them with regional managers who overlook a number of LHO's. Regional Managers will not therefore be focused solely on issues regarding to Cranhill and therefore residents may end up losing out. Committee are encouraged to write to GHA with their views on this. A handout of David Ford's comments on the Empowerment and Engagement Consultation document was passed out to the Committee.

9. Internal Management Plan Update 2008/9:

The Internal Management Plan should have a yearly update. David MacKenzie passed this year's update, detailing what he believes FACT's priorities are at present, out to the Committee to take away and read and provide feedback.

10. Attendance at Sub Committee Meetings:

David MacKenzie advised that all Committee members are welcome to attend any of the sub committee meetings. Agenda's will now be sent out to everybody.

11. Meetings/Events before next Management Committee:

- **GHA Chairs Forum** – Wednesday 3 December 2008
- **Housing Management Sub Committee meeting** - Thursday 4th December 2008
- **Shared Service Steering Group** - Monday 8th December
- **Christmas lunch** – Friday 12th December

12. Correspondence: None

13. Date of Next Meeting: 29th January 2009 at 6.30pm