

FACT LHO Management Committee Meeting

Thursday 28th May 2009

6 Crowlin Crescent

Present:

Vera McGrath	Corran Street
David Ford	Sumburgh Street
Janet Henderson	Lamlash Crescent
Danny Muir	Malin Place
Joyce Carroll	Crowlin Crescent
Jim Ward	138 Fastnet Street
Marie McCairns	Gantock Crescent
Laura McGoran	Crowlin Crescent
Jennifer Dunn	GCC

In Attendance:

David MacKenzie	FACT
Jenny Black	FACT

1. Apologies: Ellen Downes, Hugh Devlin

2. Declarations of Interest: None

3. AOCB:

APSR – Completed by Sharon O’Hare. Contains statistics previously brought to Committee at monthly Management meetings. Anyone wishing to view this report may do so. Report to be formally approved by Chair.

History Project – Met again this morning. Douglas McCreath to be invited to next Management Committee Meeting. Douglas is looking to write a book and produce a DVD about Cranhill. Sam Patterson, Development Officer for Cranhill Community Project is also involved in the history project. Both Douglas and Sam recently spoke to Pensioners Group. They will be going into the schools in August. Cranhill Arts project participate in History Project as well.

Meeting regarding Bus service – Committee advised of meeting taking place on Friday 29th May.

Family Fun Day – Community Event at Beardmore Park. Saturday 30th May 09.

Letter to Tenants in Crowlin/Strone – A Committee Member advised that she did not feel the letter was worded strongly enough and did not cover the issue of dog fouling.

Close Cleaning Service – David MacKenzie advised that he had been out with Gary McKeemin (Close Cleaning Supervisor) this morning. David advised that he noted ground in dirt in corners. He said the service appeared to have improved in some closes but not in all. Gary McKeemin advised that all the close windows will be cleaned both inside and out. Since the close cleaning service is now provided in-house by GHA we can no longer be told that something is not included on contract. David noted a number of tenant's leaving stuff on landings. Any resident leaving items out on landing should be asked to remove it and further action taken if not removed.

Dog Fouling – David MacKenzie advised that owners who allow their dogs to foul in the street will be reported to Community Safety Services.

Estate Action Group – David MacKenzie advised the Committee to attend these meetings if possible and voice environmental issues to the right people e.g. GCC representatives and Community Safety Services.

Update from Councillor Jennifer Dunn:

- **Community Clean Up** – Saturday 6th June, 10.00am at Beacon Centre. John Mason MP attending.
- **Maps** – of derelict land handed out.
- **Cranhill Community Project** – Muriel Pearson has asked to be involved in Estate Action Group meetings.
- **Graffiti and Dog Fouling** – Councillor Dunn is happy to receive any reports of dog fouling and graffiti and will pass on to relevant people.

4. Previous Minutes and Actions Arising:

Moss in back court – David MacKenzie advised that the moss should be removed as part of the back court maintenance contract (still with GCC Land & Environmental Services (interim arrangement until July 2009)).

Minutes Agreed.

5. Empowerment and Engagement:

David MacKezie thanked everyone who attended meeting on Tuesday 26th May 09 in which Committee went through document that outlined the roles and responsibilities of LHO's.

LHO Committee Member Conference replacing Tenant Participation Conference this year on Wednesday 3rd June 09.

David MacKenzie advised that he had taken comments from meeting and composed a letter to Maureen Dowden from David Ford. Committee read through letter and agreed for it to be sent.

6. FACT Local Letting Plan:

GHA City Wide have now been asked to let 45% of properties to homeless. FACT let 37% to homeless 08/09 and so far 57% for 09/10. There is now a dedicated team based at Granite House dealing solely with Homeless Referrals and it is their job to ensure that all LHO's are accepting their fair share.

Local Letting Plan estimates that we will let a total of **104** properties in 09/10:

47 - Homeless Referrals

42 - Waiting List

10 - Transfer List

5 – Others (eg. mutual exchange, Succession to Tenancy)

Plan approved by Committee.

7. Performance:

Number of Days to Let – Not good start to year due to fire house and a number of properties in the multistory flats requiring new heating systems.

Arrears – Down from Period.

8. Chairs Forum Update:

Chair was not at meeting. David MacKenzie advised that meeting provided Chairs with an update on Regulator's visit.

9. Estate Action Group Update:

David MacKenzie pointed out that these meetings are attended by two Councillors and Community Safety Services. David is keen on bringing

more youth activities to Cranhill. The new have formed a youth committee. Need to ensure that Council representatives from Land & Environmental Services also attend. Next Meeting Monday 22nd June 09.

10. 2008-2009 AGM Arrangements:

Auditor Andy McBean from Alexander Sloan Accountants is satisfied that FACT's accounts are in order. Report should be ready for next Management Committee meeting.

AGM to be held on Thursday 9th July 2009 in FACT office.

11. GHA Housing Regulator Audit – Update:

Regulator has now been out, did not go to LHO's. Overall Regulator saw improvement and witnessed implementation of actions in Improvement Plan. GHA now has clearer direction. Gas Safety Certificates improved.

12. GHA Complaints Policy:

Complaints Policy booklets handed out, explaining 3 stage process of making a complaint. The complaints monitoring system in place in the Customer Service Centre will be rolled out to LHO's. Complaints should not be viewed as a bad thing, should be encouraged, improvements can be made from them. GHA looking to achieve Customer Service Excellence (CSE) Award and currently being assessed for this.

13. FACT Summer Newsletter:

A number of articles to be included such as: Fun Day, Garden Competition, Staff Contacts, History Project, Environmental Issues (and tenants responsibilities), News Team (Community Project for youth), Beatrice's retirement, Bogus Callers, AGM.

14. Cranhill Health Seminar:

A lot of agencies attended but not as many local people. The meeting was held in Blairtumnock and not Cranhill. Some of the health statistics quoted were shocking. The meeting was chaired by Councillor Jim Coleman. CCP going to dedicate an officer to Cranhill.

15. Meetings/Events before next Management Committee:

- Housing Management Sub Committee meeting - Thursday 11th June 2009 at 2.15pm
- Investment Sub committee and Finance Sub committee – Thursday 17th June 2009 at 6.30pm
- Chairs Forum - Wednesday 24th June 2009 – David Ford attending.
- Tenants Forum - Wednesday 3rd June 2009

16. Correspondence:

Letter from John Kerr on behalf of St Maria Goretti Church - £50 donation to be given.

17. Date of Next Meeting: 25th June 2009 at 6.30pm