

FACT LHO Management Committee Meeting
Thursday 30th October 2008
6 Crowlin Crescent

Present:

Vera McGrath	Corran Street
Marie McCairns	Gantock Crescent
David Ford	Sumburgh Street
Janette Henderson	Lamlash Crescent
Danny Muir	Malin Place
Jim Ward	138 Fastnet Street
Hugh Devlin	138 Fastnet Street
Laura McGoran	Crowlin Crescent
Councillor Jennifer Dunn	Glasgow City Council

In Attendance:

David MacKenzie	FACT
Sharon O'Hare	FACT
Jenny Black	FACT

1. **Apologies:** Marie Ward, Joyce Carroll and Ellen Downes
2. **Declarations of Interest:** None
3. **AOCB:**
 - **Schedule 7 Let** – Committee approved let to son of a concierge at another LHO.

4. Previous Minutes and Actions Arising:

Cleansing/Landlord Services – Jennifer Dunn going on a walkabout on Tuesday 4th November with representatives from Glasgow City Council and Housing Officer. Committee members were invited to attend.

Eurobins – Now in place at shops in Lamlash Crescent.

Bin areas - A Committee Member pointed out that the areas behind the bins at the back of the closes were needing cleared. David MacKenzie advised that the Council were beginning to clear these

areas now that the growing season has ended.

Chemist – Jennifer Dunn advised that the Health Board had refused permission for a chemist to be opened at the Lamlash shops.

Mick McCabe – David MacKenzie advised that Mick McCabe had been impressed by how passionate and vocal the Committee had been regarding housing and environmental issues when he attended the Management Committee meeting last month.

GCC Planning Department – Jennifer Dunn will arrange for a representative from the Planning Department to speak to the Committee in January 09.

KBR's One Offs – Mick McCabe has advised that these will be getting done this year.

Minutes Agreed.

5. Chairs Forum Update 22 October 2008:

Committee were issued with a handout of the presentation that was given at the Forum.

Issues discussed were:

- Performance
- New call centre
- Sandra Forsyth awarded Scottish Housing Committee Member of the Year
- Rent Payment Campaign
- Landlord Services coming under GHA control
- Regeneration

David MacKenzie asked that David Ford pass handouts from the Chairs Forum to him from now on so that he can feedback information to the Committee.

6. FACT Self Assessment:

Following the self assessment exercise, FACT have now been issued with an Improvement Plan. A number of issues have to be addressed such as FACT developing a comprehensive customer service strategy. David MacKenzie will present the details of the action plan to Committee.

7. Performance Report – Period 7:

Give Ups – Increased this period.

Letting – Best in city for the average number of days to let a property.

Homeless Lets – 26%, meeting quota.

Arrears – Good. 8th in the city.

8. MSF Investment:

Multistory Flats to get central heating, double glazing, re-wire, kitchens and bathrooms. Investment work will begin in April next year. GHA propose work should be carried out one block at a time, Committee agreed, work to begin in Soutra Place first.

9. GHA Empowerment and Engagement Strategy 2008/11:

This will be discussed at a separate meeting on Thursday 6th November. The re-modelled Management Agreement expires in March 2009 and we do not know what, if anything will be put in its place. The future of FACT is uncertain. It is undecided what the role of the Committee will be.

10. Newsletter:

The newsletter is almost ready for printing and will be distributed to residents via Royal Mail in the next week or two. David MacKenzie to look into possibility of printing on recycled paper. Also suggested that the next newsletter contain a section on Cranhill Community Project.

11. Meetings/Events before next Management Committee:

Tenant Participation Event – 12th November 2008

12. Correspondence:

- **Off License premises** – There have been some objections from residents to the opening of an off license in Cranhill and its proposed opening hours. Jennifer Dunn will update on licensing boards decision.
- **SFHA Nominations** – Committee members to advise David MacKenzie if they wish to vote.

13. Date of Next Meeting: 27th November at 6.30pm