

FACT LHO Management Committee Meeting
Thursday 29th January 2009
6 Crowlin Crescent

Present:

Vera McGrath	Corran Street
David Ford	Sumburgh Street
Janette Henderson	Lamlash Crescent
Danny Muir	Malin Place
Joyce Carroll	Crowlin Crescent
George MacMillan	Strone Road
Hugh Devlin	138 Fastnet Street
Malcolm Robertson	Newhaven Road
Councillor Jennifer Dunn	GCC
Martin Armstrong	GHA
Mick McCabe	GHA

In Attendance:

David MacKenzie	FACT
Lorna Dolan	FACT

1. **Apologies:** Jim Ward, Laura McGoran, Marie McCairns, Ellen Downes and Marie Ward
2. **Declarations of Interest:** Schedule 7 report
3. **AOCB:**
 - **Off Licence:** Opening has been approved. Will be open until 8pm in evening not 10pm. Will not be selling certain types of alcohol such as Buckfast and certain strong ciders.
 - **Re-cycling units:** Wanted for area outside Farmfoods.
 - **Clean up Cranhill:** Litter pick up involving Cranhill tenants, welcomed by David MacKenzie and agreed by Committee. This could involve local schools helping with the clean up as a project in April/May when the weather is better. Also requested to be advertised in next FACT newsletter.

4. Previous Minutes and Actions Arising:

Graffiti: Clean Glasgow can remove graffiti for free but it will take time, alternatively to get it done sooner it will cost FACT £600.

William Brown: Unable to commit to attending Management meetings and would be happy to resign from the Committee to free up space for a new member to join the Management Committee.

Christmas Lunch: Excellent event, enjoyed by everyone.

Minutes Agreed.

5. Martin Armstrong - Executive Director of Housing and Customer Services:

Martin began by introducing himself to the Management Committee.

Homeless Referrals - A Committee Member enquired as to why FACT are taking so many homeless referrals when there are 42 other LHO's not taking as many as FACT.

Martin advised that GHA has to take 40% of homeless cases due to the amount of houses they have in Glasgow. At present GHA is sitting at 28% (FACT 32%) and has never hit the 40% however that is GHA as a whole and not FACT as an individual source.

The Committee pointed out that there are other Housing Associations in the area that are not fulfilling their responsibilities in working towards managing the homeless.

In 2012 everyone will have the right to have a house whether it be a private let or social housing let. The plan is to have no potentially homeless as from 2012.

Home repossession's etc are increasing due to the credit crunch and homelessness is on the up GHA need to be ready to meet the demand.

GHA cannot refuse to house people with previous convictions for drug/alcohol related crimes. Full support from social work etc has to be provided to assist vulnerable people with alcohol/drug abuse and behavioural problems to prevent recurring crime.

Environmental issues - A Committee Member advised that the Community has changed drastically due to the work of GHA, the amount of cash that has been spent on the properties has helped greatly in changing the whole of Cranhill however there is still serious environmental issues.

GHA employees will soon be taking over from Landlord Services, which will hopefully lead to a better service (grass cutting/close cleaning). The service will be made better because staff will be working directly for GHA. Martin advised that it is his objective to make sure GHA gets it right, not just hope. This will start in April.

A Committee member pointed out that Cleansing workers are leaving rubbish behind them in the street when they are emptying the bins.

Internal improvement for closes is stagnant and GHA will try and put £10 - £15 million aside for the closes/environmental issues/controlled entry systems.

Once closes get into a mess with vandalism, graffiti, etc, people then tend not treat the closes with respect. The new strategy will be to repair, clean and remove graffiti as fast as possible so as the state of the close does not get out of hand.

Martin offered to come back to meet with Committee after the new GHA Landlord Services is launched in April.

6. GHA Business Plan 2009/10 – Above and Beyond:

To be discussed on Tuesday 3rd February 2009 at 2.00pm.

Committee advised that they were unhappy with the new proposal as it seems like GHA is trying to move in a different direction as promised in 2003/4. FACT wanted to be a company in their own right and be in charge of Cranhill's own destiny.

Martin advised that there were a number of reasons (eg. funding, financial positions) as to why second stage transfer is not taking place. LHO's are now looking at their options, employees and tenants are all wanting to find a sense of security.

7. Performance Report – Period 10:

Committee read through Performance Report.

8. Investors in people and common system – common sense

FACT are to be awarded IIP accreditation.

Common System/Common Sense process brought in to assist staff in minimising arrears, cut processing times (e.g. the process from completing a Housing Application form until the applicant is housed), and improve customer service.

The process involved looking at how we resolve problems and trying to cut time the time it takes to resolve issues.

9. FACT Investment Plan 2009/10

The high rise flats are to begin their programmes of works on time. These works will include solving the flooding issues.

Environmental issues need to be solved hopefully in 2010/11 - environmental works are not intended to be done in 09/10. A Committee member advised that the people who are making a mess and also the Cleansing need to be targeted in the mean time until we get funding for environmental issues as it is unacceptable to live in the current conditions, a pleasant environment surrounding the flats and houses is needed.

An estate action group could be set up to allow tenants and Glasgow City Council Management to discuss environmental issues and hopefully lead to improvements.

10. Schedule 7 Report: Allocation Approved.

11. Membership applications: All Approved

12. Meetings/Events before next Management Committee:

- **Burns Supper – 4 February 2009**
- **Housing Management Sub Committee meeting Thursday 5 February 2009**
- **Finance Sub Committee meeting Thursday 12 February 2009**
- **GHA Chairs Forum – Wednesday 18 February 2009**
- **Investment Sub Committee meeting Thursday 19 February 2009**

13. Correspondence: None

14. Date of Next Meeting: 26th February 2009 at 6.30pm