

Putting Our Tenants and Our Communities First

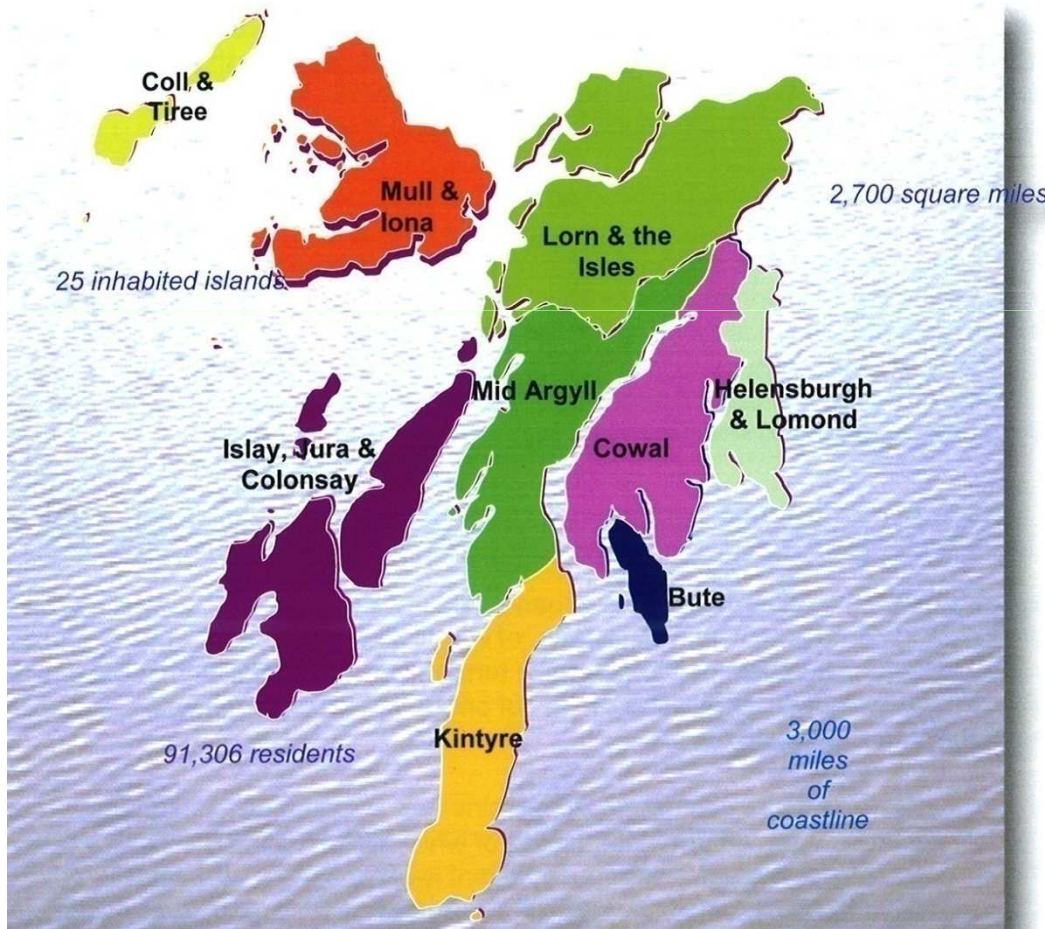


**ACHA's Annual Update to
Helensburgh & Lomond Area
Community Planning Group
11th August 2015**

**Yvonne Angus
ACHA
Regional Manager**

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Stock Figures for Helensburgh & Lomond



Lomond –
992 Properties

ACHA's Total
Stock –
5,091 Properties

Figures at 31st March 2015

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Services ACHA provides in Helensburgh and Lomond

- Repairs and maintenance
- Cyclical maintenance
- Allocations
- Estate management
- Welfare rights
- Arrears management and guidance
- Community grants

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Services ACHA provides in Helensburgh and Lomond (continued)

- Capital investment
- New build housing
- Tenant participation
- Factoring
- Owner occupier engagement for grants
- Grounds maintenance

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Investment in our homes

Element	Lomond	Argyll
Windows & Doors	1025	5584
Kitchen & Bathrooms	1840	9220
Heating & Rewire	1221	6347
Roof & Roughcast	154	1277
Total Elements	4,240	22,428
Stock Numbers	992	5131
Total Expenditure (ex VAT)	£19,989,000	£89,432,000



Initiatives for 2015/2016

Around £1.5million of capital investment works

- Maitland Court, Helensburgh, 2 blocks involving roof and roughcast renewal
- Roof and roughcast in Kirkmichael, Helensburgh
- External wall insulation in properties in Arrochar and Rosneath
- Balcony upgrades at Drumfork Court, Helensburgh

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Initiatives for 2015/2016 (continued)

- Small programme of completions for kitchen and bathroom renewal
- Heating, rewire, window and door completions in the remaining properties requiring it
- 12 new homes completed at Duchess Court, formerly Hood Court
- Funding secured for 16 new homes in Helensburgh
- New ACHA Offices, Lamont House, Helensburgh

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Duchess Court, Helensburgh

6 x 1 bedroom flats

6 x 2 bedroom flats





LAMONT HOUSE

Argyllhomes
FOR ALL



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Examples of community work

- Garden in Bloom competition
- Sunflower competition for local nurseries
- Community Action Fund donations – local charities can apply for up to £500
- Proposals to erect or replace fencing through ACHA's Estate Management Action Plan have been put forward for various addresses in Helensburgh and Lomond

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ACHA's priorities

- To modernise all our homes to meet the Scottish Housing Quality Standard
- To build new homes to meet housing need
- To provide services that are relevant to our tenants and others who use our services
- To improve services

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ACHA's priorities (continued)

- To improve tenant satisfaction
- To consult and use the findings to improve what we do
- Try to get it right first time
- To communicate properly and in a relevance to our tenants
- To develop active tenant participation and involvement

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Questions?