



LOCAL REPORT

IONA MACPHAIL
REGIONAL MANAGER

AREA COMMITTEE

- COMMITTEE MADE UP OF MEMBERS FROM BUTE & COWAL
- OFFER GUIDANCE ON STRATEGIC ISSUES FOR THE AREA
- AGREE SPENDING ON ESTATE MANAGEMENT ACTION PLAN PROJECTS
- CHAIR IS A MEMBER OF THE BOARD OF MANAGEMENT FOR ACHA
- COMMITTEE HAVE A VERY ACTIVE ROLE IN AGREEING COMMUNITY ACTIONS FUND AWARDS, EMPLOYEE OF THE SEASON AND GOOD NEIGHBOUR AWARDS

PERFORMANCE OF THE LOCAL AREA

- 506 HOUSES BUTE
- 922 HOUSES IN COWAL
- 8 TRAVELLING PERSONS SITE PITCHES
- OFFICES IN ROTHESAY AND DUNOON
- STAFF ALSO BASED AT FERFADD COURT, WALLACE COURT AND CRAGROY
- THE STAFF GROUP INCLUDES CLERICAL STAFF, REPAIRS STAFF AND COMMUNITY SUPPORT ASSISTANTS.

ARGYLL HOMES FOR ALL



NEW RENT CHARGES 2013



- MOST EXPENSIVE, VALROSE TERRACE, DUNOON £91.43
- CHEAPEST, BALAGAN BUILDINGS, DUNOON £54.82
- GARAGE CHURCH LANE ROTHESAY £18.51
- GARAGE SITE, COLINTRAIVE £0.79
- T P SITE £44.17

INVESTMENT WORKS

Investment Programme from Transfer to 31st March 2013									
Elements	Argyll	Heleisburgh and Lomond	% of stock	Mid Argyll and Kintyre		Cowal and Bute		Loch and Isles	
Windows and Doors	4756	873	44%	1384	48%	1379	48%	1118	45%
Kitchens and Bathrooms	8074	1779	89%	2414	84%	2490	97%	2191	89%
Heating and Rewire	4585	1004	50%	1140	40%	1448	51%	1001	41%
Roof and Roughcast	688	116	6%	110	4%	241	8%	222	9%
Total Elements	28910	3772		5048		5558		4532	
Stock numbers at 31st Mar 13	5091	1002	20%	1431	28%	1428	28%	1230	24%
Total Expenditure (ex VAT)	£ 65,869,313	£ 11,675,965		£ 16,819,213		£ 18,416,260		£ 18,958,275	

PERFORMANCE OF AREA

BUTE	2010/11	2011/12	2012/13	Comment
Arrears	1.88%	2.81%	2.62%	Outwith target but improvement on previous year
Void Relet Times	33 days	14 days	13	Target met
Repairs – Emergency	96.8% completed within target	97.9% completed within target	98% (341/348)	Target not met
Repairs – Routine	99.7% completed within target	99.8% completed within target	97.8% (401/410)	Target met
Repairs – Urgent	96.6% completed within target	96.7% completed within target	97.2% (449/462)	Target met
Allocation to Homeless Applicants	24%	12%	2% (1)	No demand from homeless applicants
Repairs Satisfaction	97.2%	97.3%	97.9% (377/385)	Target met
Nº of New Tenancies Created	57	71	60	11 less than previous year
Nº of Properties Abandoned	7	4	11	7 more than previous year
Nº of Neighbourhood/ Nuisance Complaints	101	58	32	26 less than previous year.

PERFORMANCE OF AREA

COWAL	2010/11	2011/12	2012/13	Comment
Arrears	2.21%	2.27%	2.27%	Target met
Void Relet Times	63 days	66 days	27 days	Target met and significant improvement from previous year
Repairs – Emergency	98.1% completed within target	99.1% completed within target	99.1% (635/641)	Target met
Repairs – Routine	96.8% completed within target	98.4% completed within target	98.4% (600/610)	Target met
Repairs – Urgent	98.3% completed within target	98.7% completed within target	98.9% (960/971)	Target met
Allocation to Homeless Applicants	46%	43%	35% (28)	Target not met
Repairs Satisfaction	97.2%	96.1%	95%	Target met
Nº of New Tenancies Created	73	82	95	Increase of 13 on previous year
Nº of Properties Abandoned	9	3	7	Increase of 4 on previous year
Nº of Neighbourhood/ Nuisance Complaints	67	61	43	Reduction of 58 on previous year

BEDROOM TAX BOARD APPROVAL

- Amend “arrears monitoring and management” Policy to introduce trigger level of £250 before a Notice of Proceedings can be issued
- Temporarily allow tenants with arrears accrued solely due to the “bedroom tax” to transfer to smaller properties.
- Temporarily allow tenants with arrears accrued solely due to the “bedroom tax” to move to smaller properties via a mutual exchange
- (Temporary until April 2014)

TENANT HELP

ACHA gains Lottery cash for tenant advice service

ALMOST £200,000 has been awarded to an Argyll housing association to provide financial advice to its tenants. Argyll Community Housing Association (ACHA) will use the £200,000 Big Lottery Fund money to support financial and welfare rights advice services, including assistance at tribunals and appeals. ACHA said the funding would play a significant role in maintaining its welfare rights service until March 2015. The service advises tenants on benefits and debt. ACHA chief executive Alastair Macgregor said: “As an association we are delighted at securing this substantial resource which will assist us in helping our poorest and most vulnerable tenants. With the introduction of the bedroom tax and universal credit implementation on the horizon this resource will allow us to do all we can to help those in greatest need.”

SALISBURY TERRACE 2012



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