

**Northwards Housing  
Operations Sub-Committee Meeting**

**Board Room – Hexagon Tower**

**Wednesday 25 March 2015 at 5.30pm**

**Chair : Anna Trotman**

<b>Present</b>	Anna Trotman (AT)	Board Member
	Valerie Edwards (VE)	Board Member
	Fiona Sharkey (FS)	Board Member
	Joan Fitzgerald (JF)	Co-optee
<b>In Attendance</b>	Larry Patrick (LP)	Director of Property Services
	Mike Stevens (MS)	Director of Neighbourhood Services

ITEM	SUBJECT	ACTION
1	<p><b>Welcome and Introductions</b></p> <p>AT welcomed everyone to the meeting which was agreed to be quorate.</p>	
2	<p><b>Apologies for Absence</b></p> <p>Noel Sharpe, Sharon Thomas and Hilary Vaughan.</p>	
3	<p><b>Declaration of Interests / Confidential Matters / Equality and Diversity Matters Arising</b></p> <p>No declarations of interest. E&amp;D items to be dealt with under agenda items.</p>	
4	<p><b>Minutes of Last Meeting</b></p> <p>The minutes of the last meet held 19 November 2014 were agreed as a true record.</p>	<b>Approved</b>
5	<p><b>Matters Arising</b></p> <p>Item 8 – info circulated 27/11/14.</p>	
6	<p><b>KPI Performance Targets – Repairs Service</b></p> <p>LP introduced the report.</p> <p>Error noted on front page – should read 2015/16 not 2013/14.</p> <p>NHL081 – noted that although slightly higher we are still 3/17 on Housemark on this PI</p>	

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	<p>Voids – full report in May will include relet turnaround time and void rent loss.</p> <p>It was noted that overall performance is very good.</p> <p><b>The sub-committee approved the targets.</b></p>	<p><b>Approved</b></p>
<p><b>7</b></p>	<p><b>Capital Programme KPI Targets 2015/16</b></p> <p>LP introduced the report.</p> <p>The revised methodology for SAP was noted – the new KPI reflects this. It is thought unlikely to make a huge difference, but will be monitored once in.</p> <p>LP clarified the position in relation to predictability of costs. It was agreed that the targets would be kept the same as they are now (ie +/- 2%), but that exceptions reports would be produced for information in relation to overspends of &gt;3%.</p> <p><b>Subject to the above, the sub-committee approved the targets.</b></p>	<p><b>Approved</b></p>
<p><b>8</b></p>	<p><b>Allocations Review</b></p> <p>MS introduced the report and drew attention to the main points.</p> <p>The positive results of the most recent satisfaction service were noted.</p> <p>There was a discussion about refusals – more detail to be included in voids report next time.</p> <p><b>The sub-committee noted the report.</b></p>	<p><b>Noted</b></p>
<p><b>9</b></p>	<p><b>Complaints Policy</b></p> <p>MS introduced the report and drew attention to the main points.</p> <p>FS said that the presentation and links on the website could be improved – MS to look into this.</p> <p>MS drew attention to the reference in the report to the possibility of more radical changes having to be made if we are faced with a significant reduction in staffing resources. Sub-committee noted this.</p> <p><b>The sub-committee approved the revised policy and procedure.</b></p>	<p><b>MS</b></p> <p><b>Approved</b></p>
<p><b>10</b></p>	<p><b>Acquisitions To Northwards Managed Stock</b></p> <p>LP introduced the report and drew attention to the main points.</p>	

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	The sub-committee noted the report.	Noted
11	<p><b>Gas Servicing KPI and Internal Audit Gas Servicing Review</b></p> <p>LP introduced the report and drew attention to the main points.</p> <p>The sub-committee noted the current performance and approved the two recommendations:</p> <ul style="list-style-type: none"> <li>- To continue with a 11 month gas servicing cycle</li> <li>- To increase the gas servicing performance target from 99.7% to 100%</li> </ul>	Noted / Approved
12	<p><b>Exceptions Report</b></p> <p>None.</p>	
15	<p><b>Sub-Committee Work Programme</b></p> <p>The sub-committee noted the report, subject to Asset Management Strategy Review being added to November 2015 agenda.</p>	Noted
16	<p><b>Any Other Business</b></p> <p>There was no other business.</p>	
	<p><b>Date of Next Meeting</b></p> <p>Wednesday 20 May 2015 at 5.30pm - Hexagon Tower Board Room.</p>	