

**Northwards Housing
Operations Sub-Committee Meeting**

Board Room – Hexagon Tower

Wednesday 19 November 2014 at 5.30pm

Chair : Anna Trotman

Present	Anna Trotman (AT)	Board Member
	Noel Sharpe (NS)	Board Member
	Sharon Thomas (ST)	Board Member
	Hilary Vaughan (HV)	Board Member
	Fiona Sharkey (FS)	Board Member
	Joan Fitzgerald (JF)	Co-optee

In Attendance	Larry Patrick (LP)	Director of Property Services
	Mike Stevens (MS)	Director of Neighbourhood Services
	Claire Hopkins (CH)	Head of

ITEM	SUBJECT	ACTION
1	Welcome and Introductions AT welcomed everyone to the meeting which was agreed to be quorate.	
2	Apologies for Absence Valerie Edwards.	
3	Appointment of Chair AT was elected chair.	Agreed
4	Declaration of Interests / Confidential Matters / Equality and Diversity Matters Arising No declarations of interest. E&D items to be dealt with under agenda items.	
5	Annual Estate Evaluation (Confidential) Please see confidential minutes.	
6	Minutes of Last Meeting The minutes of the last meet held 17 September 2014 were agreed as a true record.	Approved

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7	<p>Matters Arising</p> <p>Item 6 - this is still being worked on - figures to follow in due course.</p>	
8	<p>YES Performance Reports</p> <p>LP clarified a number of issues in relation to the data. LP will check the dip in the September figures.</p> <p>Sub-committee noted the report.</p>	<p>LP</p> <p>Noted</p>
9	<p>Capital Programme Update</p> <p>CH summarised the report and clarified the situation in relation to boiler schemes (4.10)</p> <p>Sub-committee noted the report.</p> <p>Sub-committee approved the trainee recruitment plan and new target at 5.2.1.</p>	<p>Noted</p> <p>Approved</p>
10	<p>Capital Programme Setting 2015/16</p> <p>CH summarised the report. 5.2 has now been removed.</p> <p>HV asked about funding for new schemes. These will be subject to specific funding arrangements - in other words they won't be done from the existing "pot" at the expense of other schemes.</p> <p>LP explained how a % of properties become non- decent every year, and this is factored into the programme.</p> <p>Sub-committee approved the programme.</p>	<p>Approved</p>
11	<p>Voids and Allocations : Half Year Report</p> <p>To follow next time.</p>	
12	<p>North Manchester Strategic Regeneration Framework Place Group</p> <p>MS summarised the report, which was noted.</p>	<p>Noted</p>
13	<p>Gas Servicing</p> <p>Sub-Committee noted the report.</p>	<p>Noted</p>

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14	<p>Exceptions Report</p> <p>None.</p>	
15	<p>Operations Rolling Agenda</p> <p>Sub-Committee noted the report.</p>	<p>Noted</p>
16	<p>Any Other Business</p> <p>LP referred to the question asked at the most recent board meeting about tenant satisfaction – this concerned the drop in satisfaction from Q1 to Q2.</p> <p>LP said that he had looked into this. The drop appeared to be more significant than is likely to be the case because the Q1 figure was above average while the Q2 figure was slightly below. There didn't seem to be any particular reason for the drop over and above the type of variation that we do see from time to time. There wasn't any pattern in the fall – for instance in terms of it relating to a particular trade or job type. LP noted that the figure had already started to go back up again since the end of Q2.</p> <p>LP noted also that all dissatisfied replies are looked into fully – although the numbers are not great, we do follow up each and every one and make sure that they are resolved.</p>	
	<p>Date of Next Meeting</p> <p>Wednesday 25 March 2015 at 5.30pm - Hexagon Tower Boardroom.</p>	