

## Northwards Housing – Procurement and Property Sub-Committee Meeting

**Hexagon Tower  
Wednesday 6th December at 4.30pm**

**Chair: Richard Lockwood**

**Present:**

Richard Lockwood (RCL)	Board Member (Chair)
Anna Trotman (AT)	Board Member
Eric Hobin (EH)	Board Member
Michelle Blakeley (MB)	Board Member
Pat Glazebrook (PG)	Co-optee
Larry Patrick (LP)	Director of Property Services
Sue Sanderson (SS)	Principal Surveying Service Manager
Matt Roberts (MR)	Asset and Procurement Manager
Greig Lees (GL)	Investment Strategy Manager
David Heys (DH)	Technical Services Manager
Diane Roberts (DR)	Governance Support Officer (minutes)

ITEM	SUBJECT	ACTION
1	<p><b>Welcome and Introductions</b></p> <p>Quorum confirmed. LP introduced David Heys who will be attending Sub-Committee to present Servicing reports.</p>	
2	<p><b>Apologies for Absence</b></p> <p>Apologies given by: Sue Ratchford</p>	
3	<p><b>Declarations of Interest/Confidential Matters/Equality &amp; Diversity Matters Arising</b></p>	
4	<p><b>Minutes of Last Meeting 25 October 2006</b></p> <p>Minutes of the previous meeting were approved as a correct record.</p> <p style="text-align: right;"><b>Approved</b></p>	
5	<p><b>Matters Arising from the Minutes</b></p> <p><b>Item 5, 10 - Improvements to other homes</b></p> <p>MR reported this was still under discussion with contractors. Past difficulties with payments and contracts complicate this issue. Informal arrangements will be in place until this matter is resolved.</p>	<b>MR</b>

	<p><b>Item 5, 11 - Printon Avenue Environmental Works</b> MR and GL are looking at wider redevelopment options. This has been discussed with local Councillors. AT noted that long term solutions had been discussed. It was agreed that some work would be considered in the 07/08 Environmental Works plan.</p> <p><b>Item 6a - Project 30467</b> MR is now including the number of properties in reports.</p> <p><b>Item 6a - Project 32158</b> AT enquired if consultation was in progress. MR reported that Open Days had been held but would check further progress on the scheme and report to the next Sub-Committee</p> <p><b>Item 6b - Project NHL50</b> This is reported in agenda item 6b.</p> <p><b>Item 6b - MHL033</b> Reports now include the number of satisfaction forms sent out and returned.</p> <p><b>Item 7 - NHL085</b> SS has investigated how much tenant damage has been recharged. This year day to day repairs is £22,000. Currently void recharges are recorded on rehousing exclusion list and are only reactivated if the former tenant reapplies. SS can in future record the value referred. LP suggested that most recharges referred are actioned, subject to social consideration. Currently recharges recovered are not credited back to local repair budgets as the system does not allow this. However the Comino system will. EH noted that the cost of recovery against the likelihood of recovery is low for serious void damage.</p> <p><b>Item 7 - MHL009 and MHL014</b> SS has investigated why tenant reply forms returned was low. There are no apparent reasons for this, no forms have been mislaid and this months returns are higher.</p> <p><b>Item 7 - BV212</b> Reported in agenda item 7a.</p> <p><b>Item 7 - MHL040</b> SS has corrected the target.</p> <p><b>Item 7 - MHL048</b> SS has investigated why appointments were not being kept. Hammerstone Road was responsible for a number of missed appointments. This is being addressed through the action plan and SS regular meetings. EH suggested that On-Call should be checked to ensure</p>	<p><b>MR</b></p> <p><b>MR</b></p> <p><b>SS</b></p>
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	<p>appointment booking is correct. SS will contact EH regarding a complaint EH has received.</p> <p><b>Item 8a - Monthly Gas Servicing PI Report</b> RCL and LP have agreed that report formats will be changed back to include two decimal places and will be reviewed in the new financial year.</p>	<p><b>SS</b></p> <p><b>DH</b></p>
<b>6</b>	<b>Capital Programme</b>	
<b>6a</b>	<p><b>Traffic Light Report – Capital Programme</b> MR presented the report.</p> <p><b>Project 32146</b> This project has now moved from slight concern to comfortable.</p> <p><b>Project 07098</b> There is no change in the status of this scheme; there are still concerns with lifts. However there seems to be improvement this week.</p> <p><b>Project 31717</b> Scheme remains a slight concern due to slow progress due to supply problems.</p> <p><b>Project 31716</b> Project now completed with good feedback.</p> <p><b>Project 30461</b> Scheme virtually complete, but customer satisfaction is low.</p> <p><b>Project 32158</b> MR will investigate progress</p> <p>RCL raised concerns that Wilton Area Panel report did not include names of all schemes. MR apologised for this error and will correct for future reports.</p> <p><b>Procurement and Property Sub-Committee noted the status of the Capital Improvement Schemes</b></p> <p style="text-align: right;"><b>Noted</b></p>	<p><b>MR</b></p> <p><b>MR</b></p>
<b>6b</b>	<p><b>Northwards Housing Capital Programme KPIs</b> MR presented the report</p> <p><b>BV184</b> There was no change to the percentage of non-decent homes. This is due to delayed start of Decent Homes work.</p> <p><b>NHL049</b> The performance has dropped by 16% due to delays in the releasing of funding. MR is working with contractors to maximise spend. A further advance of £3.1m has been received and contracts let. MCC has now agreed the release of £8.4m. This will allow all 06/07 schemes to be committed. It was noted that Christmas break will have a delaying effect on spend.</p>	

	<p><b>MHL033</b> Performance has dropped by 10.8%. This is largely due to poor satisfaction levels from Higher Blackley rewire scheme.</p> <p><b>NHL093</b> Performance has dropped by 6.5%, but remains only 0.5% below target. This is again due the Higher Blackley rewire scheme. It was noted that when there are a low level of schemes on site, figures are particularly sensitive. LP reported this was the last rewire only scheme and that often these schemes produced low levels of satisfaction by the nature of the work.</p> <p><b>NHL094</b> This PI has also been affected as above. AT noted that the same form is used for all schemes which many not be appropriate.</p> <p><b>NHL095</b> This PI has also been affected as above. The result remains above target.</p> <p><b>Procurement and Property Sub-Committee noted the level of the Key Performance Indicators</b></p>	
6c	<p><b>Capital Programme 2007/08</b> LP presented the report. Northwards Board approved the 5 year Capital Programme at 11 July 2006 meeting. This report updates the programme and section 2 outlines changes and reasons for change. AT asked about Liverton Court. Post script on Liverton Court – it is balcony concrete repairs, balcony steel reinforcement treatment and balcony asphalt repairs. AT noted that Unit cost is actual not £000s. 3.10 AT asked if the schemes including triple glazing are correct. LP reported this was an error, only V478 Higher Blackley/Moston includes triple glazing. LP will explain these errors verbally to the Board as papers have already been circulated.</p> <p><b>Procurement and Property Sub-Committee recommended the draft proposals for approval to the Board</b></p>	LP
7	<b>Responsive Maintenance</b>	
7a	<p><b>Responsive Repairs Performance Indicator Report</b> SS presented the report 14 of 18 indicators have improved. 6 have exceeded target.</p> <p><b>MHL003</b> Slight decrease in performance but remains a focus for improvement.</p> <p><b>MHL040</b> Target has been amended. Performance exceeds target.</p> <p><b>NHL079</b> Performance has increased and exceeds target.</p>	

	<p><b>BV212</b> October performance is 76 days. The KPI has been affected due to a high proportion of long term void properties being let.</p> <p><b>MHL014 and MHL012</b> Performance has improved but further work is required by Northwards and Contractors.</p> <p><b>NHL082</b> SS reported that there was an error, September performance was 32.76% not 33.76%. There has been a slight decrease in the number of variation orders. Further work is in progress to improve this further.</p> <p>AT requested that the vertical axis numbers on graphs be reversed to reflect performance where appropriate. This will affect NHL083, BV2112, MHL040, NHL081, and NHL083.</p> <p><b>Updated Action Plan Hammerstone Road</b> AT asked (p22 Asbestos – Higher Blackley Sub floor Scheme) how long after a tenant is decanted that orders are placed. SS confirmed this was immediate. Sub-Committee noted the plan.</p> <p><b>Procurement and Property Sub-Committee noted the performance</b></p> <p style="text-align: right;"><b>Noted</b></p>	<b>SS</b>
7b	<p><b>Surveying Services Team Improvement Plan</b> Sub Committee asked for clarification of the key used: Not Yet Started/Completed it was agreed to remove completed. MB asked that white text be used on dark background in future. LP reported that GL's action plan had been deferred to the next meeting due to the heavy agenda this meeting.</p> <p><b>Procurement and Property Sub-Committee noted the plan update</b></p> <p style="text-align: right;"><b>Noted</b></p>	<b>SS</b>
8	<b>Servicing</b>	
7a	<p><b>Monthly Gas Servicing PI Report</b> DH presented the report.</p> <p><b>NHL091</b> A number of initiatives for improvement are being considered. It was agreed that reports in the new financial year would be 2 decimal places.</p> <p><b>NHL092</b> There has been a marked improvement in this indicator. DH reported that the 4 remaining properties are all now completed.</p> <p><b>Changes to the Servicing Cycle</b> Sub-Committee noted that as planned the cycle will be 11 months, which will reduce the annual gas servicing costs by £61,000.</p>	

	<p>Savings will be used to fund essential repairs following periodic electrical testing programme.</p> <p><b>Procurement and Property Sub Committee noted the contents of the report</b></p> <p style="text-align: right;"><b>Noted</b></p>	
<b>8b</b>	<p><b>Water Quality Testing and Legionella Risk Assessment Update</b>  LP presented the report. RCL noted that 2.1 Board meeting date omitted was 13 July 2006.  MB asked why Monsall Street was omitted from testing programme list. DH explained that this office has a different type of water supply and has no risk of Legionella.</p> <p><b>The Sub Committee noted that:</b>  <b>1. Both risk assessment and water quality testing are on track.</b>  <b>2. The change in the reporting frequency</b></p> <p style="text-align: right;"><b>Noted</b></p>	
<b>8c</b>	<p><b>Asbestos Management Plan</b>  LP presented the report. This complete plan ensures that Northwards Housing are fully compliant with legislation.</p> <p><b>Procurement and Property Sub Committee recommended the approval of the asbestos management plan to the Board.</b></p>	
<b>9</b>	<b>Strategy</b>	
<b>8a</b>	<p><b>Stock Option Appraisal – One Miscellaneous Property (119 Cobden Street, Harpurhey)</b>  GL presented the report. The consultation group agreed with the recommendation of Option 2.  AT asked why this property is in Northwards ownership. Northwards own two other 3 bedroom properties on the street which are in more demand.</p> <p><b>Procurement and Property Sub-Committee approved the recommendation to the Board to recommend to Manchester City Council: Option 2 – Sale on the open market in its current condition (with conditional lease).</b></p> <p style="text-align: right;"><b>Approved</b></p>	
<b>9b</b>	<p><b>Asset Management Strategy and Action Plan</b>  LP presented the report. Northwards Board approved an initial plan in June. This plan links together the various strands. Reports to the Board will be made annually. Further reports and developments will be presented to Procurement and Property Sub Committee as appropriate.</p> <p>RCL requested confirmation of the following terminology:  N &amp; NR (page 5) -  Postscript this has been corrected to R &amp; NR – Regeneration and Neighbourhood Renewal.</p>	

	<p>AMS (page 8) - Asset Management Strategy  CRS - Community Regeneration Strategy  LP will update the strategy inserting the full terms.</p> <p>AT asked which properties would benefit from solar panels (page 14). GL reported all multi-storey blocks except 3 in Monsall as they have pitched roofs. LP explained that British Gas have re-applied for the DTI funding and will match fund this. AT asked when the work would begin.</p> <p>Post script- It is likely that this work will commence in March 2007. EH asked if there are any quality control checks on tenant choice surveying staff. LP reported a number of New Charter staff have been used to kick start the process. DH will investigate.</p> <p>MB asked if Anti-Social Behaviour could be included in Sustainability Indicators (page 15).  GL reported this had been considered but due to the range of issues it had not been included. LP reported a detailed paper would be submitted to Property and Procurement Sub Committee in January where this issue could be considered.</p> <p>MB asked what consultation plans were in place. GL reported that the January paper would detail this. LP reported that the outcomes needed to be measurable rather than perceptions.</p> <p>RCL requested that if anyone was interested or knew anyone who may be interested in being Asset Management Group Resident or Resident Board Member representative to let LP know before the next Board meeting.</p> <p><b>Procurement and Property Sub-Committee recommend to the Board the Director of Property Services implements the Asset Management Strategy and reports back to the Board annually on implementation, progress and achievement of strategic goals.</b></p> <p style="text-align: right;"><b>Approved</b></p>	<p><b>GL</b></p> <p><b>DH</b></p> <p><b>ALL</b></p>
<p><b>10</b></p>	<p><b>Voids Performance</b>  LP presented the joint report from LP and Mike Stevens. KPMG report correctly highlights the difficulty in obtaining management information. This will be assisted by the new IT system Comino.</p> <p>Appendix C shows action to be taken immediately, this is a process management review. Manchester Working will co-operate with Northwards to achieve this.</p> <p>Appendix B has two elements</p> <ul style="list-style-type: none"> <li>- Termination Procedure – enforcement of notice periods</li> <li>- Floating Tenancy Start Dates – start of tenancy date on day keys are handed over.</li> </ul> <p>AT asked about the situation with long term voids. LP reported that after Whitebeck is rehoused this will reduce the number.  RCL reported that the KPMG report had late amendments.</p>	

	<p>The Executive Summary was no longer correct as there were 2 high and 5 medium recommendations. MB requested that the font size of the report be larger as it is difficult to read. LP will feedback to Steve Woods.</p> <p><b>Procurement and Property Sub-Committee noted the contents of the report</b></p> <p style="text-align: right;"><b>Noted</b></p>	<b>LP</b>
<b>11</b>	<p><b>Governance Review</b></p> <p>LP presented the report. Sub-Committee discussed the proposal. It was agreed to add void property to the remit of the Sub-Committee. LP to speak to Steve Wood.</p> <p><b>Procurement and Property Sub-Committee approved the following recommendations:</b></p> <ul style="list-style-type: none"> <li>i. <b>Sub- Committee approved the revised terms of reference for the Sub-Committee as set out in revisions to paragraphs 14.1 to 14.4 inclusive with the addition of void properties.</b></li> <li>ii. <b>The Board delegates to the Sub-Committees authority to deal with items reserved to them as set out in new Appendix 4 to the Standing Orders.</b></li> </ul>	<b>LP</b>
<b>12</b>	<p><b>Letter to DCLG (Confidential)</b> See confidential minute.</p>	
<b>15</b>	<p><b>Any Other Business</b> None</p>	
<b>16</b>	<p><b>Date of next meeting</b></p> <p>Wednesday 24<sup>th</sup> January, 4.30p.m. at Hexagon Tower.</p>	