

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

**Hexagon Tower  
Wednesday 19 April 2006 at 6.00 pm**

**Chair: Richard Lockwood**

**Present:**

Richard Lockwood (RCL)	Board Member
Anna Trotman (AT)	Board Member
Eric Hobin (EH)	Board Member
Harvey Norton (HN)	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
Claire Hopkins (CH)	Principal Programme Planning Manager
Diane Roberts (DR)	Governance Support Officer (minutes)

ITEM	SUBJECT	ACTION
1	<p><b>Welcome and Introductions</b></p> <p>Quorum Confirmed Clarification of presentation of papers required.</p>	
2	<p><b>Apologies for Absence</b></p> <p>Apologies given by: Sue Ratchford</p>	
3	<p><b>Declaration of Interests/ Confidential Matters/ Equality and Diversity Matters arising</b></p> <p>None declared</p>	
4	<p><b>Minutes of Last Meeting</b></p> <p>Item 4(a) - Revised at last Board meeting to change terms of reference to read “local, <b>social</b> and economic advantage”</p> <p>Minutes were agreed as a correct record</p>	<b>DR</b>
5	<p><b>Matters Arising</b></p> <p>Item 8(a) – Update on revised leaflets requested by AT.</p>	

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5 (cont)	LP reported the void leaflet had been back to LAPs. The two amalgamated leaflets are due back from publications section today. Leaflets will be sent to LAPs for final checks. Next meeting to approve	SS
6	<p><b>Energy Action Plan</b></p> <p>LP explained the action plan supported MCC strategy on fuel poverty. These are specific actions required to take this forward. Northwards properties insulations values are already in top quartile of ALMO's. This has been benchmarked against Housemark standard. This policy underpins energy efficiency.</p> <p>Concern was raised that not all wards are included. CH explained this is drawn directly from Manchester City Council action plan.</p> <p>LP explained that all properties requiring cavity wall and loft insulation should be completed by the end of year 1 funded by grants. Benefit health-checks will also be completed to ensure those entitled are claiming.</p> <p>CH reported approximately 2000 properties still require cavity wall insulation. CH has a list. Currently in the process of selecting a partner.</p> <p>AT asked for "Part L" to be explained. LP reported this referred to individual thermostatic radiator valves and energy efficiency.</p> <p>AT expressed concern that 1.2 of plan describes "dry" homes but the paper does not explain how wetness is dealt with. LP explained the improvements would assist with condensation problems.</p> <p>HN requested that milestones need to be added to the plan in order to monitor progress. LP explained that this was the first stage of the plan. When a company has been selected and detail plans are available this would be reviewed and re-presented to the sub-committee.</p> <p><b>Sub-Committee note the action plan and that this is reported back to the Board with the policy and action plan once the partners are selected.</b></p>	PM

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7	<p><b>Proposal for Stock Condition Survey</b></p> <p>LP explained the SCS should be completed every 5 years, and that Audit Commission guidelines are 3 years for excellent organisations. If this proposal is approved a further SCS will be completed in 2009 which will inform work required post 2010.</p> <p>LP informed the City Solicitor has given advice that an OJEU would not be required by this route and the City Treasurer has considered and approved an identical procurement for the City as Best Value.</p> <p><b>Sub-Committee note the proposal and that the worked up scheme is brought before the Board to approve the contract.</b></p>	PM
8	<p><b>Traffic Light Report – Capital Schemes</b></p> <p>Committee discussed format of both reports received to date. It <b>was agreed</b> that exceptions need to be reported with remedial actions and rescheduled dates. Having accurate data is crucial. It was further <b>agreed</b> that RCL, LP and Paul Maidment will meet to devise a report which can satisfy everyone.</p> <p>EH registered concerns regarding refused upgrades and the effect this has on re-lets. LP reminded sub-committee regarding our promise of right to refuse improvements unless Health and Safety was affected, and our policy on re-lets to bring up to standard so that the case EH mentioned would not happen.</p> <p>Various elements of the plans were raised. LP to check schemes accurately recorded by panel and that actions were reported when schemes were not on track.</p> <p><b>Report noted</b></p>	LP  LP PM
9	<p><b>Repairs Performance Report</b></p> <p>This report includes comparisons to MCC as requested.</p> <p><b>NHL040</b> (Average time taken to do non-urgent responsive repairs) SS reported correction to this performance was 5.9 (not 4.9) days in February. HN enquired why target is worse than current performance. LP explained 6 days is top quartile. <b>A target of 5.5 days was agreed</b></p> <p><b>NHL039</b> (% of urgent repairs completed within government time limit) <b>A target of 97.2% was agreed</b></p>	

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9 (cont)	<p><b>NHL082</b> (% of variation orders against jobs). A target of 26% for 06/07 has been agreed with Contracting Services. <b>A target of 26% was agreed</b></p> <p><b>NHL083</b> (Average cost of variation orders). A target of £40 has been agreed with Contracting Services. HN queried why this is higher than MCC actual. LP explained positive encouragement policy to complete variations to improve customer satisfaction. <b>A target of £40 was agreed</b></p> <p><b>NHL048</b> (% of all possible appointable jobs where an appointment was made and kept excluding emergencies, external work and communal areas) <b>A target of 88.5% was agreed</b></p> <p><b>NHL005</b> (% of appointments made and kept) <b>A target of 98.5% was agreed</b></p> <p><b>NHL003</b> (% of appointable jobs where an appointment was made) <b>A target of 99.1% was agreed</b></p> <p><b>NHL006</b> (% of repairs completed within deadline) <b>A target of 96.5% was agreed</b></p> <p><b>NHL009</b> (% of jobs completed on first visit) <b>A target of 86% was agreed</b></p> <p><b>NHL012</b> (% of repairs satisfaction letters where tenants were satisfied with the service) <b>A target of 89% was agreed</b></p> <p><b>NHL014</b> (Tenant satisfaction rate after investigation and rectification) <b>A target of 99% was agreed</b></p> <p><b>NHL079</b> (Emergency repairs completed on time) <b>A target of 98.5% was agreed</b></p> <p><b>NHL080</b> (Routine repairs completed on time) <b>A target of 96% was agreed</b></p> <p><b>Recommendation to the Board that these targets are adopted for 2006/07.</b></p>	
	<p><b>BV211A</b> (Total Repairs expenditure) awaiting figures SS to provide at next meeting.</p>	<b>SS</b>

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9 (cont)	<p><b>BV211B</b> (Expenditure on emergency/urgent repairs compared to expenditure on non-urgent repairs)  March emergency/urgent 21.23% non-urgent 78.77% of spend</p> <p>Re-let statistics to be provided for next meeting  LP explained difficulties with current system accessing this data.</p> <p>LP apologised that Capital work reports had not been provided. He reported that at 11.04.06 Gas Servicing performance was 98.92% and 16 cases over 16 months. LP suggested target should be 99.5% and 0 cases over 16 months.</p> <p><b>Agreed</b> to set other Performance Indicator targets at next meeting when the raw data is available.</p>	SS
10	<p><b>Personnel Matter – Capital Programme</b></p> <p>Item 3.2 of the report to be changed to 8 months before report presented to HR and Equality Sub-Committee.</p> <p>HN enquired regarding any staff issues and equality and fairness in recruitment. LP reassured these were not issues. The post was required to manage a period of change and increased workload and can be approved using officer's delegated power.</p> <p><b>Sub-Committee noted the proposal</b></p>	
11	<p><b>Gas Servicing Improvement &amp; Efficiency</b></p> <p>LP gave an overview of the revised procedure.</p> <ul style="list-style-type: none"> <li>• Appointment system</li> <li>• Weekend and evening appointments (Weds and Sat am)</li> <li>• Clear and speedy escalation</li> <li>• Names on letters</li> </ul> <p>AT raised inconsistencies, corrections and changes to letters. LP to review with Lou Mitchell. LP appreciated the time AT had spent identifying these changes.</p> <p>PG requested clarification regarding leaseholders. LP explained only where communal boilers or heating can be included in the service charge included. PG to raise at leaseholders meeting.</p> <p>AT raised concern regarding fitting boiler limiters. Particularly in relation to vulnerable people. LP confirmed this is within the law; is cited as good practice by the Housing Inspectorate and has also been agreed with Manchester Residents Association. After discussion particularly about the over-riding factor of health and safety this was <b>agreed</b>.</p>	LP

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11 (cont)	<p><b>Approve recommendations to Board</b></p> <p>Note that Board will only require a summary document</p> <p>Recommend that reports to Board show sub-committee recommendations in a standardised way</p>	<p>LP</p> <p>DR</p>
12	<p><b>Overall Capital Programme</b></p> <p>Committee raised a number of anomalies regarding numbers of properties and programming. CH to check.</p> <p>LP explained that the aim was to give all tenants something in the first two years.</p> <p><b>Approved and recommend to Board</b></p>	<p>CH</p>
13	<p><b>Training</b></p> <p>HN suggested how individual elements are delivered.</p> <p>LP suggested "The Life of a Scheme" – recently produced for audit commission. AT suggested this be circulated for reading and an agenda item for next meeting to test learning.</p>	<p>LP</p> <p>PM</p>
14	<p><b>AOB</b></p> <p><b>Contingency Programme for Capital Works</b></p> <p>LP apologised for not including this paper in agenda. He explained that these works are a mix of on-going and future funding allocations not subject to ALMO funding.</p> <p><b>Noted</b></p> <p><b>To be presented to Board for noting</b></p> <p><b>Agreed</b> that orders for work can be placed as the Capital Programme had already had Board approval.</p>	<p>LP</p>
16	<p><b>Date of next meeting</b></p> <p>Wednesday 24<sup>th</sup> May at 6.00 pm at Hexagon Tower.</p>	