

Northwards Housing – Procurement and Property Sub-Committee Meeting

Hexagon Tower

Wednesday 26th September 2007 at 5.00 pm

Chair: Anna Trotman

Present Anna Trotman (AT) Board Member (Chair)
Mark Hackett (MH) Board Member
Sue Ratchford (SR) Board Member
Pat Glazebrook (PG) Co-Optee

In Attendance Larry Patrick (LP) Director of Property Services
Sue Sanderson (SS) Principal Surveying Service Manager
Steve Kirkham (SK) Technical Team Leader
Brendan Todhunter (BT) Acting M&E Manager
Paul Maidment (PM) Senior Asset & Procurement Manager
David Heys (DH) Technical Services Manager
Diane Roberts (DR) Governance Support Officer (Minutes)

Observers None

ITEM	SUBJECT	ACTION
1	Confirm Quorate and Elect Chair Anna Trotman was elected as Chair temporarily. Quorum confirmed.	
2	Apologies for Absence Harvey Norton	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising There were no declarations of interest and no confidential items. Equality and Diversity matters arising will be covered under relevant agenda items.	
4	Minutes of Previous Meeting 25th July 2007 The minutes were approved as a correct record.	
5	Matters Arising 5 Matters Arising from minutes of 23rd May 2007	

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	<p>8a Gas Servicing Report DH indicated that this is still ongoing.</p> <p>Matters Arising from minutes of 27th July 2007</p> <p>7b Feedback on Repairs and Improvements Task Group Item 3.2 Complaints – SS confirmed that this has been amended to include Identified Trends. Item 3.3 Customer Care – SS confirmed that this was presented to the September Area Panel meetings. Item 3.4 Customer Satisfaction – SS confirmed that an article will be placed in the next Northwards Natter to provide information about IMPACT Manchester. This will be published mid November.</p>	
6	<p>Capital Programme</p>	
	<p>6a Traffic Light Report Riverways 34081 - This scheme is going well. They have caught up with the workload as the weather has improved. Has a 9.6 score. 32037 – There is some concern about this scheme, it is close to completion and is a priority. 32117 – This scheme is below target due to the rain. 34054 – This scheme has improved and is progressing well. 34053 – Finance resolved.</p> <p>Wilton – Still showing concerns – new report. 32169 – Score 8.7 – length of time</p> <p>Fourways 32134 – 104 properties open – paperwork was an issue– MWL has a dedicated team working with our surveyors for certification. 34093 – This scheme is progressing well. 34059 – This scheme is progressing well. 32143 – Progress 7.4 the satisfaction score is low due to length of time this scheme is taking. AT queried whether the delay in policy will affect the length of time. PM indicated that it will impact on the design of the kitchen.</p> <p>Procurement and Property Sub Committee noted report.</p>	
	<p>6b Northwards Housing Capital Programme KPIs PM presented the report; KP14 – A score of 9.6 was achieved for August 07. KP15 - A score of 9.3 was achieved for August 07. KP16 – A score of 9.6 was achieved for August 07.</p> <p>Other KPIs will be reported quarterly.</p> <p>KP110 – This has a higher %, closer to the estimate. The aim is</p>	

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	<p>for 100%. PM indicated that this will be published on the website in the future</p> <p>BVP163 - Continue to report on SAP 2001 to give historic date. A target of 74 was proposed. Sub Committee agreed this target.</p> <p>Procurement and Property Sub Committee agreed the new target for BVP163 and noted report.</p>	
7	<p>Responsive Repairs</p>	
	<p>7a KPI Performance Data SS indicated that she has the test data, but it is only producing part of the information. LP to meet with Sue Sanderson and Carol Finan to ensure the data is being calculated correctly.</p> <p>Procurement and Property Sub Committee noted report.</p> <p>7b Feedback on Repairs and Improvements Task Group Home Improvements DVD's - SS to ask for volunteers. Item 3 – Internal Improvements to properties –there have been a number of kitchen cupboard queries. PM indicated the he will chase the contractor re the new 3D view so tenants can see the designs more clearly. The issue of having extra kitchen components has now been resolved and so will be included in the leaflets. LP stated that the gas regulations have now changed and a gap of 6” in now required at either side of a hob. PM reported that options of window opening are given.</p> <p>Procurement and Property Sub Committee noted report.</p> <p>7c Void Process – Update LP presented the paper and updated the Sub Committee on the current position of the Void Process Review. A January 2008 deadline has been set. LP highlighted the main details of the report. MH raised concerns that the rise in the number of voids in Monsall was be due to a high number of deaths – 15 in the last month. LP had checked this with the local area office and there were no patterns emerging. AT queried the difference in frequency of meetings as detailed in item 2.9.</p> <p>The incentive scheme (2.14) was raised. LP stated that a small payment was suggested to tenants who met their tenancy conditions. Kiklees 3* ALMO and other higher performing landlords give rewards and the Audit Commissions are expecting the Board to see this in other landlords. A report will be brought to P&P before January 2008.</p> <p>Procurement and Property Sub Committee noted report.</p>	<p>LP/SS</p> <p>SS</p> <p>PM</p>
8	<p>Servicing</p>	

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	<p>8a Gas Servicing Report BT presented the report. We have exceeded our target for % of services completed</p> <p>IT developments – we are currently working from spreadsheets, as we are still awaiting promaster. Satisfaction 96% The 4% who were not satisfied have been visited and problems resolved 39% returned of feedback forms had been returned.</p> <p>We will soon be co-locating to Hendham Vale with our partners which will ease communications between teams. Aiming to improve appointments and explore out of hours appointments.</p> <p>Procurement and Property Sub Committee noted the report.</p> <p>8b Water Quality Testing & Legionella Risk Assessment BT presented the report.</p> <p>Next tests are due October / November.</p> <p>Next year tests will be done as 2 x 6month blocks. Very few issues found – 2 minor elements of work required but dealt with immediately.</p> <p>MH queried what other checks are carried out? Shared water supplies are checked. There have been examples of united utilities being slow to deal with raw sewage. The Sub-Committee are Mindful of public health issues.</p> <p>MH queried what happens in voids where they have been unused for some time. LP stated that the system is drained down and a water check is completed to test for leaks and clear the water system.</p>	
9	Action Plans	
	<p>9a Inspection Action Plan – Property Services LP presented the report and updated the Sub Committee. A full report will be brought to October’s meeting.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
10	Any Other Business	
	<p>10a Hendham Vale Opening – 12.10.07 at 2pm LP informed the Sub Committee that we will be co-locating to Hendham Vale along with Manchester Working Ltd and Woolsey Group (building supplier). All members of the Sub Committee are invited to attend the opening.</p> <p>10b Elect a Chair</p>	

ITEM	SUBJECT	ACTION
	It was decided that AT will remain as the Chair of the Sub Committee until the changes within the Board have been resolved.	
11	Date and Time of Next Meeting The next meeting will be held on Wednesday 24th October 2007 at 5.00pm . The venue for the meeting is Hexagon Tower Boardroom	
12	End of Meeting The meeting closed at 6:25 pm	