

# Northwards Housing – Procurement and Property Sub-Committee Meeting

## Hexagon Tower

24<sup>th</sup> October 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)                      Head of Responsive Repairs  
Steve Kirkham (SK)                      Head of Home Improvements Wilton  
Paul Maidment (PM)                      Head of Home Improvements Riverways  
Diane Roberts (DR)                      Governance Support Officer (Minutes)

**Observers**                      None

ITEM	SUBJECT	ACTION
1	<b>Confirm Quorate and Elect Chair</b>  Anna Trotman continued as Chair.  Quorum confirmed.	
2	<b>Apologies for Absence</b>  Harvey Norton	
3	<b>Declaration of Interests/Confidential Matters/ Equality &amp; Diversity Matters Arising</b> There were no declarations of interest and no confidential items. Equality and Diversity matters arising will be covered under relevant agenda items.	
4	<b>Minutes of Previous Meeting 26<sup>th</sup> September 2007</b> The minutes were approved as a correct record.	
5	<b>Matters Arising</b> <b>5 Matters Arising from minutes of 23<sup>rd</sup> May 2007</b> <b>7b Feedback on Repairs and Improvements Task Group</b> SS indicated that this is ongoing and some volunteers have been recruited for the task group.	

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	<p>PM circulated the 3D view of kitchens that is being given to residents. This has been a success and fewer problems have been raised when fitting kitchens as the layout is clearer than on a plan.</p> <p>PM stated that the DVD is still awaiting subtitles. PM circulated the DVD and cover design the procedure for distribution has been agreed. AT asked whether videos will be provided to those without DVD players. PM indicated that videos can be provided on request but there will be no language options. PM will look into the possibility of the DVD being accessible via download from the internet or Resident Liaison officers can show it to tenants on their laptops.</p>	
6	<b>Capital Programme</b>	
	<p><b>6a Traffic Light Report</b> It was noted that the graphs in the report need to be updated to include September data.</p> <p><b>Riverways</b>  <b>34081</b> - This scheme has some labour difficulties but is still receiving good satisfaction ratings.  <b>34061</b> - This scheme has now had 23 handovers – 23 returned questionnaires with a 9.8 score.  <b>34088</b> – This scheme is progressing well.  <b>32117</b> - This schemes finance is above budget and progress is slow. 8.3 Result has improved.  <b>32037</b> – Comsec improving handover of blocks is now happening – many system faults now found due to change of system.</p> <p><b>Wilton</b>  <b>32160</b> – This scheme has had difficulty with raining in, this is now water tight. SK reported that compensation forms have been given out for damage to plaster and decoration. AT queried the photovoltaic panels installation. PM indicated that they will be installed and will provide landlord energy. This is funded by a 50% low carbon grant. Tower blocks have received a £250k grant.  <b>32169</b>- This scheme is now complete but is over budget and has been delayed. Asbestos had to be removed in order to replace windows. September result should be 0 – no results in September.</p> <p><b>Fourways</b>  <b>34069</b> – This scheme is progressing well.  <b>32134</b> – 67 properties have now been handed over. There is a low score due to time issues.  <b>32143</b> - This scheme is awaiting confirmation of completion date but the customer satisfaction score is increasing.</p>	<b>C Hopkins</b>

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	<p><b>Procurement and Property Sub Committee noted report.</b></p>	
	<p><b>6b Northwards Housing Capital Programme KPIs</b>  <b>KPI 1</b> – A score of 9 was achieved which just hit target. This was due to a slight product issues which we are working to improve.  <b>KPI 2</b> - - A score of 9.1 was achieved.  <b>KPI 3</b> – A score of 9.1 was achieved which is just above target.  <b>KPI 4</b> – A score of 9.3 was achieved which is just above target.  <b>KPI 5</b> - A score of 8.8 was achieved which is just above target. Decrease is due to 3 schemes below 8 we are working with residents and contractors to improve this. The low results are mainly due to properties being opened up.  <b>KPI 6</b> – A score of 9.1 was achieved which is above target.  <b>KPI 7</b> – A score of 8.8 was achieved which is above target.  <b>KPI 10</b> – A score of 95% was achieved. This shows an increase in satisfaction –still aware that improvements can be made.  <b>KPI 14</b> – Target 80% - working with MWL to improve. The MWL section includes voids which will affect figure. PM to clarify for next meeting what the figures include. AT asked if a new system could be set up system to record like for like comparisons. LP reported this could be done but would result in an increase in costs.  <b>BVPI 184a</b> – 3% change  <b>BVPI 63</b> – Improving up to 73.3 v 74% target  <b>NHL 049</b> – 102% (95% target) this is due to over programming.  <b>NHL 050</b> – No results</p> <p><b>Additional Works and Costs – Jolly Miller Estate</b>  Sub Committee asked to note the change of expenditure on this project. LP explained that there is enough under spend on other projects to cover this £506k additional less £40k contribution from Private Sector Housing. LP stated that there have been more underspends than over and explained it is not efficient to delay schemes. This is only second scheme which has substantially gone over budget. Sub Committee noted the overspend.</p> <p><b>Procurement and Property Sub Committee noted report.</b></p>	<p>PM</p>
7	<p><b>Responsive Repairs</b></p>	
	<p><b>7a Responsive Repairs Performance Report</b>  SS presented the late report. SS indicated that seven of the KPIs are now correct and have been verified. LP stated that issues have been identified with MWL and the CIVICA system. It was noted that some progress has been made as the first repairs PI's are now available. The Void PI target is still to be set – Current figures not available in time for the Committee due to data errors.</p> <p><b>Procurement and Property Sub Committee noted report.</b></p>	

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	<p><b>7b Responsive Repairs Service – Equality Impact Assessment</b>  SS presented the report. The Sub-Committee noted the proposed actions. AT was pleased that contact had been made with tenants who had not been contacted previously. AT queried the intention to publish findings – is the circulation area wide enough?  SS stated that this is the first assessment carried out and it is has been a steep learning curve for us all. SS to discuss with Tara why Complaints monitoring will not be done. SS to take the assessment to the Repairs and Improvements Task Group. LP suggested it should also go to the Area Panels. This was agreed.</p> <p><b>Procurement and Property Sub Committee noted report.</b></p> <p><b>7c Update on September 2007 – Early Evening/Saturday morning Appointment Trial in Wilton Area</b>  SS presented the report. The trial has been offered to Wilton area only, it will be extended to the whole of the Northwards Area until Christmas. It is hoped to improve take up of the trial by improving publicity (Northwards Natter and On Call). It was confirmed that the report has been taken to the Area Panels. AT queried whether the emergency call outs are affected by operatives carrying out these extra appointment times – LP confirmed that extra operatives are being used so the Emergency Call outs are not affected. LP stated that the operatives are not being fully utilised but need to be for efficiency. SS to report at the end of the trial and provide recommendations to the Sub Committee. SS also to feedback to the Area Panels</p> <p><b>Procurement and Property Sub Committee noted report.</b></p>	<p><b>SS</b></p> <p><b>SS</b></p> <p><b>SS</b></p>
<b>8</b>	<b>Servicing</b>	
	<p><b>8a Gas Servicing Report</b>  The Sub Committee were informed that we are still experiencing IT difficulties.</p> <p><b>NHL 091</b> – Improve trend and above target  <b>NHL 092</b> – 3 month trend continue with no cases over 16 months  Customer Satisfaction continued to be very high at 98%.  Co location will be completed within the next two weeks. The delay has been due to ICT issues.  Sub-Committee noted that appointments for service visits will be offered.  A trial on hand-held technology is being developed– subject to system capability.  The Sub-Committee noted the good results  <b>Procurement and Property Sub Committee noted the report.</b></p>	
<b>9</b>	<b>Action Plans</b>	

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	<p><b>9a Inspection Action Plan – Property Services</b> LP presented the report and updated the Sub Committee.</p> <p>We have added additional asbestos training , those to be trained have been identified and training will be complete by end of 2007.</p> <p><b>R 5.3</b> - PM working on procedure. Final details to be agreed. <b>R 18</b> – Reported to Sub Committee under agenda item 7c. <b>R 30</b> – Equality work complete <b>R 56</b> – Covered by 18</p> <p>All items outstanding are due to IT system difficulties. Progress is now being made where possible.</p> <p>AT raised concern that dates have not been confirmed for implementation of Promaster -R 2.2. LP reported work is being carried out with other landlords who use system. Development issues have been on hold awaiting system stability. This has now signed off and a review of development requirements is being undertaken. Procedure changes are being reviewed to speed progress.</p> <p><b>Procurement and Property Sub Committee noted the report.</b></p>	
<b>10</b>	<b>Any Other Business</b>	
	<p><b>10a Fire Risk Assessment</b></p> <p>Savills would like to do a 10 minute presentation to the Sub Committee at the next meeting. <b>Agreed</b></p>	PM
<b>11</b>	<p><b>Date and Time of Next Meeting</b> The next meeting will be held on <b>Wednesday 28<sup>th</sup> November 2007 at 5.00pm</b>. The venue for the meeting is Hexagon Tower Boardroom</p>	
<b>12</b>	<p><b>End of Meeting</b> The meeting closed at 6.30pm</p>	