

**Northwards Housing
Procurement and Property Services Sub-Committee Meeting**

**Hexagon Tower
Wednesday 31 January 2007 at 4.30pm**

Chair: Richard Lockwood

Present	Richard Lockwood (RCL) Eric Hobin (EH) Anna Trotman (AT) Michelle Blakeley (MB) Pat Glazebrook	Board Member Board Member Board Member Board Member (minutes) Co-optee
In Attendance	Larry Patrick (LP) Greig Lees (GL) - part Sue Sanderson (SS) Matt Roberts (MR) David Heys (DH)	Director of Property Services Investment/Strategy Manager Principal Surveying Service Manager Asset Procurement Manager Governance Support Officer (Minutes)
Observers	None	

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions</p> <p>RCL welcomed everyone to the meeting which was agreed to be quorate.</p>	
2	<p>Apologies for Absence</p> <p>Sue Ratchford</p>	
3	<p>Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising/Notification of AOB</p> <ul style="list-style-type: none"> • There were no declarations of interest or confidential items. • Equality and diversity matters arising will be covered under relevant agenda items. • It was agreed that MR would give a presentation of the internet search facility for home improvement works under AOB. • It was also agreed to take item 9a immediately after matters arising as GL had to attend another meeting. 	
4.	<p>Minutes of Last Meeting</p> <p>Page 5 paragraph 4 – amend BV2112 to BV212. The minutes of the meeting held on 6 December 2006 were agreed as a correct record subject to this amendment. The subsequent confidential minutes of the same date were also agreed as a correct record.</p>	

ITEM	SUBJECT	ACTION
5	<p>Matters Arising</p> <p>Item 5 Matters Arising From Previous Minutes</p> <ul style="list-style-type: none"> • Improvements to other homes – MR advised that reports were received from all contractors involved. • Printon Avenue Environmental Works – GL reported that a number of proposals had now been included in the two year programme for Wilton Area Panel. • Project 32158 Sandyhill Court – MR reported that there had been delays in consultations and that the Seddons trailer containing sample kitchens and bathrooms would be on site during week commencing 5 February. AT expressed concern at the amount of space this would take up on the car park. MR responded that it would only be there for one day and was not too large. There was also a show home on the estate which could be used. • MHL048 On Call Appointment Booking – SS apologised for not contacting EH regarding a complaint he had received. It was agreed to follow this up outside the meeting. <p>Item 6c Capital Programme 2007/08 It was noted that errors on the report had been explained verbally by LP at January Board.</p> <p>Item 7a Responsive Repairs Performance Indicator Report It was noted that the vertical axis numbers for NHL083, MHL040, NHL081 and BV212 had now been reversed.</p> <p>Item 7b Surveying Services Team Improvement Plan It was noted that the colours on the last column had been changed.</p> <p>Item 9b Asset management strategy</p> <ul style="list-style-type: none"> • It was confirmed that the strategy had been updated to show full terms instead of abbreviations. • Tenant choice surveying staff – DH reported that quality control procedures had been put in place for contractors. <p>Item 10 Voids Performance</p> <ul style="list-style-type: none"> • AT requested clarification on the last paragraph on page 7. LP explained that tenants from Whitebeck had been rehoused in some long term voids. This had had an adverse effect on the voids relet figures as some properties relet had been empty for several years. Once the last tenant had been rehoused, the average voids relet figure should reduce. • LP reported that Steve Wood had already taken on board the issue of font sizes used in KPMG reports. <p>Matters Arising From Confidential Minutes</p> <p>No matters arising.</p>	SS/EH

ITEM	SUBJECT	ACTION
9	<p>Neighbourhood Sustainability Indicators and Methodology</p> <p>GL presented the report following detailed discussions at the last meeting. The report set out the methodology and framework to evaluate each neighbourhood/estate against a range of sustainability indicators. Two new indicators had been included since the last meeting – presence of a tenants association on an estate (medium impact) and participation in further/higher education (low impact).</p> <p>It was proposed to carry out a trial in the Wilton area and outcomes would be reported back to Sub-committee in March 2007.</p> <p>MB queried the use of domestic burglaries as an indicator and not factors such as vehicle crime, serious anti-social behaviour or criminal damage. LP explained that rented properties were more likely to be burgled within 3 months of a tenant moving in which could result in the tenancy being terminated.</p> <p>RCL raised a query regarding the indicator scoring and asked whether the lower indicators would be pro-rated in the same way as the higher indicators. GL confirmed this was the case.</p> <p>Following further discussions, the following recommendations were approved:</p> <p>That Sub-Committee approve the attached Neighbourhood Sustainability Indicators methodology and agree that the methodology be tested in the Wilton Area Panel in order to assess the suitability of the indicators identified.</p> <p>A further report will be brought back to Sub-Committee in March 2007 to report on the outcomes of this test before it is implemented across the whole Northwards Housing area.</p> <p>GL left the meeting at this point.</p>	
6	<p>Capital Programme</p> <p>6a Traffic Light Report – Capital Programme</p> <p>MR presented the report. He explained that this report was very small due to the large number of schemes starting in January and February. In response to a query, MR explained that the November figures had been amalgamated with December's. It was agreed for future reference that monthly figures would be shown separately.</p> <ul style="list-style-type: none"> • Project 07098 Victoria Square –This scheme had taken longer than expected to complete and problems had been caused by the contractors digging up the electric cable to the automatic gate, which had had to be rectified. 	

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	<p>6a Traffic Light Report – Capital Programme (contd)</p> <ul style="list-style-type: none"> • Project 31718 Kingsbridge Maisonettes – This scheme had been completed with high levels of satisfaction. • Project 31717 Moston Miners Phase 1 – This scheme was running 4 weeks behind schedule. • Project 30461 Higher Blackley Rewire Phase 2– This had been a difficult scheme with 50% no access problems. It was proposed to revisit the properties concerned when kitchen/bathroom works were due to be carried out. • Project 32158 Sandyhill Court – covered under agenda item 6e. <p>Sub-Committee noted the report.</p>	
	<p>6b Northwards Housing Capital Programme Performance Indicator Report</p> <p>MR presented the report and highlighted the following issues:</p> <ul style="list-style-type: none"> • BV184 proportion of non-decent homes – No change as insufficient work on site to bring any properties up to the decency standard. A change was expected over the next quarter due to a number of insulation and kitchen/bathroom schemes commencing in January/February. • NHL049 Projected year end spend against budget –A decrease of 12% was reported due to delays in release of funding impacting on commencement dates of schemes. • MHL033 Customer satisfaction with overall service – This had increased from 89.2% to 92.2%. • NHL093 Customers satisfied with information provided – Increase of 6.5% to 100% from October to December. • NHL094 Customers satisfied with range of choices – Slight increase from 92.5% to 93%. • NHL095 Customers satisfied with quality of work – Increased from 94.5% to 100%. <p>MR went on to report that the indicators would change to allow Northwards to benchmark its performance against other ALMOs and organisations via Housemark. Services would be rated on a score of 1 to 10 with a target of 7.5.</p> <p>Sub-Committee noted the report.</p>	
	<p>6c Heat Metering to 2 & 4 Blocks</p> <p>DH presented the report. Following Board approval to modify gas supply installations to facilitate more effective gas servicing, a review had been carried out on the cost implications of the request to facilitate individual heat metering. The cost of £1.38M would have to be funded from the Decent Homes programme.</p>	

ITEM	SUBJECT	ACTION
	<p>6c Heat Metering to 2 & 4 Blocks (contd)</p> <p>Sub-Committee noted that the budget for the Decent Homes programme was already fully committed and the funding needed to implement independent heat metering to 2 and 4 blocks was not available at this time. It was agreed to pass details of this report to Martin McKeivitt.</p> <p>Sub-Committee noted the report.</p>	<p>LP</p>
	<p>6d Capital Programme Delivery – Internal Audit</p> <p>MR presented the report which had been prepared by KPMG, Internal Auditors. He reported that he was not satisfied with the summary since the recommendations had already been carried out following the Inspection visit in June 2006. Full procedures were in place which were being reviewed by the Repairs & Improvements Task Group.</p> <p>LP explained that concerns about budgets and timescales had been addressed via regular meetings with Manchester Working, which had resulted in savings on set up costs. Budgets were now being set by partners based on efficiency savings through joint procurement. Once the decent homes programme had been completed, the Board could decide how to spend monies left over.</p> <p>Sub-Committee noted the report.</p>	
	<p>6e Riverdale South – Kitchens and Bathrooms Scheme</p> <p>DH presented the report. He outlined the reasons for the scheme going over budget, as set out in paragraph 3.2.</p> <p>AT asked why kitchen replacements were £240 over budget per dwelling. DH explained that the budget had been set over 12 months ago based on historical information. Rates for kitchen replacements were based on a broad range of property size and kitchens in Riverdale South were larger than the average size.</p> <p>DH went on to explain the reason for bringing this report to Sub-Committee was due to the value of the contract being over £1.5M and in excess of £100k over budget. In these circumstances Northwards Housing financial regulations required that approval should be referred to the Chair or Vice Chair of the Board. Accordingly, the placing of the order had been approved by the Vice Chair on 23 January 2007. It had been agreed that these procedures should be brought to the attention of Sub-Committee.</p> <p>Sub-Committee noted the report and endorsed the action under the circumstances detailed in the report.</p>	

ITEM	SUBJECT	ACTION
7	<p>Responsive Repair Performance Indicator Report</p> <p>SS presented the report. It was explained that there had been a downturn in performance in December due to cold weather conditions and demand for repairs at this time of year. Emergency repairs were on target and the slippage arose on routine day-to-day repairs. SS went on to highlight the following issues:</p> <ul style="list-style-type: none"> • MHL012 tenant satisfaction (p15) – Some changes had been made to the wording on the reply form to avoid confusion and additional questions had been added to give feedback where jobs were not completed on the first visit. It was hoped these changes would have a positive impact on performance. • MHL014 tenant satisfaction after investigation (p16) – There was an increase in cases being referred back to Manchester Working due to poor performance. • MHL045 % rent loss through voids (p14) – Following the governance review, this indicator would be included in all future reports since voids are now part of the terms of reference of this Sub-Committee. • NHL084 relets returned on time from contractor (p13) – AT noted that a target needed to be set for this indicator once Civica is introduced. LP confirmed that a target will be agreed with Manchester Working. • Hammerstone Road Action Plan (p23) – AT noted that whilst performance on making and keeping appointments had improved, tenant satisfaction rates had gone down. SS reported that she was awaiting specific feedback on these issues and that tenant reply forms would be analysed in more detail. <p>Sub-Committee noted the report.</p>	<p>SS</p> <p>SS</p>
8	<p>Monthly Gas Servicing Performance Indicator Report</p> <p>DH presented the report. He reported a slight increase in the number of properties serviced within the past 12 months and the out of hours appointments was proving to be popular with tenants. Technical Services were now dealing with communication with tenants and improvements had been made in this area. Sub-Committee also noted that the three outstanding properties had now been resolved.</p> <p>Sub-Committee noted the report.</p>	
10	<p>Team Improvement Plans</p> <p>10a Technical Services Team Improvement Plans</p> <p>DH presented the report. He explained that Technical Services was made up of 5 teams, each with its own improvement plan. He agreed to review the colour coding. He went on to highlight various issues:</p>	<p>DH</p>

ITEM	SUBJECT	ACTION
	<p>10a Technical Services Team Improvement Plans (contd)</p> <ul style="list-style-type: none"> • The decent homes programme had been realigned with the three local Area Panels; • Asbestos awareness training had been carried out with sheltered wardens; • Improvements regarding gas servicing appointments and communications with tenants had been made. <p>LP confirmed that funding had been made available by Manchester City Council in order to carry out the following surveys which will be completed by mid February:</p> <ul style="list-style-type: none"> • Stock condition survey • Asbestos survey • Housing Health and Safety Rating • Fire Regulations Reform Order <p>Sub-Committee noted the report and improvement plans</p>	
	<p>10b Investment Strategy Team Improvement Plan</p> <p>Sub-Committee noted the report and improvement plan</p>	
	<p>10c Ratio of Planned to Responsive Spend Improvement Plan</p> <p>SS presented the report.</p> <p>Sub-Committee noted the report and improvement plan.</p>	
	<p>10d Updated Action Plan To Reduce Emergency Repairs</p> <p>SS presented the report and provided copies of a table summarising emergency repairs over the past 5 quarters. Sub-Committee noted the reduction in % of total jobs and number of emergency repairs .in December 2006 quarter compared with the same period last year.</p> <p>Sub-Committee noted the report and improvement plan.</p>	
11	<p>Any Other Business</p> <p>11a Decent Homes Programme Search Facility</p> <p>MR gave a brief demonstration of the internet search facility, showing how details of a scheme could be displayed by typing in the first part of an address. The version to be posted on the Northwards website will have a different interface and be more user-friendly. The internet search facility is almost ready to go live, subject to the installation of a firewall to prevent any data from being altered.</p>	

ITEM	SUBJECT	ACTION
	<p>11a Decent Homes Programme Search Facility (contd)</p> <p>Having a live online search facility will enable tenants to access up-to-date information for themselves straightaway. MR confirmed that this will be rolled out to the Repairs & Improvements Task Group and Area Panels.</p> <p>RCL thanked MR for the presentation.</p>	
	<p>11b Decent Homes Programme Update</p> <p>LP reported that he had been reviewing the capital programme with contractors to eliminate any gaps or overlaps between schemes in order to maximise resources and achieve added value. DH added that programmes were reviewed every 2 weeks with contractors. Any revisions to the programme already approved will be reported to the Board within two months.</p> <p>It was also reported that DH will attend Area Panel meetings with details of schemes.</p>	<p>LP</p> <p>DH</p>
12	<p>Date and Time of Next Meeting</p> <p>The next meeting will be held on Wednesday 28 February at 4:30pm. The venue for the meeting is Hexagon Tower</p>	
13	<p>End of Meeting</p> <p>The meeting closed at 5:50 pm.</p>	