

Northwards Housing – Procurement and Property Sub-Committee Meeting

Hexagon Tower

Wednesday 28th February 2007 at 4.30pm

Chair: Richard Lockwood

Present	Richard Lockwood (RCL) Michelle Blakeley (MB) Anna Trotman (AT) Pat Glazebrook (PG)	Board Member Board Member Board Member Co-optee
In Attendance	Larry Patrick (LP) Sue Sanderson (SS) Matt Roberts (MR) David Heys (DH) Diane Roberts (DR)	Director of Property Services Principal Surveying Service Manager (part) Asset Procurement Manager Technical Services Manager Governance Support Officer (Minutes)
Observers	None	

ITEM	SUBJECT	ACTION
1	Welcome and Introductions Quorum confirmed.	
2	Apologies for Absence Apologies – Sue Ratchford, Eric Hobin, Greig Lees	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising There were no declarations of interest. Item 11 is confidential. Equality and Diversity matters arising will be covered under relevant agenda items.	
4	Minutes of Previous Meeting In attendance – David Heys title to be corrected to read Technical Services Manager. Item 10a Technical Services Team Improvement Plans , last bullet point to be corrected to “Fire Regulatory Reform Order”. The minutes of the meeting held on 31 January 2007 were agreed as a correct record subject to these amendments. <p align="right">Approved</p>	

ITEM	SUBJECT	ACTION
5	<p>Matters Arising</p> <p>5 Matters Arising from 6 December meeting</p> <p>MHL048 On Call Appointment Booking – SS to speak to EH regarding a complaint.</p> <p>6c Heat Metering to 2 & 4 Blocks – LP has passed details of the report to Martin McKeivitt who had requested the option appraisal. He agreed with the recommendation.</p> <p>7 Responsive Repair Performance Indicator Report</p> <p>NHLO84 relets returned on time from contractor - SS reported the target will be agreed within the next few weeks.</p> <p>Hammerstone Road Action Plan – SS reported that feedback has not been received. 16 tenant satisfaction replies have been received in December and January.</p> <p>10a Technical Services Team Improvement Plans – DH will amend the next report after reviewing colour coding.</p> <p>11b Decent Homes Programme Update – LP reported that the review with Manchester Working is complete. DH reported that he had attended Area Panel meetings to discuss details of schemes. Riverways is not yet completed. There are no revisions to programme to report to Board.</p>	
6	<p>Capital Programme</p> <p>6a Traffic Light Report – Capital Programme</p> <p>MR presented the report. He reported that the percentage of comfortable schemes had increased.</p> <p>Project 32138 Monsall Estate Low Rise Properties – Initial problems with provision to cover electrical works to bathrooms have now been resolved. The first handovers have been taken in February. MR circulated photographs of the work. It is intended that there will be some PR work on all first handovers.</p> <p>Project 32136 Monsall Estate Multis – Project running well. MR reported that Framework Contractors are performing to contracts.</p> <p>Project 07098 Victoria Estate – The Clerk of Works on this project has still not accepted handover. AT asked who the client claims were payable to. MR reported this is MCC Capital money and they would therefore receive any claim.</p> <p>Project 31717 Moston Miners Estate Phase 1 – MR reported an improvement in the standard of works. There are some handovers but still behind on progress.</p> <p>Sub-Committee noted the status of the Capital Improvement Schemes</p>	
	<p>6b Northwards Housing Capital Programme KPIs</p> <p>MR explained that in June 2006 it was agreed that KPI targets would be amended to be consistent with Housemark and</p>	

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	<p>Constructing Excellence. In order to measure more accurately a scale of 1-10 rather than 1-5 is now being used. RCL noted that current KPI's and new KPI's would be reported until the end of the financial year. RCL enquired about the number of respondents. MR reported 96 returns in January 2007. MR reported that some KPI's are reported quarterly, the next report due in April.</p> <p>KPI4 Resident Satisfaction – Finished Product The target of 7.5 had been exceeded, January result is 8.6. RCL enquired if graphs will be included in the report. MR reported that in future when more scores are available this will be provided.</p> <p>KPI5 Tenant Satisfaction – Landlord Service Target has been exceeded.</p> <p>KPI6 Resident Satisfaction – Contractor Service Target has been exceeded.</p> <p>NHL049 Projected year end spend against the approved capital budget MR informed the Sub-Committee that this KPI will be retained as it is an important budget indicator. There has been a further 3% slippage but the rate of decline has fallen. MR anticipates an increase in spend in March when more schemes will commence.</p> <p>MR presented an addendum report – A Summary of Previously used KPIs from May 06 – January07.</p> <p>MHL033 Percentage of customers satisfied with the overall service – this has exceeded target. The graph shows that the average for the year also exceeds target.</p> <p>NHL093 Percentage of customers satisfied with the amount of information they were provided with – a slight decrease from 100% to 97% but is still above target.</p> <p>NHL094 Percentage of customers satisfied with the range of choices offered – an increase from 93% to 99%.</p> <p>NHL095 Percentage of customers satisfied with the quality of work – a slight decrease from 100% to 97% but remains above target</p> <p>Sub-Committee noted the level of the Key Performance Indicators</p>	
	<p>6c Digital Television</p> <p>RCL noted that this item is for Board recommendation. LP explained the scheme of delegation. LP reported that many properties had been upgraded by MCC starting 6 or 7 years ago. A review of Northwards properties requiring upgrading has been carried out. The Sub-Committee considered the options and providing information to Tenants. MB has queried the number of properties DH has reviewed but this requires further work. It is anticipated that the projected cost</p>	DH

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	<p>will include all properties.</p> <p>AT noted that Higher Blackley properties have been included this LP reported that these would require further assessment.</p> <p>AT also asked why 21 houses in Harpurhey were included in the scheme and at a high cost. LP explained that MCC had installed a communal aerial and that it must now be maintained. The system installed requires complete renewal.</p> <p>Sub-Committee recommended to the Board:</p> <ol style="list-style-type: none"> 1. That a bid be submitted for funding of £42,000 from the 2008/09 capital programme in order to complete the upgrading of communal TV aerial systems. 2. That Technical Services enter into negotiation with MDTV to carry out the remaining communal aerial upgrading work (Option 3) 3. That advice and guidance notes be put on Northwards Housing’s web site for all tenants together with links to the Government’s “digitaltelevision.gov” and Granada’s “digitaluk.co.uk” web sites. 	
	<p>6d Asset Management and Best Value – Northwards Housing’s Rewire Specification</p> <p>MR presented the report. He highlighted that if the proposal to change the rewire specification is adopted savings c£3m could be expected against Business Plan.</p> <p>Also that many residents have stated a preference to decorate themselves. £250 decoration vouchers or supply of materials is comparative to the cost of Northwards decoration costs.</p> <p>AT asked if we know the electrical installation date of properties. LP explained that we did in many cases but installations would still require testing. DH added that if other works or damage to wiring had occurred this required detection. AT asked if bathroom works are chosen would the policy apply – LP confirmed this would. LP confirmed that this will be a Tenants choice to either have redecoration completed by Northwards or to choose vouchers or materials. MB queried the cost of decoration if full rewiring is not required. LP confirmed that the cost is the same.</p> <p>RCL asked where vouchers were redeemable. LP confirmed this was B&Q as agreed after consultation with Manchester Residents Association. Materials are provided by Leyland and Johnson which includes a home delivery service. PG was concerned that tenants unable to decorate would still have the option that Northwards would decorate. LP confirmed that all Tenants would have a choice. SS asked what choice of decoration Northwards offers. MR reported a wide selection is available.</p> <p>Sub-Committee approved that Northwards Housing:</p>	

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	<p>a) Adopt a smarter specification rewire on all further properties subject to survey</p> <p>b) Offer £250 vouchers/decorating materials as an alternative to the redecoration of one room.</p>	
	<p>6e Considerate Constructors Scheme MR presented the report. The cost of registering all Capital Programme Work sites over 5 years would be c£60k plus vat. MB asked if scaffold contractors are subject to Northwards site monitoring procedures. MR reported the same arrangement applies and that main contractors have a duty to manage sub-contractors. MR asked MB to report any poor practice to Northwards. AT asked for clarity regarding which work would be registered. MR explained that sites of particular high value, or in the vicinity of schools etc. RCL commented that it would be high risk sites. AT asked how many schemes are estimated to be registered each year. MR reported an estimate of 2 or 3 schemes per annum. It is likely that a pilot scheme will be initiated. There is sometimes confusion with signage giving telephone numbers. AT asked that Sub-Committee monitor schemes registered. MR agreed that new schemes registered would be noted on the Traffic Light Report.</p> <p>Sub Committee approved and that new schemes registered be noted to them on the Traffic light report that Northwards Housing work with contractor partners to only register major schemes where the site set up has a significant impact on the surrounding local environment and community.</p> <p>6f Best Value Review – One off Capital Works LP reported that he had reviewed the report and with Sub-Committee approval would like to consult with Area Panel's regarding this proposal prior to Sub-Committee making a decision. Area Panel's had been previously consulted and should therefore have the opportunity to comment on the proposal. Sub-Committee approved LP's proposal and requested a further report after the consultation. LP reported that he had concerns about wastage and noted that void costs would decrease if this proposal is agreed. AT asked that if window replacement is required this is replaced with UPVC. SS confirmed this. SS reported that replacement of kitchen and bathrooms are by manager approval on photographic evidence. AT asked if this change would apply to tenanted properties. MR confirmed that this would be as current policy. SS reported that replacement in this way is cost effective and not disruptive to tenants.</p>	<p>MR</p>

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	<p>Sub-Committee requested that LP consult with Area Panel's and provide a further report to next Sub-Committee</p>	<p>LP</p>
	<p>6g Improving Choice and Value in Asset Management – Kitchen and Bathroom Improvement MR presented the report. LP highlighted that the real savings are on day to day future repairs. Carrying a less extensive range of products is cost effective.</p> <p>Sub-Committee approved the standardising of ranges on floor covering, decoration and ceramic wall tiles choices and noted the consequences this has on improving value.</p> <hr/> <p>6h Improving Choice for Residents and Improving Value through Gas or Electric Fire Choice. The Sub-Committee noted the report. AT asked if there would be a choice of surrounds. MR reported there would be a selection of 2 or 3. AT asked if this could be a solution for works at Sandyhill Court. MR reported this would depend on location of heaters. MR to investigate.</p> <p>Sub-Committee recommended to the Board that a change in practice is accepted to allow an additional choice to Northwards Housing residents when a gas fire/back boiler has to be changed. A resident will now have a choice of either a gas fire or an electric fire. Sub-Committee noted the potential for efficiency saving through this choice.</p> <hr/> <p>6i Procurement Update LP reported that the Framework Agreement had not yet been signed due to protracted discussion around the wording. LP further reported that a form of words had been proposed today by MCC and subject to legal advice acceptance may be imminent. LP requested that Sub-Committee agree that the revised Agreement be presented to the next Board meeting if the proposal is agreed in time. The Sub-Committee discussed the proposal that Northwards Housing works with 3 rather than 4 contractors, this will result in a reduction of costs due to less preliminary costs. RCL asked if the views of the Framework Contractors were known. LP reported that an understanding had been reached.</p> <p>Sub-Committee</p> <p>1 Noted the current position on the Framework Agreement and agreed that the revised Agreement could be presented to the next Board meeting if the proposal is agreed in time.</p>	<p>MR</p>

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	<p align="center">2 Approved working with Wates, Seddon and Lords within the Riverways area.</p>	
7	<p>Responsive Maintenance 7a Responsive Repairs Performance Indicator Report SS presented the report. SS highlighted that whilst weather conditions had been extreme 13 of 19 indicators had improved. 4 indicators had exceeded target. MB has requested changes of axis of graphs to indicators, NHL085, MHL045, NHL082, BV211B. This will make graphs clearer showing where improvements are being made. Sub-Committee agreed to these changes. NHL081 Average Repair Value – Cost have decreased by £17.29, exceeding target. NHL082 % of variation orders against jobs –Percentage has increased due to roof defects due to recent storm damage. NHL083 Average Cost of variation orders – Cost has decreased by £3.63. NHL085 Average total cost of repairs to empty properties – Increase by £73.25. SS will provide further information on top 10 voids to give Sub-Committee further insight. BV212 Average Relet Times for LA Dwellings Let in the Financial Year – SS reported that January figure is 68.4 days. Hammerstone Road – SS reported that performance is still an issue, continuing to meet with Managers on a 2 week basis. LP reported that the number of repairs carried out by the depot has decreased substantially because work types have been moved to Factory Lane as part of MWL plans to improve. SS reported that this magnifies poor performance. LP suggested that number of jobs are reported in future. SS left the meeting. Sub-Committee noted the performance</p>	<p align="center">SS</p> <p align="center">SS</p>
8	<p>Servicing</p>	
	<p>8a Monthly Gas Servicing PI Report DH presented the report NHL091 Percentage of properties serviced within the past 12 months – 99.03% performance has improved NHL092 Number of properties not serviced for 16 months or more – 5 – all are now serviced or void. Northwards Mechanical and Engineering Manager has now left. Relocation of MWL gas servicing teams to Parkside is being considered to improve working. Sub-Committee noted the report</p> <hr/> <p>8b Water Quality Testing and Legionella Risk Assessment Sub-Committee noted the report <i>Post script</i> <i>DH has now confirmed that all tests are completed</i></p>	

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9	<p>Inspection Action Plan – Property Services</p> <p>LP presented the report. Sub-Committee will receive monthly updates.</p> <p>AT asked if R18 - Availability of repair appointments across service areas including flexibility of weekend/evenings has been extended across normal services. LP will be checking viability; timescale for this action is June 2007. LP reported Eastlands and Willow Park had abandoned their schemes.</p> <p>MB asked why R25 and R26 are included in this plan. LP reported that they overlap both Sub-Committees. Further work has been completed regarding BME Tenants reporting a worse service in the Tenant Satisfaction Survey. Results are awaited. Manchester Working are implementing the Diversity Work Book completed by Northwards staff. Discussions will be undertaken with other contractors regarding implementation of the Diversity Work Book.</p> <p>MB enquired if Northwards database of communication preference will be shared with Manchester Working. LP confirmed this will be shared.</p> <p>RCL asked if implementation of Civica IT system (R32 and R33) is on plan. LP confirmed this was a two stage implementation, 5 March and 19 March 2007 and is on track.</p> <p>MB enquired why R12- Link between Northwards Business Plan and North Manchester Regeneration Partnership is being overseen by Neighbourhood and Quality Services Sub-Committee and not Procurement and Property. LP agreed that some aspects are covered by both Sub-Committees. Social and local econ adv from the contract will be reported to the Sub-Committee e.g. Manchester Working apprentices will be reported to Procurement and Property Sub-Committee.</p> <p>Sub-Committee noted the current update of the Inspection Action Plan.</p>	
10	<p>Business Plan 2006- 2016</p> <p>LP presented the report, following comments by Sub-Committees the plan will go the Board in March for approval.</p> <p>AT requested that Manchester Agreements be added to 4.2 and that 4.7 On Call standards should include “politely”</p> <p>Numbering of the document needs to be corrected from 4.7.</p> <p>Sub-Committee agreed the plan</p>	LP
11	<p>Northern Housing Challenge Proposal Outcome Update</p> <p>See confidential minutes</p>	
12	<p>Any Other Business</p>	

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	There was no any other business.	
13	Date and Time of Next Meeting The next meeting will be held on Wednesday 28th March 2007 at 4.30pm . The venue for the meeting is Hexagon Tower Board Room	
14	End of Meeting The meeting closed at 6.35pm	