

Northwards Housing – Procurement and Property Sub-Committee Meeting

Hexagon Tower

Wednesday 25th April 2007 at 5.00 pm

Chair: Richard Lockwood

Present

Richard Lockwood (RCL)	Board Member
Sue Ratchford (SR)	Board Member
Anna Trotman (AT)	Board Member
Harvey Norton (HN)	Board Member
Michelle Blakeley (MB)	Board Member
Pat Glazebrook (PG)	Co-optee

In Attendance

Larry Patrick (LP)	Director of Property Services
Sue Sanderson (SS)	Principal Surveying Service Manager
Greig Lees (GL)	Investment Strategy Manager
Matt Roberts (MR)	Senior Asset Procurement Manager
David Heys (DH)	Technical Services Manager
Diane Roberts (DR)	Governance Support Officer (Minutes)

Observers None

ITEM	SUBJECT	ACTION
1	Welcome and Introductions Quorum confirmed.	
2	Apologies for Absence None	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising There were no declarations of interest. No confidential items. Equality and Diversity matters arising will be covered under relevant agenda items. Eric Hobin – LP gave tribute to Eric, he was well regarded and will be missed by the Sub Committee. A minute silence was held in memory of Eric.	
4	Minutes of Previous Meeting 28th March 2007 AT asked that minutes of 28 February be corrected to read Victoria Avenue East. 6d AT had requested that the number of reduced specification kitchens in stock be reported.	SS

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5	<p>Matters Arising</p> <p>6c Digital Television – LP reported that the benchmarking exercise is in progress.</p> <p>6h Improving Choice for Residents and Improving Value through Gas or Electric Fire Choice – MR to check cost for re-decoration as this may be a preferred option. MR to report back to the next meeting.</p> <p>6a Project 07098 Victoria Square – DH indicated that the report has been sent to HN.</p> <p>6b Northwards Housing Capital Programme KPIs LP and DH are to attend meetings with contractors.</p> <p>6b Customer Satisfaction – MR reported that the contractors have been instructed to provide envelopes.</p> <p>7a Responsive Repairs Performance Indicator Report SS reported that she has been unable to locate details about the fallen the wall. SS to speak to the LSO. LP suggested that SS contact Councillor Cooper.</p> <p>SS reported that compensation had been offered to the tenant with the faulty central heating valve.</p> <p>SS reported that the target for NHL084 is currently in negotiation with the contractors – currently discussing 97%/98% target.</p> <p>7b Repairs and Improvement Task Group Report SS reported that the task group met last Friday. Sub-Committee request to change reports will be carried out.</p> <p>9 Action Plans SS circulated a report on rechargeable void repairs. Current data does not differentiate between void and day to day repairs. The total recovered to date is £27,000.</p> <p>10 Any Other Business It was reported that the independent inspection on Sommerton Court and other affected blocks will be completed by 17th May. 3 Windows on Liverton Court are to be removed and tested. A newsletter to go out next week. Russell and Kentmere Courts may also be tested. AT queried whether the windows which are removed are immediately replaced. LP confirmed that this is the case.</p> <p>HN asked what the cost of testing is. MR reported this is £1,000 for each window .</p> <p>AT questioned how removing the windows will solve the problem if they are badly fitting. LP explained that there are different scenarios possible and to establish who is at fault it is important to carry out the test. MR indicated that the independent inspectors will also do site tests.</p>	<p>MR</p> <p>SS</p> <p>SS</p>
6	<p>Capital Programme</p>	
	<p>LP announced that MR is leaving Northwards to join Salix – a new ALMO in Salford. LP thanked MR for his contribution, particularly around the framework agreement work. The next</p>	

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	<p>be recalculated on the new basis. BV63 – Target 71%, Actual 69.7% - MR explained the change in the scoring system. NHL049 – 70% - This has improved. NHL050 – 43% - an increase of 13% on last month. MHL033 – 97.5% NHL 093 – 97% NHL094 – 100% NH095 – 98% MR reported the above four indicators have exceeded target.</p>	
	<p>6c Proposal to Install Photovoltaic (Solar) Panels onto 19 Multi-Storey Blocks across North Manchester GL presented the report. GL reported that we are seeking match funding also that the three Monsall blocks are now included, a total of 19 tower blocks. We have also requested two other Contractors to provide quotations to ensure best value.</p> <p>RCL queried the assumptions of page 7 of the British Gas Report, GL indicated that these are being surveyed.</p> <p>AT queried the amount of electricity produced. GL indicated that it would result in savings of £6759 per annum, these savings, less any warranty costs, would be distributed to the TAs/residents to be spent on the local environment.</p> <p>HN questioned whether Northwards currently pay the bills, GL confirmed that this is the case. He also asked if costs for off-setting to a company had been investigated, GL agreed to investigate this. AT agreed that there will be savings in the long term, but there is a cost to implement. HN stated that this is not going to be self financing scheme, but an investment which will reduce carbon dioxide emissions.</p> <p>LP indicated that this will be a KLOE on future inspections (number of homes with green power). This will help to meet this target as a high percentage of stock will have energy efficiency. HN asked GL to check the level of electricity required to sell back to the supplier.</p> <p>HN queried the timescale for implementation. GL indicated that the funding needs to be spent by the end of 2008 we therefore plan to implement this year.</p> <p>Procurement and Property Sub Committee approved the report and recommended that the Board approve the funding.</p>	<p>GL</p> <p>GL</p>
7	Responsive Maintenance	
	<p>7a Responsive Repair Performance Report SS updated the sub committee regarding the current data</p>	

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	<p>collection problems. The situation has improved but there is still room for further improvement. LP informed the Sub Committee that Civica has 'speeded up', ringing back with appointments is less and there are more direct bookings are being taken. LP indicated that the system is much better now that the new system is bedding in. Call monitoring is now installed and a queuing system is in place.</p> <p>Manchester Working and Northwards worked together to ensure that operatives were still delivering the service which resulted in a better service for Northwards tenants.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
8	<p>Servicing</p>	
	<p>8a Gas Servicing Report DH reported that Promaster has not yet been implemented due to the problems with Civica. HN asked if there were any issues the Sub-Committee should be concerned about that could be detected without the usual data. DH confirmed that the programme is on track and we are confident that we are delivering the service</p> <p>DH & CH to meet with Promaster ICT Manager.</p> <p>Procurement and Property Sub Committee noted the report.</p>	<p>DH&CH</p>
9	<p>Action Plans</p>	
	<p>9a Inspection Action Plan LP presented the report. Any changes are highlighted in bold and italics. Other work may be completed but some information is still required. The report also includes forward reporting.</p> <p>RCL requested that Item 12 Regeneration be add to Procurement & Property. LP to ask Yvette Newton to include in the master plan.</p> <p>AT commented that the report was clear and easy to understand. She asked that completed items be highlighted.</p> <p>Procurement and Property Sub Committee noted the report.</p> <p>9b Technical Services Team Improvement Plan DH presented the report. This is the end of year final statement. New plans are being drawn up for the May meeting. Procurement and Property Sub Committee noted the report.</p> <p>9c Surveying Services Team Improvement Plan SS presented the report. SS indicated that any new additions will be in italic and bold. AT asked for clarification regarding City Solicitor (pg 11). SS to reword.</p>	<p>LP</p> <p>LP</p> <p>DH</p> <p>SS</p>

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	<p>Procurement and Property Sub Committee noted the report.</p> <p>9d Action Plan 2007/08 – To improve KPI performance at Hammerstone Road Depot LP reported that there has been a major change. The service has been split the between responsive maintenance and servicing. It is anticipated that this will make improvements. AT queried which schemes are having replacement CCTV. SS to investigate and report back. SS raised concerns about maintenance and monitoring. Procurement and Property Sub Committee noted the report.</p> <p>9e Team Improvement Plan 2007/08 – to improve the ratio of planned to responsive spend. This a joint report from SS & DH. SS will take the report to the task group as part of the consultation. SS stated that she would welcome any new ideas. Procurement and Property Sub Committee noted the report.</p> <p>9f Action Plan to reduce emergency repairs 2007/08 SS – January last data. On Call order almost all repairs so this is a joint plan. AT raised concerns around emergency repairs to boilers/hot water. She is concerned that this is not considered an emergency for certain vulnerable people. SS indicated that this has been investigated. It is already in the On Call script to check if the tenant is vulnerable. HN queried whether technology could help to identify vulnerable people. LP stated that yes it could, but only if survey information has been returned and unfortunately our response rate is very low. Tara Kelly has a plan to refresh this data. Procurement and Property Sub Committee noted the report.</p> <p>9g Investment Strategy – Team Improvement Plan 2007/08 GL reported that this has been updated to the year end. MB asked if GL could avoid the use of acronyms. Procurement and Property Sub Committee noted the report.</p> <p>9h Asset Management and Procurement – Team Improvement Plan 2007/08 MR reported that this has been updated to the year end. DH suggested that a key for acronyms should be at the bottom of the report. HN queried the Aids and Adaptations protocol. MR reported that this was completed and distributed. SS stated that Occupational Therapist’s will be delivering training for responsive and capital surveyors.</p> <p>RCL raised difficulty with access of satisfaction survey. DH reported this is now resolved.</p>	<p>SS</p> <p>SS</p>

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	Procurement and Property Sub Committee noted the report.	
10	<p>Any Other Business LP gave an update of issues raised at Riverways Area Panel by Councillor Flanagan regarding Waites standard of work and health and safety of tenants. Cllr Flanagan felt this was so serious that he had no choice but to raise the issues at the Area Panel. LP noted Cllr Flanagan's issues with concern and it was agreed that Northwards staff would meet him on site the following morning. Cllr Flanagan told the panel that in all six houses he had looked at, it was possible to put fingers behind the sockets and turn light switches 360 degrees. LP was very concerned about health and safety, and said that we needed to take the health and safety very seriously indeed.</p> <p>Steve Kirkham is to prepare a full report for the next Riverways Panel. The report will include the following:</p> <ol style="list-style-type: none"> 1. Minutes of the Panel – which document the issues raised. 2. Report on the condition of the 6 Houses visited with Cllr Flanagan 3. Checks of all handed over properties (approximately 20) and report condition. LP reported that a number of complimentary thank you letters had been received. 4. Conclusions and further action. <p>LP stated that there were issues but the contractor has agreed that these will be rectified and these could have been dealt with easily if we had been informed.</p> <p>LP to formally take the report to the Riverways Area Panel and to Councillor Newman.</p> <p>PG noted that difficulties contacting contractors was also raised, LP reported that the usual TLO (Tenant Liaison Officer) had been on leave for 2 weeks but cover had been provided.</p> <p>RCL noted that Manchester Working's TLO's have been moved from operational to customer service division to assist with TLO duties to be defined and independent.</p>	<p style="text-align: center;">SK</p> <p style="text-align: center;">LP</p>
8	<p>Date and Time of Next Meeting The next meeting will be held on Wednesday 23rd May 2007 at 5.00pm. The venue for the meeting is Hexagon Tower Boardroom</p>	
9	<p>End of Meeting The meeting closed at 6.45 pm</p>	