

# Northwards Housing – Procurement and Property Sub-Committee Meeting

## Hexagon Tower

Wednesday 25<sup>th</sup> July 2007 at 5.00 pm

Chair: Richard Lockwood

<b>Present</b>	Richard Lockwood (RCL) Anna Trotman (AT) Mark Hackett (MH) Sue Ratchford (SR) Michelle Blakeley (MB) Pat Glazebrook (PG)	Board Member (Chair) Board Member Board Member Board Member Board Member Co-Optee
<b>In Attendance</b>	Larry Patrick (LP) Greig Lees (GL) Sue Sanderson (SS) Steve Kirkham (SK) Claire Hopkins (CH) Claire Tyrrell (CT)  Emma Foster (FT)  Julie Wilson (JW)  Lyndsay Allen (LA)	Director of Property Services Investment Strategy Manager Principal Surveying Service Manager Technical Team Leader Principal Programme Planning Manager Principal Local Services Manager – Cheetham Office (Part) Principal Local Services Manager – Monsall Office (Part) Principal Local Services Manager – White Moss Road Office (Part) PA to Larry Patrick (Minutes)
<b>Observers</b>	None	

ITEM	SUBJECT	ACTION
1	<b>Welcome and Introductions</b>  RCL welcomed everyone to the meeting and introduced Councillor Mark Hackett as the new Sub Committee Member.  Quorum confirmed.	
2	<b>Apologies for Absence</b>  David Heys, Paul Maidment	
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.	

ITEM	SUBJECT	ACTION
6	Capital Programme	
	<p><b>6c Environmental Improvements</b> Item 6c was taken out of order by agreement.</p> <p>Each PLSM gave a detailed report on their area, issues raised were;</p> <p><b><u>Fourways (JW)</u></b> Approved schemes were:</p> <ul style="list-style-type: none"> <li>• <b>Multis (Charlestown Ward) – Cartmel Court, Handrail for path onto Victoria Avenue</b> – MH stated that the report should read Victoria Avenue East, and not Victoria Avenue as stated. JW to amend.</li> <li>• <b>Rusland Court – Build low rise wall at the side of entrance</b></li> <li>• <b>Gayton Walk – Install security gate to front ginnel</b></li> <li>• <b>Garage Sites – create parking facilities on demolished garage sites</b></li> <li>• <b>Central Play Facility – Create a central based play facility.</b></li> <li>• <b>Whitemoss Gardens, Sheltered Accommodation – create a patio area in the gardens</b></li> <li>• <b>Junction of Belthorn/Charlestown Road Area – Contribute to new fencing</b></li> <li>• <b>Pinfold Ave / Dalham Ave – Install wrought iron fencing on top of existing walls</b></li> <li>• <b>Booth Hall Road/ Euston Road – Kick rail to be installed around the quadrant.</b></li> <li>• <b>Lander Grove – Repair and replace fencing to rear of Lander Grove backing onto green space</b></li> <li>• <b>Steps around Dam Head Estate – Fit appropriate hand-rails to steps throughout the estate</b></li> <li>• <b>Dam Head Park – Older persons play facility</b></li> <li>• <b>13-17 Whitehall Drive – Perimeter fencing</b></li> <li>• <b>Halliford Road cottage flats – Perimeter fencing</b></li> <li>• <b>Cobham Avenue – Re-instate gardens to include a land-locked piece of land</b></li> <li>• <b>Colesmere Walk – Car park facility</b></li> <li>• <b>Moston Court – Front garden improvement scheme</b></li> </ul> <p><b>Communal Gardens for Sommerton and Cartmel Court (Charlestown Ward)</b> – There was discussion around this scheme which was not approved by the Panel. MH stated that £200k seems a lot of money to give, when the residents have already put in considerable effort and made excellent progress. MH felt that a smaller sum should be allocated to this scheme. LP indicated that this same issue had been discussed at the Area Panel the previous week and the panel had agreed that a smaller amount be allocated. Sub Committee <b>agreed</b> to cost and</p>	JW

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	<p>consider a more modest scheme.</p> <p><b><u>Riverways (EF)</u></b>  Approved schemes were;</p> <ul style="list-style-type: none"> <li>• <b>2-16 Gilmerton Drive and 47-63 Briscoe Lane – Provide 1.8m high metal palisade fencing with double gates to allow for grass cutting</b></li> <li>• <b>Shiredale Estate – Provide defensible space to numerous addresses across the estate.</b></li> <li>• <b>Queensferry Estate – Provide defensible space to properties that require it throughout estate.</b></li> <li>• <b>Winston Road – Provide metal fencing and gates to certain addresses.</b></li> <li>• <b>Winston Road – landscaping and metal fencing</b></li> <li>• <b>St Wilfred’s School boundary and Woodgarth Avenue – Provide metal fence to school line boundary on our land and metal fencing to rear of Hopgarth Walk/</b></li> <li>• <b>Kingsbridge Play Area – Turn former garage demolition site into communal garden area.</b></li> <li>• <b>Orford Road Play Area – Install/redevelop play area providing flood lighting, basket ball court, football pitch.</b> - EF informed the Sub Committee that the Youth Club are seeking a grant from the Youth Strategy Forum to contribute to the scheme. LP stated that he has received written confirmation from Eamon O’Rourke (MCC) stating that they will contribute £20k to the scheme, and in addition, Northwards will not be asked to contribute towards the maintenance of the pitch once completed. EF also indicated that Sports Development have agreed to put on regular activities at the site once completed.</li> <li>• <b>Troydale Play Area – Provide play area to Troydale Estate</b> - EF stated that the Troydale TA are to seek part funding for the scheme, and also get MCC to agree to provide maintenance to the site once completed.</li> <li>• <b>Culcheth Lane – Provide fencing to 1-15 Alminstone Close, 13-29 William Lister Close and 20-26 Warnford Close</b></li> <li>• <b>Eastmoor Drive – Provide defensible space to properties through out estate.</b></li> <li>• <b>Routledge Walk – Provide metal fencing to 54 addresses</b></li> </ul> <p>RCL asked what they intend to do with the £106k which has not been allocated. EF indicated that they will hold on to the funds to cover any unforeseen costs/extras which may arise during the two year programme.</p> <p><b><u>Wilton (CT)</u></b>  Approved schemes were;</p>	

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	<ul style="list-style-type: none"> <li>• <b>Cheetham Hill Centaur Way – Re-landscape are and provide improvements to five a side pitch. Reinstate path area, with pathways and seating.</b></li> <li>• <b>Queens Road Maisonettes – Improve external environment to complement capital environmental works.</b></li> <li>• <b>Hendham Vale – Play area /football pitch – refurbishment</b></li> <li>• <b>53-69 Northridge Road- Provide fencing and gates to rear gardens. Gardens back on to open land – AT queried the cost for this scheme – seems high for a small number of properties. CT stated that this figure is only an estimate and the exact figure is expected to be lower.</b></li> <li>• <b>Northridge Road – Convert part of green into car parking.</b></li> <li>• <b>Weldon Drive – Convert part of green into car parking.</b></li> <li>• <b>Cooper Lane/Alworth Road/Royden Ave – Clear no mans land of sever overgrowth and reinstate gardens to original boundaries.</b></li> <li>• <b>Ruthin Avenue – Provide steel palisade fencing to flats.</b></li> <li>• <b>Victoria Avenue/Junction Acre Top Road – Build low maintenance rockery</b></li> <li>• <b>Torcross Road and Finningley Road – Create car parking bays on green.</b></li> <li>• <b>Riverdale – Wroxham Road – Remove overgrown hedging and shrubs</b></li> <li>• <b>Riverdale – Sandyhill Court – Extend existing car park landscape and provide seating area.</b></li> <li>• <b>Munn Road/Ruthin Avenue/Acre Top Road Flats – Replace communal front doors.</b></li> <li>• <b>Central House, Victoria Avenue – Renew Parking area</b></li> <li>• <b>Cheetham Hill, Temple Square – Refurbish footpaths, renew tarmac, replace broken flags.</b></li> </ul> <p>CT stated that there is £51k unallocated. If they can source some additional funding they will look at completing the Waterloo West Estate scheme which is currently a ‘maybe’ on the chart.</p> <p><b>Procurement and Property Sub Committee approved all the recommendations made by the three Area Panels.</b></p> <p><b>JW, CT &amp; EF left the meeting.</b></p>	
4	<p><b>Minutes of Previous Meeting</b>  <b>27<sup>th</sup> June 2007</b></p> <p>The minutes were approved as a correct record, subject to the spelling of MB’s name being corrected and ‘Chair’ being added to RCL’s name.</p>	

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5	<p><b>Matters Arising</b>  <b>5 Matters Arising from minutes of 23<sup>rd</sup> May 2007</b></p> <p><b>7a Responsive Repair Performance Report</b>  SS indicated that the new target proposals are included in this months report.</p> <p><b>Minutes of 27<sup>th</sup> June 2007</b>  <b>6a Traffic Light Report – Capital Investment Programme</b>  It was reported that the issue raised by AT regarding kitchen replacements being done using the wrong specification has now been resolved.</p> <p><b>6b Northwards Housing Capital Programme KPIs</b>  CH confirmed that the review of the targets is included in this months report.</p> <p><b>7a Responsive Repair Performance Report</b>  SS confirmed that the void rent loss figure has been investigated and amended for this months report.</p> <p><b>8a Gas Servicing Report</b>  Developments of the Health and Safety Executive – Gas Installer Registration for private landlords – this is an ongoing issue and DH will continue to monitor and report back if required.</p>	DH
6	<p><b>Capital Programme</b></p> <p><b>6a Traffic Light Report – Capital Investment Programme</b>  SK presented the report. SK indicated that the performance on several of the schemes has been affected by the unusually bad weather we have been experiencing, however SK indicated that he is confident that we will still meet our targets. The following schemes were discussed;</p> <p><b>32143</b> – The issues on this estate have been highlighted in the local press. LP indicated that there is a new scheme manager in place and we are aiming to have the backlog of work cleared by 6<sup>th</sup> August.</p> <p><b>32117</b> – This scheme has been affected by the weather, also by vandalism and various other issues.</p> <p><b>34087</b> – This scheme is progressing well.</p> <p><b>34051</b> – This scheme is progressing well.</p> <p><b>34081</b> – This scheme is progressing well.</p> <p><b>32159</b> – This scheme is progressing well.</p> <p><b>Queensferry</b> – This scheme has been adversely affected by the poor weather conditions.</p> <p><b>Newton Heath</b> – This scheme has been adversely affected by the poor weather conditions.</p>	

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	<p><b>Part 3 of the report</b></p> <p><b>34088</b> – It was highlighted that the target cost for this scheme was actually £103k over budget, not £55k as stated in the report</p> <p><b>34069</b> – AT queried how kitchen and bathroom replacement can affect the cost for an external improvement scheme? LP stated that this was an issue which was raised with the Board, the reasoning was that cladding had been put on the walls of the properties, and it was necessary to replace the boilers at the same time. It was therefore considered that it would be best to get everything completed at one time, rather than doing half the work and going back at a later date. AT recalled the Board approval for this.</p> <p><b>Procurement and Property Sub Committee noted the report</b></p>	
	<p><b>6b Northwards Housing Capital Programme KPIs</b></p> <p>CH presented the report and proposed the following target changes;</p> <p><b>KPI 1</b> – Propose to increase from 8 to 9 for 2007 / 08. Sub Committee <b>agreed</b> this increase.</p> <p><b>KPI 2</b> - Propose to increase from 8 to 9 for 2007 / 08. Sub Committee <b>agreed</b> this increase.</p> <p><b>KPI 3</b> - Propose to increase from 8 to 9 for 2007 / 08. Sub Committee <b>agreed</b> this increase.</p> <p><b>KPI 4</b> - Propose to increase from 7.5 to 8.5 for 2007 / 08. Sub Committee <b>agreed</b> this increase.</p> <p><b>KPI 5</b> - Propose to increase from 7.5 to 8.5 for 2007 / 08. Sub Committee <b>agreed</b> this increase.</p> <p><b>KPI 6</b> - Propose to increase from 7.5 to 8.5 for 2007 / 08. Sub Committee <b>agreed</b> this increase.</p> <p><b>KPI 7</b> – This is a new KPI, and it was proposed to set the target at 8 for 2007 / 08. Sub Committee <b>agreed</b> this target.</p> <p><b>KPI 8</b> - This is a new KPI, and it was proposed to set the target at 8 for 2007 / 08. Sub Committee <b>agreed</b> this target.</p> <p><b>KPI 9</b> - This is a new KPI, and it was proposed to set the target at 5% for 2007 / 08. Sub Committee <b>agreed</b> this target.</p> <p><b>KPI 10</b> - This is a new KPI, and it was proposed to set the target at 85% for 2007 / 08. Sub Committee <b>agreed</b> this target.</p> <p><b>KPI 11</b> - This is a new KPI, and it was proposed to set the target at 2% for 2007 / 08. Sub Committee <b>agreed</b> this target.</p> <p><b>KPI 14</b> - This is a new KPI, and it was proposed to set the target at 80% for 2007 / 08. Sub Committee <b>agreed</b> this target.</p> <p><b>BVPI184b</b> and <b>BVPI63</b> are both on target for the end of the year.</p> <p><b>NHL050</b> - We are still unable to produce data on this KPI as Promaster is not yet up and running, however it is believed that we are on target for the end of the year.</p> <p><b>Procurement and Property Sub Committee agreed the new</b></p>	

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	<p><b>targets for 2007/08 and noted the KPIs.</b></p>	
	<p><b>6d Working in Private / Leaseholder Properties</b>  LP presented the report. LP stated that the procedure has been agreed with IMPACT Manchester contractors, and will also be offered to Southways and Parkway Green tenants so they will have benefited from Northwards work.</p> <p>Wherever NH properties are being externally improved, the same improvements will be offered to owner occupiers and leaseholders in the area. The work must be paid for upfront via a payment to an independent fund and this payment will then be released to the contractor once the work has been completed.</p> <p><b>Procurement and Property Sub Committee noted the recommendations set out within the report.</b></p>	
	<p><b>6e Consistency of Central Heating Boiler Replacement across Northwards</b>  LP presented the report. The report proposes to fit a combination condensing boiler where ever possible and only fit a traditional condensing boiler where there is high domestic hot water usage or external circumstances such as poor water pressure. It was also highlighted that a combination condensing boiler is significantly cheaper to install than a traditional condensing boiler.</p> <p><b>Procurement and Property Sub Committee approved the recommendations set out within the report and noted the potential for efficiency.</b></p>	
7	<p><b>Responsive Maintenance</b></p>	
	<p><b>7a Responsive Repair Performance Report</b>  SS presented the proposed targets. SS informed the Sub Committee that we still have minor IT difficulties.  SS reported that there are five further KPI targets to be agreed.  <b>MHL045 % rent lost through LA dwellings becoming vacant</b> – Proposed target was 2.5%. Sub Committee <b>agreed</b> this target.  <b>BV212 Average relet times for LA dwellings let in the financial year-</b> proposed end of year target was 35 days. Sub Committee <b>agreed</b> this target.  <b>NHLXX (formerly BV211a) Total repairs expenditure on planned repairs/maintenance compared to expenditure on responsive repairs</b> – proposed target was 70%. Sub Committee <b>agreed</b> this target  <b>NHLXX (formerly BV211b) Expenditure on emergency/urgent repairs compared to expenditure on non urgent repairs</b> – proposed target was 18%. Sub Committee <b>agreed</b> this target.  <b>NHLXX % of properties empty in relation to total stock</b> proposed end of year target was 2.5%. Sub Committee <b>agreed</b> this target.</p>	

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	<p><b>Procurement and Property Sub Committee noted the report and approved the proposed KPI targets for 2007/08.</b></p>	
	<p><b>7b Feedback on Repairs and Improvements Task Group</b>  SS presented the report and asked for any comments/feedback;  <b>Item 3.2 Complaints</b> – AT stated that the ‘These are then monitored to gain’ section should also include Identified Trends. SS to amend.  <b>Item 3.3 Customer Care</b> – MB queried whether any consultation will be done with tenants. SS to arrange for Carol Iddon to attend the Area Panels.  <b>Item 3.4 Customer Satisfaction</b> – MB asked if an article could be put into Northwards Natter to provide information about IMPACT Manchester. SS to arrange.</p> <p><b>Procurement and Property Sub Committee noted report.</b></p>	<p><b>SS</b>  <b>SS</b>  <b>SS</b></p>
	<p><b>10b September 2007 – Early Eve/Saturday morning appointment trial- Responsive repairs/Wilton Area Panel districts.</b></p> <p>Item 10b was taken out of order by agreement.</p> <p>SS presented the report as an update on the proposals. SS stated that we will work closely with On Call. AT queried how tenants will be informed of this extra service. SS indicated that the script at On Call will be amended so tenants are informed.</p> <p><b>Procurement and Property Sub Committee noted the report.</b></p>	
8	<b>Servicing</b>	
	<p><b>8a Gas Servicing Report</b>  SK presented the report. SK stated that we are still having minor IT problems and do not yet have Promaster. This is expected to be operational in 2 or 3 months time.  NHL091 – Performance for June 07 was 99.4, this is the highest it has been within the past twelve months.  NHL092 – LP reported that the 4 outstanding properties indicated on the report have now been issued with gas safety certificates. We are therefore up to date as at 13<sup>th</sup> July 07.</p> <p><b>Procurement and Property Sub Committee noted the report.</b></p>	
9	<b>Action Plans</b>	
	<p><b>9a Inspection Action Plan – Property Services</b>  LP presented the report. It has been agreed with RCL that the full report will be taken to the Sub Committee every quarter, with the shorter action update report being taken in between.</p>	

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	<p>LP indicated that the main changes are the leaseholder procedure (item 6d) and the evening/weekend repairs (item 10b) which have both already been approved by the sub committee.</p> <p>The main cause of delay as reported to the last Board are IT issues.</p> <p><b>Item 61</b> - MB queried when the pilot will commence. LP stated that this is being held up due to IT issues.</p> <p><b>Procurement and Property Sub Committee noted the report.</b></p>	
	<p><b>9b Programme Planning Team Improvement Plan</b> CH presented the report and asked for comments.</p> <p>No comments were given</p> <p><b>Procurement and Property Sub Committee noted the report.</b></p>	
10	<b>Any Other Business</b>	
	<p><b>10a Housing Corporation – Housing Management Accreditation scheme</b> LP presented the report. This is excellent news for Northwards. The accreditation now means that we are able to manage other RSL owned properties within our area, and work with regeneration partners to develop and manage new social housing. AT was unclear how this would work, LP explained that we would receive a management fee, just as we do from MCC.</p> <p><b>Procurement and Property Sub Committee noted the report and asked for their thanks to be passed on to Greig Lees.</b></p>	
11	<p><b>Date and Time of Next Meeting</b> The next meeting will be held on <b>Wednesday 29<sup>th</sup> August 2007 at 5.00pm</b>. The venue for the meeting is Hexagon Tower Boardroom</p>	
12	<p><b>End of Meeting</b> The meeting closed at 6:50 pm</p>	