

Northwards Housing – Procurement and Property Sub-Committee Meeting

Hexagon Tower

29 May 2008 at 5.00 pm

Chair: Anna Trotman

Present

Anna Trotman (AT)	Board Member (Chair)
Sue Ratchford (SR)	Board Member
Michelle Carmichael (MC)	Board Member
Mark Hackett (MH)	Board Member
Pat Glazebrook (PG)	Co-Optee

In Attendance

Larry Patrick (LP)	Director of Property Services
David Heys (DH)	Head of Home Improvements (Fourways)
Greig Lees (GL)	Regeneration Manager
Claire Hopkins (CH)	Head of Programme Planning and Asset Management
Diane Roberts (DR)	Governance Support Manager (Minutes)

Observers Paul Scott (Part)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions, Confirm Quorum Quorum confirmed.	
2	Apologies for Absence David Leah Present: Paul Scott, Director of Fire and Risk Engineer at Faber Maunsell – Northwards Risk Assessment	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising There were no declarations of interest. Equality and Diversity matters arising will be covered under relevant agenda items. Item 7b is confidential.	
4	Fire Risk Assessments of Selected Properties – Presentation by Paul Scott, Faber Maunsell Paul Scott gave a presentation detailing the new law and responsibilities covering common areas. Simon Roffey is qualified and has been identified as Northwards Competent Person. LP is the responsible person.	

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	<p>Paul said that Northwards are advanced and are very satisfactory in their compliance with the laws.</p> <p>Northwards Fire Action plan has been assessed and the following action points have been highlighted;</p> <ul style="list-style-type: none"> • Compliance fire doors, compartmentalisation, fire alarm/detection • Links to the fire service • Trained competent fire management procedures • Raising internal awareness <p>Further recommendations were made as follows:</p> <ul style="list-style-type: none"> • Personal Emergency Plan • Security and separation of refuse storage – in progress • Dry riser availability – to be done • Staff Fire Safety Training – being organised <p>The way forward is;</p> <ul style="list-style-type: none"> • Completion of records for each property • Maintenance programme • Flag high risk by call centre • Training of staff <p>LP indicated that the Fire Risk Assessment Plan will be brought to the next meeting. This presentation gave background to the plan.</p>	<p>LP</p>
5a	<p>Minutes of Previous Meeting – 23 April 2008 The minutes were approved as a correct record.</p>	
5b	<p>Matters Arising</p> <p>Co-optees and Quorum DR and AT noted that this was approved at the last Board meeting.</p> <p>5b Community Regeneration Strategy GL indicated that this has been included as an agenda item.</p> <p>6a Traffic Light Report SK indicated that this has been included as an agenda item.</p> <p>6b Northwards Housing Capital Programme KPIs PM indicated that this is included in the monthly progress report</p>	

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	<p>on the Capital Programme.</p> <p>6f Office of Fair Trading (OFT) investigation into Alleged Price Rigging in the Construction Sector LP updated the Sub Committee on this issue. LP explained about the select list, There are 2 strands to the investigation.</p> <p>7a KPI Performance Data – Responsive Repairs LP stated that there has been a high cancellation on repairs. MWL have now agreed not to do any cancellations. AT requested a quality trend report. LP indicated that he has written to MWL and an action plan is now in place.</p>	
6	Capital Programme	
	<p>6a Home Improvements Programme – Monthly Progress Report DH presented the report. Agenda is to be updated with revised title.</p> <p>Progress – there has been an increase in the slight concern section. This is due to refused access and is now being caught up.</p> <p>Contractors Performance is satisfactory</p> <p>MH indicated that the Panels visit to Moston Mill raised concern that work had been cancelled and concerns about progress. MH stated that the high customer satisfaction figures in the reports are not mirrored by the views of the tenants he met. DH indicated that the report is based on very few returned forms. A newsletter is being sent to tenants in the area to explain the confusion. MH was concerned that those who are dissatisfied do not return their forms. MH also indicated that he felt the communication to some of the area had not been adequate. DH noted this comment and agreed that it can be improved upon. DH to copy letter to local members.</p> <p>Project 34091 SR used for an example query. 10 handovers / 21 questionnaires. DH explained that the contractors sometimes ask for tenants to complete prior to Northwards taking the handover. DH will rectify this.</p> <p>Project 34092 AT queried the problems with the telecom company. A further investigation is to be carried out by Northwards.</p> <p>Project 34088 AT – queried why paint and repair is included when UPVc windows are installed. DH reported that not all</p>	<p>LP</p> <p>DH</p> <p>DH</p>

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	<p>timber is removed. LP reported this also includes fencing work repairs and painting, and repairs to existing UPVC windows.</p> <p>Procurement and Property Sub Committee noted report.</p>	
	<p>6b Northwards Housing Capital Programme KPIs CH presented the report. CH indicated that the report includes a breakdown by contractor and direction of travel.</p> <p>MH queried if there is any significant difference in the individual contractor performance? CH explained that future cumulative reports will show any trends.</p> <p>Procurement and Property Sub Committee noted the report.</p>	<p>CH</p>
	<p>6c Home Improvements Programme – Progress Report to End of 207/08 Financial Year</p> <p>CH presented the report.</p> <p>CH indicated that there has been a slow start but spend is now on target. 10 allocated projects have been completed and we are above target for Decency due to acceleration. Tenant Satisfaction has exceeded target.</p> <p>A report detailing the 2011/12 Programme will be brought to the Sub Committee in July or August 08.</p> <p>Procurement and Property Sub Committee noted the report</p>	<p>CH</p>
	<p>6d Energy Performance Certificates CH presented the report.</p> <p>LP will take this report to the HR & Equality Sub Committee as it involves the creation of a new post.</p> <p><i>Procurement and Property Sub Committee recommended to the HR & Equality Sub Committee that a trained Assessor is employed to produce EPC's in house and that this is recommended to the Board.</i></p>	
	<p>6e Walker Road – Window Replacement Scheme LP explained that the original stock condition did not identify this work. The current one has. In order to make decent, work needs to be done. This would require scaffolding again if it had not been incorporated into the current scheme. There are other programmes which have savings to off set this overspend.</p> <p>Procurement and Property Sub Committee noted the report</p>	

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	<p>and the explanation of the overspend and rationale of the amalgamation of these works into a single project.</p>	
7	<p>Responsive Maintenance</p>	
	<p>7a KPI Performance Data – Responsive Repairs LP presented the report.</p> <p>NHL 803 – LP is investigating, there appears to be no shortage of diary appointments and it may be a software problem at On-Call. MH queried if there is any evidence of seasonal adjustments? Some want a convenient time and so this would provide a quality service. LP stated that this is the PI showing lowest performance – it will be investigated and dealt with.</p> <p>NHL 810 – Slipped – number of back-log repairs completed and larger number of repairs completed.</p> <p>NHL811 – This shows abnormal performance and will be reported in detail at next months meeting.</p> <p>NHL 812 – Now more accurate, number of cases has increased. LP to investigate.</p> <p>NHL 813 – Seasonal result. MH – Due to climate change this may have an effect on historic results. May need to plan in different ways.</p> <p>NHL 815 – Action plan has resulted from P&P. The Sub Committee asked LP to send.</p> <p>NHL 801 – Improvement and LP hopes to see trend continue.</p> <p>NHL 808 – Post inspection team having impact and number of feedbacks has improved.</p> <p>NHL 802 – Carry forward sum due to no access cases. Budget almost spent if this is included.</p> <p>NHL 805 – The recharge element has been removed from this years budget.</p> <p>Procurement and Property Sub Committee noted the report</p> <p>7b Void Management See confidential minutes</p>	<p>LP</p> <p>LP</p> <p>LP</p> <p>LP</p>
8	<p>Servicing</p>	

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	<p>8a Gas Servicing</p> <p>The Sub Committee noted the good report.</p> <p>Procurement and Property Sub Committee noted the report</p> <p>8b Scalding Incident</p> <p>DH presented the report. This related to the case of Rhianna Hardie, last year in Cornwall who died after being scalded by a faulty immersion heater. DH stated that MWL have inspected 150 high risk properties. AT raised concern at this amount of high risk properties and the problems that could potentially occur in the future. LP indicated that part of the investigation is to replace thermostats with a cut out . DH stated that adjustments can be made to adjust the overflow pipe to prevent this problem in this type of installation.</p> <p>Procurement and Property Sub Committee noted the report</p>	
9	Regeneration	
	<p>9a Community Regeneration Strategy</p> <p>GL presented the report and indicated that the strategy has been reviewed. DL had contacted Anna to ask that the meeting clarifies the number of people who will be locally trained/employed. GL reported that this is captured elsewhere by IMACT Manchester. GL reported it is difficult to set targets in the first year but would be used as a benchmark in future years. DL had also noted that there were now clear objectives in the strategy.</p> <p>AT asked GL to email DL.</p> <p>Procurement and Property Sub Committee approved the updated Community Regeneration Strategy.</p> <p>9b Regeneration Team Improvement Plan</p> <p>GL presented the report.</p> <p>Procurement and Property Sub Committee noted the report.</p>	GL
11	<p>AOB</p> <p>None</p>	
12	<p>Date and Time of Next Meeting</p> <p>The next meeting will be held on Wednesday 25 June 2008 at 5.00pm. The venue for the meeting is Community Room, White Moss Road Local Services Office</p>	

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	SR gave her apologies for this meeting as she will be on holiday.	
13	End of Meeting The meeting closed at 7.00pm	