

Northwards Housing – Procurement and Property Sub-Committee Meeting

White Moss Road

25 June 2008 at 5.00 pm

Chair: Anna Trotman

Present: Anna Trotman (AT) Board Member (Chair)
Michelle Carmichael (MC) Board Member
Mark Hackett (MH) Board Member
David Leah (DL) ?
Pat Glazebrook (PG) Co-Optee

In Attendance: Larry Patrick (LP) Director of Property Services
Paul Maidment (PM) Head of Home Improvements (Riverways)
Steve Kirkham (SK) Head of Home Improvements (Wilton)
Andy Wood (AW) Head of Responsive and Planned Repairs
Nicola Ellison (NE) P.A. to Andy Wood (Minutes)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions, Confirm Quorum Quorum confirmed	
2	Apologies for Apologies Sue Ratchford	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising LP brought a last minute agenda item request, from Julie Wilson, Environmental Improvements for Fourways Area. Approved to add this under Item 6c. Equality and Diversity matters arising will be covered under relevant agenda items.	
4a	Minutes of Previous Meeting – 28 May 2008 Minutes show 29 May – This should be 28 th .	

	The minutes were approved as a correct record.	
4b	Confidential Minutes of Previous Meeting – 28 May 2008 The minutes were approved as a correct record.	
5a	<p>Matters Arising</p> <p>6a Home Improvements Programme – Monthly Progress Report SK confirmed newsletter has been sent to all tenants on Moston Mill and copied to local members. – Correction to Project 34088 should read Project 34082.</p> <p>6c Home Improvements Programme – Progress Report to End of 2007/08 Financial Year. PM informs report detailing the 2009/2012 programme will be brought to the Sub Committee in September.</p> <p>7a KPI Performance Data – Responsive Repairs NHL 803 – Further checks were conducted, diaries do not seem to be a problem, LP been to IT, cannot find any issues. LP Meeting Dave Fielding (On Call) next week as a flag needs to be put on the system; in order to flag Right to Repair AT asked LP if he thinks it will improve performance. LP – yes as the tenant will almost always be offered an appointment before timescale.</p> <p>NHL811 – Now normalised.</p> <p>NHL 812 – Now more accurate, increased due to 811a.</p> <p>NHL 815 – Action plan handed out by LP, being treated seriously by MWL who are reporting this to their executive management team. Appointment diary has been put in form 1 June for all new district heating jobs, Asbestos moved to diary from 16 June. Further work ongoing on major jobs such as CCTV, Engineers. This is hoped to go live from July.</p>	
6	Capital Programme	
	<p>6a. Home Improvements Programme – Monthly Progress Report</p> <p>SK Presented the report.</p>	

	<p>Progress – slight concern of 14%.</p> <p>Contractors performance is satisfactory – down to 6% sight concern.</p> <p>Overall very good performance.</p> <p>Moston Bradford Court and Livsey Street, there are a couple of issues with these scheme.</p> <p>Project 34091- 38 properties handed over not 4 as report shows.</p> <p>Project 34877 – No customer satisfaction returned for a couple of months. MWL have had some staff member changes which is the reason for this, however will be reconciled in June.</p> <p>Project 34878 – No customer satisfaction for May as per above project.</p> <p>Project 34092 – Made a start on communal kitchen, however still have an issue with roof rain in. AT asked if it was the telecoms company, SK confirmed not them now, being worked on and will; be reported at next sub committee meeting.</p> <p>Project 34094 – Handovers error should read 9 not 0. Letters and newsletters issued to all residents. Asbestos trial is ongoing, to be reported at next sub committee as a potential cost implication.</p> <p>Project 34067 – 70 -80 outstanding questionnaires – working with MWL to get these returned.</p> <p>Project 34084 – 69 Handovers not 48, May customer satisfaction return is 0.</p> <p>Project 34082 – Issues with handover and progress being addressed by PM team. AT – queried 6 ½ months extension of time what happened. PM informs as Cannons Grove and Winston Road not added in the beginning, these have added addition time, however no additional cost.</p> <p>Procurement and Property Sub Committee noted report.</p>	
	<p>6b Northwards Housing Capital Programme KPIs</p> <p>PM presented the report.</p> <p>150-200 Customer satisfaction surveys down on May’s figure.</p>	

	<p>KPI 4 – Figure 9.8 above target KPI5 – Figure 9.6 above target KPI6 – Figure 9.7 above target</p> <p>These are now broken down contractor by contractor. Waites had 30 no access properties and they have worked hard to get in, so awaiting 30 more satisfaction surveys. AT – queried did the tenants just not want to improvements, PM confirmed that some was for that reason and others due to work commitments, his team have worked hard to help residents with any arrangements and this is the reason they have gained access to 30 more.</p> <p>KPI information is now on notice boards at each office, and has been introduced to the cascade briefings.</p> <p>Procurement and Property Sub Committee noted report.</p>	
	<p>6c – Environmental Improvement Schemes</p> <p>i) Riverways Panel</p> <p>PM presented the report.</p> <p>11 Additional schemes asking for approval to be put to the board.</p> <p>Proposal 21, 5 and 3 are not being asked for approval as they include a lot of sold properties.</p> <p>Proposal 4 – AT – queried a lot of grass to be taken away – 40 to 50 properties, may need planning permission, no where for rain water to go. AT – not a very good scheme. DL- agrees it will be a real shame to lose the green. PM – Re-visit this with the residents.</p> <p>Proposal 8 – AT – queried if any ideas has been put forward to recycle the fencing being removed. PM – Emma Foster is looking at options, any ideas to be e-mailed to her.</p> <p>Proposal 15 – Normal highway – PM planning to put fencing to surrounding properties, this has been successful elsewhere.</p> <p>AT – queried if Wilton Panel have made any efficiency savings, SK/PM confirmed that some schemes are going over budget and are awaiting final costs for these as currently £47k left. MWL have had some delays in this area.</p> <p>DL – queried if one area has more cost savings than others can the budget be switched. LP/SK confirmed this was not the case.</p>	

	<p>Procurement and Property Sub Committee noted report.</p> <p>ii) Fourways Panel</p> <p>AT – queried a couple of schemes that include lighting, as Amey charge for lighting and maintenance. Has this been costed in.</p> <p>Schemes 12 & 13 – LP to confirm with David Hayes and Julies Wilson however he believes it will be for security lighting.</p> <p>Schemes 10, 11 & 16 – Will be more substantial kick rails in metal, like the irk valley design.</p> <p>Procurement and Property Sub Committee noted report.</p>	
	<p>6d Fire Action Plan</p> <p>LP presented the report.</p> <p>Follows on from last months presentation. Fair amount now complete, the highest risk element was to move the bins in our multi's.</p> <p>Confirmed actions to rest of plan.</p> <p>DL – asked if in future reports had colour differentials can they please have them printed in colour or with different symbols, in order to be able to see where things are at.</p> <p>Procurement and Property Sub Committee noted report.</p>	
	<p>6e Site Waste Management Plans (SWMP)</p> <p>LP presented the report.</p> <p>Quick report to inform Sub Committee that this is coming up in the future, work has already started.</p> <p>DL enjoyed reading this report as it is very easy to understand. LP to inform AL.</p> <p>Procurement and Property Sub Committee noted report.</p>	
	<p>6f Amendments to Multi-Story Photovoltaic (PV) Project</p> <p>LP presented the report.</p>	

	<p>This report has been brought to sub committee again today, not everyone will remember approving the photovoltaic scheme.</p> <p>A number of concerns regarding safety as they require large weights to keep them anchored – looked into other fixing systems.</p> <p>The chosen contractor has come up with something that neither we nor City Architects are happy with.</p> <p>A solution has been found, however this has made a number of changes to the scheme.</p> <p>There will be a reduction the CO² but due to technology these will now work better in shaded and rainy conditions, which is why you get a better average.</p> <p>AT – which 4 blocks are not getting work now, LP to send this via e-mail.</p> <p>Item 2.2 – DL – queried if the pricing not been sent to re-tender. LP responded on advice from the City Solicitors has not re-tendered as all the pricing was done on the same fixing system which has had to be changed so it would alter all prices.</p> <p>Item 2.3 – Potential income generating as it is requirement for the national grid to purchase back surplus, NHL have a deal with Scottish Power.</p> <p>Procurement and Property Sub Committee noted report.</p>	
7	Responsive Maintenance	
	<p>7a KPI Performance Data – Responsive Repairs</p> <p>AW presented the report.</p> <p>NHL 081 – below target – significant improvement.</p> <p>NHL 803 – Significant improvement as LP mentioned under matters arising.</p> <p>NHL 804 – Over target, gone up. MWL had long standing overdue jobs. They have pushed on these in May and this has had an impact on target figure.</p> <p>NHL 809 – Under target, however working closely with Manchester Working to improve.</p>	

	<p>NHL 810 – Overdue jobs completed in may, trend will improve.</p> <p>NHL 811 – Abnormal figure returned to where it should be as MWL can now raise VO's correctly on the system.</p> <p>NHL 812 – Links into NHL 811. now being raised correctly, more accurate.</p> <p>NHL 813 – Over target, conducting an investigation with On Call.</p> <p>NHL 814 – Below target, good performance.</p> <p>NHL 815 – This has improved, further improvements required, under action plan that LP distributed.</p> <p>NHL 816 – Performance improving – moving to more appointable jobs.</p> <p>NHL 817 – Trend improved performance, further improvements required. LP checked to make sure Tenant Reply forms being sent out – assured they are, however response still low. May improve with hand held technology.</p> <p>NHL 801 – Low returns in May.</p> <p>NHL 808 – Remained static as 4 tenants were still not satisfied after we had investigated and explained.</p> <p>DL – requested to see numerical value information alongside percentages.</p> <p>Procurement and Property Sub Committee noted report.</p>	
	<p>7b Update from the Repairs & Improvement Forum</p> <p>For information.</p> <p>Changed format for Repairs and Improvement Forum – hoping to up resident attendance.</p> <p>Procurement and Property Sub Committee noted report.</p>	
8	Servicing	
	<p>8a Gas Servicing Report</p> <p>11 consecutive months exceeded / achieved target.</p>	

	<p>Satisfaction is good, if any tenants are dissatisfied they receive a visit from the Gas Servicing Team.</p> <p>Procurement and Property Sub Committee noted report.</p>	
9	Inspection	
	<p>9a Property Services Inspection Action Plan</p> <p>LP presented the report.</p> <p>Good news – Asbestos moved significantly, this will probably be closed completely by the next sub committee. It has been handed over to the contractor who wants to make some changes; this is in production now and from next week will put asbestos information on all job tickets.</p> <p>Wed Eve / Sat Morn appointments have been permanently extended.</p> <p>LP informs that emergency repairs are 20% at year end. Last time he confirmed to sub committee that they were 16%. IT have re-run January figures and these were right at the time however a number of further jobs have been updated on the system.</p> <p>Rate is higher than expected and LP proposing to agree a number of things:-</p> <ul style="list-style-type: none"> ● New KPI to be reported to Sub Committee, with the target set at 15% for year end. ● Agree a close down date for MWL so we do not end up in same position again. ● On-Call to review jobs raised, as 90% of emergencies are raised there. <p>Sub Committee approved 15% target of all repairs ordered for this KPI.</p> <p>Procurement and Property Sub Committee noted report.</p>	
10	Training	
	<p>None within the committee. LP happy to take any.</p>	

11	AOB None	
12	Date and Time of Next Meeting The next meeting will be held on Wednesday 23 July 2008 at 5.00pm in the Boardroom, Hexagon Tower.	
13	End of Meeting The meeting closed at 7.00pm	

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