

# Northwards Housing – Procurement and Property Sub-Committee Meeting

## Hexagon Tower

30 January 2008 at 5.00 pm

Chair: Anna Trotman

**Present**

Anna Trotman (AT)	Board Member (Chair)
Mark Hackett (MH) (Part)	Board Member
Michelle Carmichael (MC)	Board Member
Vera Salvatore (VS)	Board Member
David Leah (DL)	Co-Optee
Pat Glazebrook (PG)	Co-Optee

**In Attendance**

Larry Patrick (LP)	Director of Property Services
Sue Sanderson (SS)	Head of Responsive Repairs
Greig Lees (GL)	Regeneration Manager
Paul Maidment (PM)	Head of Home Improvements Riverways
Diane Roberts (DR)	Governance Support Manager (Minutes)

**Observers**          None

ITEM	SUBJECT	ACTION
1	<b>Welcome and Introductions</b> AT requested that members considered becoming chair.	
2	<b>Confirm Quorate</b> Quorum confirmed.	
3	<b>Apologies for Absence</b> Susan Ratchford	
4	<b>Declaration of Interests/Confidential Matters/ Equality &amp; Diversity Matters Arising</b> There were no declarations of interest. Equality and Diversity matters arising will be covered under relevant agenda items.	
5	<b>Minutes of Previous Meeting</b> <b>19 December 2007</b> The minutes were approved as a correct record.	

ITEM	SUBJECT	ACTION
5a	<p><b>Matters Arising</b></p> <p><b>6d Capital Programme 2008/09</b> Ceiling tiles at Harry Piggot Court – PM indicated that a feasibility study is in progress regarding incorporating the replacement of the tiles into the current scheme. PM will report back to the Sub Committee once this is complete.</p> <p><b>6f KPMG</b> LP indicated that a full years report will be brought to the Sub Committee in April.</p> <p><b>7a Responsive Repairs Performance Report</b> NHL965 – SS indicated that the revenue and capital costs have now been split.</p> <p><b>8a Gas Servicing Report</b> Carbon Monoxide detectors – the estimate to fit these detectors is included in this month’s report.</p>	PM
6	<b>Capital Programme</b>	
	<p><b>6a Traffic Light Report –Capital Investment Programme</b> PM explained the report to the new Sub Committee members.</p> <p><b>Riverways</b> <b>32037</b> – It was reported that this scheme is in the final process of physical completion. LP updated the Sub Committee on the issues. DL queried what we do if we are not satisfied with the result. LP indicated that Comsec can be removed, but it would be best to come to a resolution.</p> <p><b>Wilton</b> <b>32160</b> – Has improved. <b>32159</b> – Delays due to weather and labour issues. Feedback is good. <b>34045</b> – New Scheme <b>32161</b> – Tenant satisfaction is high. <b>32134</b> – Completion date reviewed contractor difficulties. <b>32143</b> – DL asked if there would be slippage into the next financial year. PM reported that the costs would be contained in this years budget.</p> <p><b>Procurement and Property Sub Committee noted report.</b></p>	
	<p><b>6b Northwards Housing Capital Programme KPIs</b> PM presented the report</p> <p><b>KPI1</b> – on target</p>	

ITEM	SUBJECT	ACTION
	<p><b>KPI 2</b> - below target, addressing areas of concern.  <b>KPI 3</b> – A score of 9.3 was achieved which is a rise of 0.2  <b>KPI 4</b> - exceeds target  <b>KPI 5</b> – A score of 9.3 was achieved which is a drop of 0.2, however it still exceeds target.  <b>KPI 6</b> – No change since last month. Exceeds target.  <b>KPI 7</b> – No change since last quarter. Exceeds target.  <b>KPI 8</b> – No schemes in category.  <b>KPI 9</b> – Exceeds target  AT requested that the graph be adjusted to 0 as target in order to present the result more clearly.  <b>KPI 10</b> – A score of 93% was achieved which is a drop of 2%, however it is still within target.  <b>KPI11</b> – No data  <b>KPI14</b> – All exceeding targets.  <b>BVP 184a</b> - 6% reduction  <b>BVP163</b> – Target will be exceeded  <b>NHL049</b> – Due to additional money and efficiency the projected year end spend is 101%. LP explained to DL that he was confident this will be achieved.  <b>NHL050</b> – No data  PM noted that only one target has not been achieved.</p> <p>PM suggested that targets are reviewed at February Sub-Committee meeting</p> <p><b>Procurement and Property Sub Committee noted report.</b></p>	<p>PM</p> <p>PM</p>
	<p><b>6c Decorating Materials Vouchers</b></p> <p>PM presented the report.</p> <p>VS queried what would happen if the tenants tried to sell the vouchers on to a third party. PM confirmed that they will be required to provide proof of residency when they use the vouchers. PM stated that the vouchers have a 12 month life and Northwards will be credited if they are not used.  LP reported that the new vouchers are only being offered on new schemes to avoid confusion.  DL asked if the discount given to Northwards was reflected in the quality of materials. PM reported that the product is used by Northwards and is of high quality.</p> <p><b>Procurement and Property Sub Committee noted report.</b></p>	
7	<b>Responsive Repairs</b>	
	<p><b>7a Responsive Repairs Performance Report</b>  SS presented the report.</p>	

ITEM	SUBJECT	ACTION
	<p><b>NHL905</b> – MH raised his concerns that this is not a useful performance indicator. LP explained that on this occasion the backlog has caused the problem. MH suggested that in the future this should be starred to indicate that the data is subject to conditions . DL agreed that it would be better to have information with an explanation. It is difficult to measure – DL requested that numbers are provided so that variations can be judged and quantified. MH indicated that he is concerned that residents are not completing their satisfaction forms so the PI's are not giving a real indication. Concerned that the report has too much detail and is not giving a strategic picture. LP stated that 1,000 repairs are ordered per week. We receive 16% of surveys back = 160 returns per week. LP indicated that the report was only generated today and so is not a full report.</p> <p><b>Procurement and Property Sub Committee noted report.</b></p> <p><b>7b Team Improvement Plan 2007/08 – to improve the ration of planned to responsive spend update</b></p> <p>SS presented the report. SS indicated that the target is a 60:40 ratio. It was requested that colours within the report to be changed for clarity. SS to action.</p> <p><b>Procurement and Property Sub Committee noted report.</b></p> <p><b>7c Update on Responsive Repairs Service provision during the Christmas Holiday Period 2007/08</b></p> <p>SS presented the report. The Sub-Committee thanked the staff who covered this service over the holiday period.</p> <p><b>Procurement and Property Sub Committee noted report.</b></p> <p><b>7d Action Plan to Reduce Emergency Repairs 2007/08 Update</b></p> <p>SS presented the report.</p> <p><b>Procurement and Property Sub Committee noted report.</b></p> <p><b>7e Update on Review of MWL Appointments Allocation – Improvement Achieved in Responsive Repairs Service Offered to Customers</b></p> <p>SS presented the report.</p>	<p>SS</p>

ITEM	SUBJECT	ACTION
	<p>VS indicated that her experience has been good. LP stated that we have the lowest no access rate for repairs in North Manchester.</p> <p><b>Procurement and Property Sub Committee noted report.</b></p>	
8	<b>Servicing</b>	
	<p><b>8a Gas Servicing Report</b> SS presented the report.</p> <p><b>NHL 091</b> – A score of 99.7% was achieved. This is the 5<sup>th</sup> time this has exceeded target. <b>NHL 092</b> – 0 result for 6 consecutive months. Customer satisfaction is high at 99.6%.</p> <p>The Sub-Committee discussed the installation of Carbon Monoxide Detectors. It was agreed that this would be an aspiration.</p> <p><b>Procurement and Property Sub Committee agreed to review the possible installation of CO detectors, to 8,000 dwellings, in the future.</b></p> <p><b>Procurement and Property Sub Committee noted report.</b></p>	
9	<b>Regeneration</b>	
	<p><b>9a Community Regeneration Strategy</b></p> <p>GL presented the report. GL circulated the Equality Impact Assessment for this area of work. The Sub-Committee discussed various connected to the strategy. Particularly how Northwards communicates with the community. Committee agreed that Improving Health section should remove the word “inequalities”</p> <p><b>Procurement and Property Sub Committee noted and approved the Community Regeneration Strategy – with the removal of “inequalities”.</b></p> <p><b>9b Long Term Voids Update: 17 19 &amp; 21 Ramsgate Road, Newton Heath</b></p> <p>GL presented the report.</p> <p><b>Procurement and Property Sub Committee recommended that the report is taken to the Board.</b></p>	GL

ITEM	SUBJECT	ACTION
10	<b>Action Plans</b>	
	<p><b>10a Inspection Action Plan</b></p> <p>LP/AT discussed and agreed to move the report to bi monthly from quarterly.</p> <p>Next report will be March 2008 Asbestos data will be fully utilised by end of February. Completion / Responsive Repairs notes will be added to database and will be completed by June. The Stock Condition survey has been validated and was completed on time. 3.3 LP explained change of recording. MH asked what the priority is and is this voids LP and MH to discuss separately.</p> <p><b>Procurement and Property Sub Committee noted the report.</b></p> <p><b>10b Surveying Services Team Improvement Plan 2007/08 Update</b></p> <p>SS presented the report. SS to change the colours in the report to make it easier to understand/read.</p> <p><b>Procurement and Property Sub Committee noted the report.</b></p>	<p><b>LP/MH</b></p> <p><b>SS</b></p>
11	<p><b>AOB</b></p> <p><b>11a Business and Delivery Plan 2008 – 2013</b> It was agreed to defer this item to next months meeting.</p> <p><b>11b Training</b> LP indicated that he will arrange a tour with PS and MC when the nights become lighter. DR to be informed.</p> <p><b>11c DVD</b> PM informed the Sub Committee that the dvd will be available within the next couple of weeks.</p>	<b>LP</b>
11	<p><b>Date and Time of Next Meeting</b> The next meeting will be held on <b>Wednesday 27<sup>th</sup> February 2008 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 7.15 pm</p>	