

Northwards Housing – Procurement and Property Sub-Committee Meeting

Hexagon Tower

23 April 2008 at 5.00 pm

Chair: Anna Trotman

Present	Anna Trotman (AT) Sue Ratchford (SR) Michelle Carmichael (MC) David Leah (DL)	Board Member (Chair) Board Member Board Member Co-Optee
In Attendance	Larry Patrick (LP) Paul Maidment (PM) Steve Kirkham Diane Roberts (DR)	Director of Property Services Head of Home Improvements (Riverways) Head of Home Improvements (Wilton) Governance Support Manager (Minutes)
Observers	None	

ITEM	SUBJECT	ACTION
1	Welcome and Introductions, Confirm Quorum Quorum confirmed.	
2	Apologies for Absence Pat Glazebrook AT asked if Co-optees were now counted in the quorum. DR would follow this up with SW.	DR
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.	
4	Minute Silence for Vera Salvatore A minutes silence was held in memory of Vera Salvatore. AT stated that Vera will be sadly missed, but never forgotten.	
5a	Minutes of Previous Meeting – 26 March 2008 The minutes were approved as a correct record.	

ITEM	SUBJECT	ACTION
5b	<p>Matters Arising</p> <p>5 - The Community Regeneration Strategy had been circulated by GL prior to the meeting. To be brought to May's Sub Committee as an agenda item.</p> <p>6a Capital Programme – Traffic Light Report The report has been updated to include repeated headings on each page.</p> <p>Wilton 35163 – Joan Fitzgerald had signed tender reports as did not get hold of AT/SR.</p> <p>6d Lord Group – SK confirmed that DH has contacted the Centre for Construction Innovation. DH asked if the response had been put in writing. PM reported that it had been discussed at the Framework Management Group and is minuted from the meeting, He confirmed that the company are still trading as Lords.</p> <p>7a KPI Performance Data – Responsive Repairs 2.10 – Agenda in PI report.</p> <p>9a + 9c Action Plans - Agenda</p>	GL
6	Capital Programme	
	<p>6a Traffic Light Report –Capital Investment Programme PM presented the report. There are currently 40 live schemes</p> <p>Riverways</p> <p>34064 – Finance was a concern last month due to lack of communication about underspend.</p> <p>34082 – Delay on environment works due to supplier late provision but was Best Value For Money.</p> <p>34079 – Defect rectification is not satisfactory.</p> <p>Wilton</p> <p>34067 – 3% overspend. DH asked about time implications and costs. SK indicated that progress is expected to get the scheme back on track, and the risk is shared by the contractor and Northwards but it depends on the reason for delay. The kitchen take up was higher than estimated, which is contributing to the overspend.</p> <p>35163 – Issues on all. Previous Sub Committee meeting approved additional work. DH queried the 115% overspend. SK indicated that this was accelerated to avoid inconvenience to tenants at a later stage. LP explained alternative would double scaffolding costs. SK to provide a further explanation at the next Sub Committee meeting.</p>	SK

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	<p>32158 – Due for completion</p> <p>34097 – SK stated that this scheme has been de-accelerated until the problems with the contractors/suppliers have been resolved. There had also found unforeseen lead water mains which are creating additional work as one of our promises was to replace these.</p> <p>32160 – Complete</p> <p>Fourways</p> <p>32134- Due to late completion.</p> <p>Procurement and Property Sub Committee noted report.</p>	
	<p>6b Northwards Housing Capital Programme KPIs PM presented the report. PM indicated that the report includes quarterly reports.</p> <p>KPI4 – There have been a greater number of returns.</p> <p>KPI5 – This has increased by 0.2%</p> <p>KPI6 – There has been no change since last month. AT asked if individual contractor performance is available. PM confirmed that it is available. PM indicated that residents statistics are to be published in site offices – choosing one contract to compare their results. LP stated that Lords are the highest performers but may be due to their only carrying out external works. To include in future reports for information.</p> <p>NHL049 – Target spend £57.974m – actual spend £57.946m</p> <p>KP19 – Better result of 14% - taking less time.</p> <p>KPI10 – 8% decrease due to snagging issues. New system in place to rectify snags immediately.</p> <p>KP114 – Bramhall not on site so no results. DH reported that 71% MWL, in past this was due to recording on a different basis prior to October.</p> <p>BVPI184a – 13% charge is better than 10%. 61% are now decent, approximately 5,000 properties left to improve.</p> <p>Targets – LP stated that these have been included in the Business Plans.</p>	<p>PM</p>

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	<p>Procurement and Property Sub Committee noted the report.</p>	
	<p>6c Financial Systems Auditing of Contracting Partners (Decent Homes)</p> <p>SK presented the report.</p> <p>The Sub Committee agreed the cost as this was within budget. DL asked about expenses cost. Sub Committee agreed that providing the costs were below 12% this was approved.</p> <p>Procurement and Property Sub Committee approved the report, subject to the costs being under 12%</p> <p>6d Tenants Information</p> <p>PM circulated the tenants pack. Many leaflets have been re-written in consultation with residents. The rewire leaflet is new. The information can also be found on the website and on the DVD.</p> <p>Following distribution of the first 500 dvd's there has been 4 questions survey to tenants. The first 50 responses have been positive.</p> <p>Tenant statistic report has been revised to monitor responses and make targeted changes. A sticker has been included to alert tenants about bogus calls. Also includes information, including programme of works and photos of relevant staff. There are now contact name and numbers on the intranet – no longer a generic number.</p> <p>Procurement and Property Sub Committee noted the report.</p> <p>6e Home Improvement Service – Equality Impact Assessment</p> <p>SK presented the report. AT queried actions detailed as 'as appropriate' on appendix 3. SK explained the reason for this.</p> <p>Procurement and Property Sub Committee noted the report</p> <p>6f Office of Fair Trading (OFT) Investigation into Alleged Price Rigging in the Construction Sector</p> <p>LP presented the report. LP confirmed that a letter has been sent from the City Solicitor to contractors on behalf of MCC.</p> <p>LP highlighted the key elements of the report focussing on item 2.4. This demonstrates the risk limitation. LP to keep the Sub Committee updated.</p> <p>Procurement and Property Sub Committee noted the report</p>	<p>LP</p>

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7	<p>Responsive Maintenance</p> <p>7a KPI Performance Data – Responsive Repairs LP presented the report. LP indicated that the snapshot of missed appointments which was requested at the last meeting has been included. LP stated that he feels this is the single biggest issue. LP has reviewed post inspections and dissatisfaction is due to missed appointments. LP has raised this with Des Morris at MWL. LP indicated that there is a pattern emerging across PI's. This months PI's will be able to split across trades and will monitor areas of low performance. LP reported issues with Wolsey group supplies.</p> <p>AT indicated that guttering and scaffolding are a concern. LP to investigate and report back to the Sub Committee.</p> <p>DL noted that most of the PI's targets have been missed and asked if MWL are aware of our disappointment? LP stated that there is no financial penalty applicable as their performance is not that bad. The Sub Committee asked for their concerns to be expressed to MWL. LP to write to MWL.</p> <p>Procurement and Property Sub Committee noted the report</p> <p>7b Update from the Repairs and Improvements Forum – March 2008 LP presented the report.</p> <p>Procurement and Property Sub Committee noted the report</p>	<p>LP</p> <p>LP</p>
8	<p>Servicing</p> <p>8a Gas Servicing LP presented the report.</p> <p>AT indicated that these are excellent results.</p> <p>LP stated that we have gone from 10 to 11 months change in cycle, but have maintained performance.</p> <p>Procurement and Property Sub Committee noted the report</p> <p>8b Report on Water Quality LP presented the report which was requested at last months Sub Committee meeting.</p> <p>AT queried items 2.7 and 2.8 and asked what likelihood is there for this to be Northwards and not United Utilities? LP indicated</p>	

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	<p>that this would be very unlikely. LP stated that often Northwards will carry out repairs as United Utilities are usually delayed. AT queried how many complaints we receive – LP stated that it is very few.</p> <p>Procurement and Property Sub Committee noted the report</p>	
9	Action Plans	
	<p>9a Programme Planning and Asset Management Team Improvement Plan 2008/09</p> <p>SK indicated that all improvement plans would be in a new format from now on.</p> <p>LP indicated that the property management system and project and finance management system within Promaster will be in two sections. Property Management system is now complete and the next section is being worked on.</p> <p>Procurement and Property Sub Committee noted the report.</p> <p>9b Home Improvement Service Team Improvement Plan SK presented the report</p> <p>Procurement and Property Sub Committee noted the report.</p>	
11	<p>AOB</p> <p>None</p>	
11	<p>Date and Time of Next Meeting The next meeting will be held on Wednesday 28 May 2008 at 5.00pm. The venue for the meeting is Hexagon Tower Boardroom</p>	
12	<p>End of Meeting The meeting closed at 6.35pm</p>	