

Northwards Housing – Procurement and Property Sub-Committee Meeting

Hexagon Tower Board Room

24 September 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
	Sue Ratchford (SR)	Board Member
	David Leah (DL)	Co-Optee
	Pat Glazebrook (PG)	Co-Optee
 In Attendance:	Larry Patrick (LP)	Director of Property Services
	Greig Lees (GL)	Regeneration Manager
	Paul Maidment (PM)	Head of Home Improvements (Riverways & CDM)
	Andy Wood (AW)	Head of Responsive and Planned Repairs
	David Heys (DH)	Head of Home Improvements (Fourways)
	Diane Roberts (DR)	Governance Support Officer (Minutes)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions, Confirm Quorum Quorum confirmed	
2	Apologies Claire Hopkins	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising Items 9a & 9b are confidential items. There were no declarations of interest. Equality and Diversity matters arising will be covered	
4a	Minutes of Previous Meeting – 23 July 2008 Item 7a - NHL915– This referred to KPI 815 % of appointments kept Item 11a Draft Environmental Strategy - Point 1 – action stated as MH – Should be MW. Item 6a – Project 34877 Charlestown South Windows – MH said that we need to invest in people expectations not perceptions. The minutes were approved as a correct record subject to the above amendments.	

<p>5a</p>	<p>Matters Arising Item 6a – Home Improvements Programme – Monthly Progress Report 34877 - Expectations Item 11a – Draft Environmental Strategy Point 2 – AT indicated that she is awaiting a response from GMPTÉ. Item 9 Regeneration GL – further report on this agenda. Item 9a (Confidential.</p>	<p>AT</p>
	<p>6a. Home Improvements Programme – Monthly Progress Report</p> <p>DH Presented the report and suggested that the Sub-Committee focus on Augusts report. The Sub Committee agreed. DH indicated that the report is now in the format as requested previously by the Sub Committee.</p> <p>Fourways Project 34059 Charlestown Chain Bar Kitchens - Finance is a concern and an investigation is underway. AT queried what the 20% increase value would be. DH indicated approximately £400k.</p> <p>DL queried how the contract works? DH indicated that the target cost was based on a non-representative sample. DH explained the survey process. MH clarified his understanding and asked if this situation had arisen before, What are the consequences for the overall budget, and how do we stop it happening again? DH indicated that this has happened before, but the costs have been balanced out with overs and unders. There is no issue with the overall programme. DH stated that the lessons learned are that we need to ensure we take a representative sample, and spend more time on agreeing sample costs.</p> <p>LP reported it is an issue of management of risk – not straight job order/price. We could load all the risk onto the contractor, but we would pay for the risk whether it happens or not. We currently split the risk through the pain/gain formula. LP indicated that we need to use I property archetypes to plan. DH stated that this had not happened on this scheme, it is disappointing and DH is investigating why. AT asked for a confidential report listing all projects estimates and actuals.</p> <p>Project 34092 New Moston Bradford Court Kitchens - This is an on-going roof problem. A solution has been found and we hope to let the flats soon. The Telecom Company are to pay part of the cost. AT queried rent loss. DH to arrange a claim.</p>	<p>DH</p> <p>DH</p>

	<p>Wilton Project 34097 Riverdale North – DH stated that the scheme is not complete. We had stopped opening new properties in order to complete outstanding works.</p> <p>Project 35163 Higher Blackley, Walker Road - DH stated that MWL have dealt with their poor performance. AT queried why the weather is only affecting this project, when it is the same for all projects? DH to investigate.</p> <p>Project 35306 Higher Blackley, Chain Road 1&2– SR queried what the concerns are about? DH stated that the contractors have had difficulty with the fuse to the boilers but this is now resolved. MH queried how this was picked up – DH indicated that our own M&E inspections identified it. PM stated that we have asked suppliers to specific Mechanical Engineer 3 amp fuses.</p> <p>Procurement and Property Sub Committee noted report.</p>	<p>DH</p>
	<p>6b Northwards Housing Capital Programme KPIs</p> <p>PM presented the report.</p> <p>PM stated that targets are being exceeded. DL queried whether Wates performance has been investigated? PM confirmed that this has now been resolved. PM indicated that the proposed number of handovers are to be listed to show the level of returns.</p> <p>Procurement and Property Sub Committee noted report.</p>	<p>PM</p>
	<p>6c Home Improvements Works for Leaseholders and Private Owner Occupiers</p> <p>DH presented the report.</p> <p>DH indicated that the initiative would improve the look of estates and thus aid the regeneration of North Manchester. He hopes there is a good take up. The initiative will also raise awareness of energy efficiency and insulation.</p> <p>MH queried what will happen where work is wanted/needed but it would involve borrowing or difficulty with financing? DH stated that page 6 of the report covers financing. LP indicated that take up on externals has been low. PM indicated that a programme is in place to find out why the take up has been low. MH raised his concerns over estates where right to buy's are now standing out as they have not had the improvements work done. MH requested that an investigation be carried out to establish</p>	

	<p>whether this is a social problem, and therefore special funding may be available from the Government. MH & AT suggested that they would consider lobbying when more information is available.</p> <p>LP – We will discuss this issue with Private Sector Housing and report back.</p> <p>AT queried whether we have had a guarantee from contractors that this will not delay our Decent Homes Programme work. PM – we have this guarantee.</p> <p>Procurement and Property Sub Committee noted the report.</p>	<p>DH</p>
	<p>6d Home Improvements Programme 2009/10 to 2011/12</p> <p>PM presented the report and indicated that it went to the Board in 2006. This report is an update for the remainder of the programme.</p> <p>PM highlighted key points in the report. The stock condition gives a more solid base to build the programme and has reaffirmed costings. PM highlighted the additional work which has been funded by efficiency savings.</p> <p>Procurement and Property Sub Committee noted report.</p>	
	<p>6e Charlestown Victoria Avenue East Multis – Rectification Works to Windows and One Roof</p> <p>DH presented the report.</p> <p>There was an error on recommendation in front piece - £216k not £116k as printed. To be amended.</p> <p>DH indicated that there have been detailed surveys and consultation carried out but there is some more work to do. This will be funded by savings from the overall programme.</p> <p>MH stated that the key is to find the problem and solution. Cost is less than anticipated but what is the risk? DL stated that a step by step approach has been taken before we commit. DL queried if there is any scope under latent defects as the situation has been inherited from MCC? LP stated that much was caused by specification. The contractor was MCC DLO. The MCC report for £824k was taken into consideration including an independent technical report on product and fitting. DL queried who will supply the windows. DH indicated our supplier will be LB Plastics.</p> <p>MH highlighted his concern that this is not the first time solution,</p>	<p>DH</p>

	<p>is cheaper than the previous report and there is a need to ensure this is the correct solution and go for quality. LP stated that the last time we looked at complete replacement. This time where there are no problems we are not proposing to replace so we are targeting spend on problem areas. There are many flats with no problems.</p> <p>Procurement and Property Sub Committee recommended that the report is taken to the Board for approval.</p>	
	<p>6f Value for Money and Efficiencies Secured in the delivery of the Home Improvements Programme.</p> <p>DH presented the report and highlighted key areas.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>6g Digital TV Switchover</p> <p>DH presented the report.</p> <p>Upgrade work is now complete. Accreditation is due in 14 days.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>6h Greening Northwards</p> <p>PM presented the report.</p> <p>PM highlighted the green initiatives.</p> <p>MH queried the potential to extend further across the stock in future? PM indicated that all boilers now fitted have the potential to utilise solar pre-heated tanks. GL stated that he is working with MCC's Green City Team and partners and they are looking at a range of properties to run pilots on some schemes and are currently seeking grant funding.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
7	Responsive Maintenance	
	<p>7a KPI Performance Data – Responsive Repairs</p> <p>AW presented the report.</p>	

	<p>Performance is still not consistent. MWL supervising repairs performance on a more intensive basis. NHL's EMT are to meet MWL's EMT to raise our concerns about performance. On Call was raised at a formal liaison meeting with MCC.</p> <p>Introduction of Opti Time on 25 September 2008. During testing a number of issues were identified so we have delayed implementation to avoid disruption to residents and performance.</p> <p>NHL 803 % of urgent repairs completed within government 'right to repair' time limit – AT requested clarification on the change in measurement. AW indicated that it is based on appointment date at the request of the tenant. LP explained the past calculation and proof of appointment.</p> <p>NHL912 Average Cost of work raised to empty properties (EXCLUDING DECENT HOMES WORKS) – AW stated that this is based on 11 properties. The introduction of Sub Contractors for void clearance has lead to a problem with financial data transfer. Awaiting implementation schedule of rates. Majority of voids are 1 to 2 week time periods so are low value. Next months figures should be a true reflection of costs. MH requested clarification on the high value. DL suggested it be brought to the next meeting.</p> <p>DL queried why our KPI's and the contractors KPIs are different. LP stated that when the contracts were set up 650 staff were TUPE'd – aspirational targets and risk was high. Sub Committee and Board report approved both KPIs and Minimal Tolerable Values which would trigger a contract failure.</p> <p>DL to email suggested presentational changes to LP.</p> <p>Procurement and Property Sub Committee noted report.</p>	<p>AW</p> <p>DL</p>
	<p>7b Update from the Repairs and Improvements Forum – September 2008</p> <p>AW presented the report</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>7c Feedback from the "Welcome to Northwards" Survey</p> <p>LP presented the report.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
8	Servicing	
	8a Gas Servicing – August 2008 Performance	

	<p>AW presented the report.</p> <p>NHL091 The percentage of properties serviced within the past 12 months – This is slightly below target. This is down to a learning curve with the Home Fire Risk Assessments and having some increase in access problems in Cheetham. We are working with MWL to improve.</p> <p>MH queried the cause of access problems. DH indicated that Cheetham Hill is an area of diversity with some language barriers. MH requested an explanation of problems with access and how we propose to resolve.</p> <p>Procurement and Property Sub Committee noted the report.</p>	AW
9	Regeneration	
	9a Neighbourhood Sustainability Indicators – Estate Assessment	
	See confidential minutes	
	9b Whitebeck Court – Extra Care Housing Scheme	
	See confidential minutes	
	9c Creating Sustainable Communities Course – Salford University and Academy for Sustainable Communities	
	GL presented the report.	
	Procurement and Property Sub Committee noted the report.	
10	Asbestos	
	10a Asbestos Management Plan	
	LP presented the report.	
	Procurement and Property Sub Committee approved the revised Asbestos Management Plan.	
11	Training	
	None within the committee.	

12	<p>AOB</p> <p>12a – Energy Performance Certificates</p> <p>LP indicated that we have received our first energy performance certificate, before they become a requirement on 1st October 2008.</p> <p>Procurement and Property Sub Committee noted the update.</p> <p>12b Future Reports</p> <p>AT requested that reports for information be starred and marked as they are for the Board. This was agreed.</p>	
13	<p>Date and Time of Next Meeting</p> <p>The next meeting will be held on Wednesday 29 October 2008 at 5.00pm in the Boardroom, Hexagon Tower.</p>	
14	<p>End of Meeting</p> <p>The meeting closed at 7.05pm.</p>	