

Northwards Housing – Procurement and Property Sub-Committee Meeting

Hexagon Tower Board Room

29 October 2008 at 5.00 pm

Chair: Anna Trotman

Present:	Anna Trotman (AT) Michelle Carmichael (MC) Sue Ratchford (SR) David Leah (DL) Pat Glazebrook (PG)	Board Member (Chair) Board Member Board Member Co-Optee Co-Optee
In Attendance:	Larry Patrick (LP) Claire Hopkins (CH) Steve Kirkham (SK) Andy Wood (AW) Diane Roberts (DR)	Director of Property Services Head of Programme Planning and Asset Management Head of Home Improvements (Wilton) Head of Responsive and Planned Repairs Governance Support Officer (Minutes)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions, Confirm Quorum Quorum confirmed	
2	Apologies None	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising There were no confidential items. There were no declarations of interest. Equality and Diversity matters arising will be covered	
4a	Minutes of Previous Meeting – 24 September 2008 The minutes were approved as a correct record. Item 6c – PG requested further information regarding the windows scheme. SK to follow up and respond to PG.	SK
4b	Confidential Minutes of Previous Meeting – 24 September 2008 The minutes were approved as a correct record.	
5a	Matters Arising Item 11a – Draft Environmental Strategy	

	<p>Wilton</p> <p>Project 34097 Riverdale North –There has been an improvement since the appointment of a new Site Manager.</p> <p>Project 35163 Higher Blackley, Walker Road – Poor performance is due to the weather –brickwork and pointing are susceptible to the rain. Contractor performance has improved.</p> <p>Project 35306 Higher Blackley, Chain Road 1&2– Electrical sub contractor is affecting progress and performance. MWL have removed and are monitoring closely.</p> <p>Procurement and Property Sub Committee noted report.</p>	
	<p>6b Northwards Housing Capital Programme KPIs</p> <p>CH presented the report.</p> <p>CH indicated that we have introduced 4 new Community Benefit PI's.</p> <p>LP stated that concerns have been raised that not all work experience placements are included in these figures.</p> <p>KPI 18 Number of Disabled Employed – CH to clarify figures.</p> <p>KPI 19 Work Experience Placements - CH to clarify figures.</p> <p>Procurement and Property Sub Committee noted report.</p>	<p>CH</p> <p>CH</p>
	<p>6c Guidance for Equipment and Adaptations</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>6d Installation of Recycled Window Frames – Dexter Road Window Replacement Scheme</p> <p>SK presented the report.</p> <p>LP demonstrated the window (beautifully!!)</p> <p>SK explained the risk factors and confirmed the warranty arrangements. SK confirmed that residents have been consulted about the lesser choice. LP indicated that NHL will be the first to use in the UK. SK stated that following the risk/benefit assessment, he believes it is worthwhile. LP indicated that it will be promoted in the trade press by the manufacturer.</p> <p>AT queried the effect of the extra transport requirements on our</p>	

	<p>Carbon Footprint, and also queried the additional costs. SK explained that the process is more expensive – new technology to recover upfront costs. AT also queried the processing of the product and the loss of anti-oxidants. SK explained that the product will be monitored closely and that this was the reason a small pilot scheme was selected.</p> <p>AT asked that the BS scheme be updated to new European standard.</p> <p>Procurement and Property Sub Committee approved the replacement of existing window frames to the properties at Corris Avenue with the recycled windows.</p>	SK
	<p>6e Energy Procurement of Partner Additional Benefits</p> <p>CH presented the report.</p> <p>Procurement and Property Sub Committee approved Northwards Housing to enter into a partnership with Scottish Power to deliver insulation works.</p>	
7	Responsive Maintenance	
	<p>7a KPI Performance Data – Responsive Repairs</p> <p>LP presented the report.</p> <p>LP stated that there has been improvement in performance during September and we are anticipating further improvement in October. MWL now have a clear focus on managing. There has also been improvement with appointments and emergencies have fallen and customer satisfaction after investigation has improved.</p> <p>NHL 912 Average Cost of work raised to empty properties (excluding decent homes work) - the void figure for August has been revised. LP has written to Des Morris about updating.</p> <p>NHL 808 % of tenants who were satisfied after investigation – The question has been changed to be narrower to give a more accurate response.</p> <p>Procurement and Property Sub Committee noted report.</p>	
8	Servicing	
	8a Gas Servicing – September 2008 Performance	

	<p>LP presented the report.</p> <p>Good result overall.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>8b Water Quality Testing and Legionella Risk Assessment</p> <p>LP presented the report</p> <p>LP indicated that the Risk Assessment has been completed on target. AT highlighted Liverton Court and indicated that it should be included as sheltered housing. LP explained that it has been categorised as a multi for this purpose.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>8c Other Servicing Update</p> <p>LP presented the report and confirmed that we are compliant with all legal obligations.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
9	Team Improvement Plans	
	<p>9a Home Improvement Team Improvement Plan</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>9b Responsive Repairs Team Improvement Plan</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>9c Customer Satisfaction Survey 08/09</p> <p>LP presented the report.</p> <p>AT noted the trend of reduction in satisfaction year on year where stats report an improvement. LP indicated that it has been relatively static, but we are now getting significant improvements in PIs.</p> <p>SK indicated that the volume of work carried out and the amount</p>	

	<p>of questionnaires returned will have an effect on figures.</p> <p>DL enquired how we benchmark with other ALMO's? LP reported that we are in the top quartile for the tenant questionnaire and the lower medium quartile for PI's. AW to forward Benchmarking report to DL.</p> <p>Procurement and Property Sub Committee noted the report.</p>	AW
10	<p>Training</p> <p>Trainee QS's and number of staff have started college courses. The QS's are good news for the future.</p>	
11	<p>AOB</p> <p>11a Audit Commission Inspection</p> <p>LP advised the Sub Committee that our original Lead Inspector, Lesley Barnard is not well and so she has been replaced by Elaine Upton. Elaine has confirmed that she will attend Procurement and Property Sub Committee meeting in November.</p> <p>11b * Reports</p> <p>Sub Committee agreed that having information only items 'starred; has worked well and would like to continue using this format for future meetings.</p> <p>11c December Meeting</p> <p>Sub Committee agreed that a December meeting will not be required.</p>	
12	<p>Date and Time of Next Meeting</p> <p>The next meeting will be held on Wednesday 26 November 2008 at 5.00pm in the Community Room, White Moss Road Local Services Office.</p>	
13	<p>End of Meeting</p> <p>The meeting closed at 6.25pm.</p>	