

Northwards Housing – Asset Management Sub-Committee Meeting

Board Room, Hexagon Tower

28th January 2009 at 5.00 pm

Chair: Pat Glazebrook

Present:

Anna Trotman (AT)	Board Member
Michelle Carmichael (MC)	Board Member
David Leah (DL)	Board Member
Naeem Al Hassan (NH)	Board Member
Marjan Bazargan (MB) Part	Board Member
Pat Glazebrook (PG)	Co-Optee

In Attendance:

Larry Patrick (LP)	Director of Property Services
Steve Kirkham (SK)	Head of Home Improvement (Wilton)
Paul Maidment (PM)	Head of Home Improvements (Riverways)
Andy Wood (AW)	Head of Responsive and Planned Repairs
Diane Roberts (DR)	Governance Support Officer (Minutes)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions, Confirm Quorum Quorum confirmed	
2	Apologies Apologies were received from Mark Hackett, Sue Ratchford.	
	Election of Chair and Vice Chair Pat Glazebrook was elected as the new Chair Anna Trotman was elected as Vice Chair.	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising Items 4b, 7b and the financial information were confidential items. There were no declarations of interest. Equality and Diversity matters arising will be covered	
4a	Minutes of Previous Meeting – 26 November 2008 The minutes were approved as a correct record.	

4b	<p>Confidential Minutes of Previous Meeting – The minutes were approved as a correct record.</p>	
5a	<p>Matters Arising 4a- Item 6a – Fourways Project 34092 – Currently with Metronets loss adjusters. Wilton Project 35163 – SK reported that brickwork is the issue. Item 6b – KP14 – SK reported that the trend has now reversed. Item 6c – Bedsit Conversion Will be brought to next meeting Item 7a – NHL815 – AW reported that the figure was higher in October and November due to severe weather. Resources were moved to emergency and urgent work.</p> <p>AT and MH have met with GMPTE regarding the possibility of a bus service to link the Metro with Hexagon Tower and Hendham Vale, and GMPTE are now looking for funding.</p> <p>NH joined the meeting at 5.10pm</p>	<p>SK</p> <p>GL</p> <p>AT</p>
6	<p>Capital Programme</p>	
	<p>6a. Home Improvements Programme – Monthly Progress Report</p> <p>SK presented the report.</p> <p>SK gave an overview of each area;</p> <p>Fourways - 1 scheme below target 34094 – Investigating and monitoring satisfaction 34092 – Dip due to roof work delays - cold weather – must be 5 degrees centigrade to carry out. 35206 – due to staff leave – expected to improve 34086 – due to cold weather</p> <p>DL joined the meeting at 5.20pm</p> <p>Wilton - 1 scheme below target 34097 – Low number of responses – Northwards have written to 52 tenants directly to improve this. 14 have now been returned. 35306 – Progress is improving and performance is being closely monitored.</p> <p>AT requested 3 months of figures to be reported to give a bigger picture for next month.</p> <p>Riverways - all schemes are above target</p>	<p>PM</p>

	All schemes have had good results. Asset Management Sub Committee noted report.	
	6b Northwards Housing Capital Programme KPIs AT asked that the result on P2 should be corrected to say reduce not improved performance. PM presented the report. KPI 15 – AT 1 per million pounds of expenditure. DH asked how many apprentices? LP – 12 per annum including 1 accountant, 4 QS. LP gave example of other initiatives not recorded. Figures are being discussed to be more meaningful. DL – KPI16 asked if this could be more explanatory. NH asked about what the contract is based on. PM explained this is supporting development of apprentices outside Northwards area. LP said most contracts are 3yr usually. NY asked if this means they are bound to MWL? GL would have info. Asked if the qualification is to NVQ3? BVPI 184b – Increase due to pro-master so detail. BVPI63 – very high. DL % of stock on target. PM/LP figure is not a % is a rating (% to be removed in future reports) Asset Management Sub Committee noted report.	PM CH CH
	6c Tenants Incentive Scheme Expansion PM presented the report 1.3 Background PM corrected the report. £22.5k has been paid to 45 residents.. Asset Management Sub Committee approved the report. MB joined the meeting at 5.55pm	
7	Responsive Maintenance	
	7a KPI Performance Data – Responsive Repairs AW presented the report. AW indicated that the 1 st phase of the handheld technology has commenced. PG requested clarification of the implementation	

	<p>process of handhelds.</p> <p>AT- queried whether it will include client details to enable operatives to notify tenants of any problems/delays. AW confirmed that it would.</p> <p>NHL811 – DL requested an example of variation orders. LP indicated that there are at least three kinds;</p> <ol style="list-style-type: none"> 1. Tenant requests small additional work. 2. Where job is bigger than expected. 3. Other work is exposed whilst carrying out work. <p>Around 38% prior to MWL so rate has improved. LP can make service more helpful and efficient.</p> <p>NHL 824 - DL queried why this will reduce? LP indicated that we are working with MWL to reduce. DL asked if the target is too low. LP thinks it is too high. Too many jobs are upgraded by On-Call. DL asked why this is, is it due to staff training or tenants reporting higher a job than actual? LP thinks it is due to both at present.</p> <p>BV212 – LP reported this data has been checked, as previously supplied incorrectly, 44 cumulative but with 40 days in quarter three.</p> <p>Asset Management Sub Committee noted report.</p>	
	<p>7b Voids at Inspection (Confidential)</p> <p>See confidential minutes</p>	
8	Servicing	
	<p>8a Gas Servicing – December 2008 Performance</p> <p>AW presented the report.</p> <p>NHL091 - November 97.58% This represents a 2% drop due to MWL sub-contractor withdrawing and left MWL in a difficult situation. Additional labour was brought in but this was not enough and then the cold weather brought on more responsive heating problems and we had to move some labour onto responsive. We recovered by 1% in December and by February 09 we should be back at target or above.</p> <p>NHL092 – There are no properties over 16 months.</p>	

	<p>3.1 Customer Satisfaction Satisfaction is high.</p> <p>AT queried whether the fire checks are still done? AW/LP confirmed that they are.</p> <p>DL asked what level of work is sub-contracted out, and on what trades? AW indicated that we predominately use our won workforce. LP stated that much of the capital programme's work is sub-contracted out. Responsive repairs all asphalt – but only with peaks rest of work.eg. Recent example of voids decorating to bring back early.</p> <p>Asset Management Sub Committee noted the report.</p>	
9	Training	
	<p>9a Training Update</p> <p>In December 2010 the two large contracts can end. In April/May 09 we need to start considering procurement – to extend current contracts or retender.</p> <p>LP indicated that NHL are looking to provide procurement training for staff and Board members and Board Members are asked to participate in procurement. This is a big commitment and would recommend that anyone considering volunteering for this role should speak to Joan Fitzgerald as she has done this before.</p> <p>AT asked if there is any flexibility – LP indicated there is as there are certain milestones to achieve, but meetings can be planned.</p> <p>AT volunteered. LP explained this will be approximately 25-30 days over approximately 12 months.</p> <p>DL queried how we can plan post 2010 when we don't know the future of the organisation? LP gave a brief update.</p> <p>AT & MC will undertake the necessary training and this will be opened up to Board, Area Panels and Forums.</p> <p>Asset Management Sub Committee noted the update.</p>	
10	10a Governance	
	<p>10a Business and Delivery Plan 2009-2014</p> <p>Meeting times and days – The Sub Committee agreed to change the meeting time to 6pm but agreed it will finish by 8.00pm.</p>	

	Procurement and Property Sub Committee noted the report.	
11	AOB 11a Financial Information (Confidential) See confidential minutes	
12	Date and Time of Next Meeting The next meeting will be held on Wednesday 25 February 2009 at 6.00pm in the Boardroom, Hexagon Tower	
13	End of Meeting The meeting closed at 7pm	