

Northwards Housing – Asset Management Sub Committee Meeting

Board Room, Hexagon Tower

25th February 2009 at 6.00pm

Chair: Pat Glazebrook

Present:

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| Anna Trotman (AT) | Board Member |
| Michelle Carmichael (MC) | Board Member |
| David Leah (DL) | Board Member |
| Marjan Bazargan (MB) | Board Member |
| Mark Hackett (MH) | Board Member |
| Pat Glazebrook (PG) | Co-Optee |

In Attendance:

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| Larry Patrick (LP) | Director of Property Services |
| David Heys (DH) | Head of Home Improvements (Fourways) |
| Greig Lees (GL) | Regeration Manager |
| Andy Wood (AW) | Head of Responsive and Planned Repairs |
| Claire Hopkins (CH) | Head of Programme Planning |
| Nicola Ellison (NE) | P.A to Andy Wood (Minutes) |

| ITEM | SUBJECT | ACTION |
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| 1 | Welcome and Introductions, Confirm Quorum Quorum Confirmed | |
| 2 | Apologies Apologies were received from Naeem Al Hassan. | |
| 3 | Declaration of Interests/Confidential Matters/Equality & Diversity Matters Arising Items 6c and 6d were confidential items. There were no declarations or interest. Equality and Diversity matters arising will be covered. | |
| 4a | Minutes of Previous Meeting 28 January 2009. The minutes were approved as a correct record. | |

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| 4b | Confidential Minutes of Previous Meeting – The minutes were approved as a correct record. | |
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| 5a | Matters Arising 5a – Item 6a – Fourways Project 34092 – Not yet able to report the latest situation, an attempted solution with Bradford Court roof had not worked and we are working to find an alternative solution. 5a – Item 6c – Bedsit Conversion GL confirms that this will be brought to the next meeting. 5a – AT has not yet heard anything from GMPTE, however they have confirmed that it will be a link to the hospital not just hexagon. Item 6b – KPI 15 – CH making some improvements to this KPI, next report due in April. DL requested if the meeting could cover 6c before 6b, agreed to be discussed in this way in future. | DH GL AT LP CH |
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| 6 | Capital Programme | |
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| | 6a. Home Improvements Programme – Monthly Progress Report DH presented the report. DH gave an overview of each area. Fourways 35206 – This is now improved 34086 – This is due to the cold temperatures for external cladding setting expected completion have been moved to the end of July. Wilton 35306 – AT has heard that contractors are informing tenants that we have run out of money, can a letter be sent out to all properties in this scheme, to confirm that we have not run out of money and all works will be done. LP confirmed that this will be done. AT raised the issue that on Munn Road window scheme, there has been no option for tilt and turn windows on the 3 story flats. DH is to look into this and respond directly to AT. Satisfaction remains high across all 3 areas and all is going well. | LP DH |

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| | Asset Management Sub Committee noted report. | |
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| | 6c. Home Improvements Programme Finance / Monitoring Report (Confidential) See confidential minutes | |
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| | 6b. Northwards Housing Home Improvement Programme KPIs CH presented the report. Satisfaction is 9.8 Contractor is 9.7 Both are exceeding target Amendment to 4.1 – this should read 1-100 not 1-10. SAP – the method of assessing energy performance of properties, Northwards has currently been using SAP2001 methodology which measures efficiency on a scale of 1 to 120, however from the beginning of the 2009/10 programme approval is being sought to change this to the SAP2005 which measure efficiency on a scale of 1 to 100. Asset Management Sub Committee noted the report and approved the change to using SAP 2005 from April 2009. | |
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| | 6d. Riverways Contractor Review (Confidential) See confidential minutes. | |
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| | 6e. Northwards Housing Employment and Training Charter. GL presented the report Formalising arrangements that are in place, this sets out the standard that will be reviewed annually. AT – accreditation are these nationally recognised qualifications. GL confirms that they are trade specific and are gained in partnership with the Manchester College. Asset Management Sub Committee noted the report. | |

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| | <p>6f. Photovoltaic (PV) Installation Works</p> <p>CH presented the report.</p> <p>Seeking approval for Harry Piggot Court and Hillingdon Drive, also to update in relation to Sankey Grove.</p> <p>Larger panels are to be utilised on Sankey Grove at an additional cost of £2,812.</p> <p>The work to Harry Piggot Court is estimated at £43,360 and the works to Hillingdon Drive an estimated £10,000 – due to the panels unsuitable to Bradford Court being utilised.</p> <p>If approved this will leave a balance of £54,000 for future energy measures from the budget of £200,000.</p> <p>MH asked if more schemes can not benefit from the PV scheme to make long term energy and revenue savings, LP confirms that this is an area which the council is yet to approve. MH / AT agreed to raise the issue with the council members.</p> <p>Asset Management Sub Committee approved the report.</p> | MH/AT |
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| | <p>6g. Review of the Asset Management Strategy and Action Plan</p> <p>CH presented the report focussing on the changes.</p> <p>This is a short report and the action plan has been reviewed and updated to include information from inspection and details missing last time, a revised copy can be made available to all who would like to see it.</p> <p>Asset Management Sub Committee noted the report</p> | |
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| 7 | Responsive Maintenance | |
| | <p>7a. KPI Performance Data – Responsive Repairs</p> <p>AW presented the report.</p> <p>No KPI data was sent out in the packs for January due to the introduction of the new repairs appointment system.</p> <p>IT teams from Manchester Working and Northwards Housing have been investigating the information.</p> | |

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| | <p>This is still to be resolved, MWL have run there reports which shows improvement in January however historically MWL have always had slightly higher figures, but not such a drastic difference.</p> <p>Hand Held technology is being used from 18 February and there are no issues to report.</p> <p>Tenant satisfaction and emergencies, 2 working groups have been set up to look into these areas of service.</p> <p>Voids – there has been a significant increase in Void cost, this has been investigated and seems to be in response to what happened at inspection. Surveyor’s issues with decoration rasing more than the standard. AW has met with surveyors to re-iterate the standard and this will now improve.</p> <p>All agreed that we need to wait until the data issues have been resolved, do not want to report false data.</p> <p>Asset Management Sub Committee noted report.</p> | |
| | <p>7b. Voids Action Plan</p> <p>AW presented the report.</p> <p>This is a follow on from January’s meeting; a SMART action plan has now been produced.</p> <p>AT – work is all done before the tenants move in, however can this not be reviewed to see if any repairs can be done when the tenants move in to get the turnaround down and stop tenants waiting a long time for properties. LP / AW confirmed that the majority of long term voids was due to structural and health and safety issues not Decent Homes upgrading.</p> <p>Asset Management Sub Committee noted report.</p> | |
| 8 | Servicing | |
| | <p>8a. Gas Servicing Report</p> <p>AW presented the report.</p> <p>Performance improved in January 98.79%, moved closer to target will be above target at end of February, we currently have action happening with Section 54’s – No properties over 16 months.</p> | |

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| | <p>Customer Satisfaction is 100%</p> <p>MH - Very good – fantastic high standard and achievement.</p> <p>Asset Management Sub Committee noted report.</p> | |
| 9 | Training | |
| | <p>9a. Training Update.</p> <p>LP confirms that there are no issues to update on.</p> | |
| 10 | Regeneration | |
| | See confidential minutes | |
| 11 | AOB | |
| | None | |
| 12 | Date and Time of Next Meeting | |
| | Wednesday 25 March 2009, 6pm in the Boardroom, Hexagon Tower. | |
| 13 | End of Meeting | |
| | The meeting closed at 8pm | |