

# Northwards Housing – Asset Management Sub Committee Meeting

Board Room, Hexagon Tower

1<sup>st</sup> April 2009 at 6.00pm

Chair: Pat Glazebrook

**Present:**

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

**In Attendance:**

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

ITEM	SUBJECT	ACTION
1	<b>Welcome and Introductions, Confirm Quorum</b>  Quorum Confirmed	
2	<b>Apologies</b>  Apologies were received from Naeem Al Hassan and David Leah.	
3	<b>Declaration of Interests/Confidential Matters/Equality &amp; Diversity Matters Arising</b>  Items 6b and 6d were confidential items. There were no declarations or interest. Equality and Diversity matters arising will be covered.	
4a	<b>Minutes of Previous Meeting 25 February 2009.</b>  The minutes were approved as a correct record.  AT had asked at the previous meeting about walk up flats a	

	question from Councillor June Hitchen regarding individual boilers? LP indicated that MCC did say they had investigated but no funds were available from Northwards Improvement Programme. This has been brought to the Sub Committee in a previous paper.	
<b>4b</b>	<b>Confidential Minutes of Previous Meeting –</b>  The minutes were approved as a correct record.	
<b>5a</b>	<b>Matters Arising</b>  <b>5a – Item 6a</b> – Fourways Project 34092 – the insurance company have been in contact and we expect an outcome soon. <b>5a – Item 6c – Bedsit Conversion</b> LP reported that we are currently waiting for approval from MCC. <b>5a –GMPTE</b> –They are awaiting the budget – AT will chase up.  DL’s request at last meeting that we cover 6c before 6b – LP confirmed that the agenda has been amended.  <b>6a – Home Improvements Programme Monthly Progress Report – 35306</b> – SK stated that a letter has been sent out to confirm that we have funds available for the work. Contractors have been instructed not to suggest that we have ‘run out of money’ to tenants in the future.  Munn Road – This has been discussed by phone as it was not possible to arrange a suitable meeting time. It had been agreed that Northwards would not attend their TRA meeting.  <b>6f – PV Installation Works</b> – LP indicated that a report has been taken to the Board.  <b>10a – Regeneration</b> – MH & GL have met separately.	<b>SK</b>  <b>AT</b>
<b>6</b>	<b>Capital Programme</b>	
	<b>6a. Home Improvements Programme – Monthly Progress Report</b>  SK presented the report.  SK gave an overview of each area.	

	<p><b>Fourways</b>  <b>35206</b> – Finance concern  <b>34086</b> – January’s concern indicator has improved.  <b>34092</b> - January’s concern indicator has improved</p> <p><b>Wilton</b>  <b>35306</b> – Contractor performance – changed personnel on the scheme. AT indicated that she has received a good report regarding the excellent work.</p> <p>It was agreed that the report is good overall.</p> <p><b>Asset Management Sub Committee noted report.</b></p>	
	<p><b>6b. Home Improvements Programme Financial Monitoring Report (Confidential)</b></p> <p>See confidential minutes</p>	
	<p><b>6c. Home Improvements Programme KPIs</b></p> <p>PM presented the report.</p> <p>PM asked if graphs are still required in the report. Sub Committee agreed that they are not necessary.</p> <p>MC queried how KP14 can be 182 – 154% etc. PM explained this is when we do a call back for feedback and catchup.</p> <p><b>Asset Management Sub Committee noted report.</b></p>	
	<p><b>6d. Outcome of Financial Systems Auditing of Contracting Partners (Decent Homes) (Confidential)</b></p> <p>See confidential minutes</p>	
	<p><b>6e. Environmental Improvement Schemes Riverways Panel</b></p> <p>PM presented the report.</p> <p>PM indicated that 40/50 areas have been visited. A further meeting identified 22 schemes these exceed budget by £34k in total, Riverways will prioritise schemes to remain within budget.</p> <p>The following proposals were discussed;</p>	

	<p><b>No 5 – Smithfield Estate Planters</b> – PG queried bin store doors - PM indicated that this will be held until work is considered. MC asked how many properties were included in the scheme. PM reported 120. Leaseholders will need to agree to fund this from day to day budget.</p> <p><b>No 16 – Allotments at Croyden/Ascot Road</b> – PM confirmed that the land belongs to Northwards.</p> <p>MH joined the meeting</p> <p>PM indicated that all schemes will be carried out by Wates Living Space, using local labour, Eco Youth and TA's in Bloom. We will also be using small landscape firm Real Comm Schemes.</p> <p>MB queried where the hanging baskets will come from? LP indicated that they have come from In Bloom in the past. MH The Welcome to Charlestown sign is from In Bloom. PM indicated that near Charlestown is from private sector. There are other funds available eg. cash grants. PM will look at this where there are active TA's</p> <p><b>Asset Management Sub Committee approved the report.</b></p>	<p><b>PM</b></p>
	<p><b>6f. Lead Water Main Replacement</b></p> <p>SK presented the report</p> <p>SK stated that there have been problems with lead water mains for a number of years. United Utilities have a working group to resolve getting new NHL pipes connected. United Utilities have limited budgets and the work is done free of charge. AT aid this is their Statutory Responsibility – can we sue? MH indicated that United Utilities have failed again on a number of cases. If we are taking action can we get them to carry out legal and statutory responsibilities. MH was disturbed by wasting public money with MCC and slowing programmes down. How do we hold United Utilities to account? Would MP's be appropriate if health and well being of people is being affected. The consequences could be serious. MH would like advice how we can take forward. Su b Committee proposed to investigate this.</p> <p>LP - NHL have managed the process well – there is a 9 month backlog. MCC may want to look at previous history. 9 months - a letter from Graham Stringer MP may be helpful. MH would like NHL to write to him and give the number of issues we must challenge. LP suggested initially that LP contacts Untied Utilities and reports back to Sub Committee. AT – if there is a survey in September we need to know cost before we can progress this and the survey will identify them</p>	<p><b>SK</b></p> <p><b>LP</b></p>

	<p>SK indicated it would cost £700 per property to install.</p> <p>MH said this is not a criticism of NHL - it is United Utilities.</p> <p><b>Asset Management Sub Committee noted the report.</b></p>	
<b>7</b>	<b>Responsive Maintenance</b>	
	<p><b>7a. KPI Performance Data – Responsive Repairs</b></p> <p>AW presented the report.</p> <p>The previous months improvement has been sustained.</p> <p>Appointments slipped – mainly due to systems. Jobs complete on first visit and tenant satisfaction. 50% were heat issues - so should improve but working to improve for next winter.</p> <p>Emergencies – work to improve Voids – Still high turnover</p> <p>AT asked if operatives are keeping parts on their vans as the new gas fires/boilers are being fitted. Ideal and Potterton main installation.</p> <p>AT queried (NHL 912) the increase in costs which was reported as decorating costs last month. AW stated that a number of properties in January/February had not had any work for a number of years.</p> <p>MH queried what has caused the increase in voids. LP indicated that 30% of terminations were because of death/gone into care reasons. There has been a rise from 19 to 23 voids per week. MH expressed his concern about the increasing turnover as it is often due to an area being unpopular, and suggested it would be useful to report on void reasons – are there other consequences.</p> <p>LP reported these higher costs were included in 09/10 budget and Board had approved this higher level of voids.</p> <p><b>Asset Management Sub Committee noted report.</b></p>	
	<p><b>7b. Update from the Repairs and Improvements Forum</b></p> <p>For information only</p>	

<b>8</b>	<b>Servicing</b>	
	<p><b>8a. Gas Servicing Report</b></p> <p>AW presented the report.</p> <p><b>Asset Management Sub Committee noted report.</b></p>	
<b>9</b>	<b>Training</b>	
	<p><b>9a. Training Update.</b></p> <p>LP informed the Sub Committee that NHL won the Women In Construction award for the Most Innovative Development Programme.</p>	
<b>10</b>	<b>Regeneration</b>	
	<p><b>10a. M&amp;E Revenue Team Improvement Plan – 2008/09 &amp; 2009/10</b></p> <p>AW presented the report.</p> <p>AT queried the proposal to charge tenants for missed appointments. AW indicated that we were asked to investigate this possibility during AC Inspection. A report will be brought to Sub Committee in the future.</p> <p><b>Asset Management Sub Committee noted report</b></p>	<b>AW</b>
<b>11</b>	<p><b>AOB</b></p> <p>a) PVCu Recycling Project</p> <p>LP circulated a copy of a press release detailing the recycling project. A further technical release has been sent to Construction Journals and we expect to receive some industry interest. LP indicated that we have done limited work as it is relatively new technology. The look of the window is different – wood grain so it looks more realistic. The 18 pilot properties would be monitored. Innovations need to be tested. AT had concerns about transport issues. PM confirmed that the windows are not going to landfill to off set this.</p>	
<b>12</b>	<b>Date and Time of Next Meeting</b>	
	<p>Wednesday 29 April 2009, 6pm in the Boardroom, Hexagon Tower.</p>	

<b>13</b>	<b>End of Meeting</b>	
	The meeting closed at 7.25pm	