

Northwards Housing – Asset Management Sub Committee Meeting

Board Room, Hexagon Tower

30th September 2009 at 6.00pm

Chair: Pat Glazebrook

Present:

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

In Attendance:

Larry Patrick (LP)	Director of Property Services
Andy Wood (AW)	Head of Responsive and Planned Repairs
David Heys (DH)	Head of Home Improvements (Fourways)
Paul Maidment (PM)	Head of Home Improvements (Riverways)
Nicola Ellison (NE)	P.A. to Head of Responsive Repairs (Minutes)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions, Confirm Quorum Quorum Confirmed	
2	Apologies Apologies were received from Michelle Carmichael	
3	Declaration of Interests/Confidential Matters/Equality & Diversity Matters Arising Items 4b and 6b were confidential items. There were no declarations of interest. Equality and Diversity matters arising will be covered .	
4a	Minutes of Previous Meeting – 29th July 2009. The minutes were approved as a correct.	
4b	Confidential Minutes of Previous Meeting – 29th July 2009 The minutes were approved as a correct record.	
5a	Matters Arising 5a - Bradford Court – DH provided an updated, not resolved, infra-red survey could not be completed on the roof due to weather conditions. Did give us advice for remedial works, possibility of asbestos. We have consulted specialists and awaiting asbestos report. Further details will be brought to Sub Committee. 5a - GMPTE – AT advised last contact. GMPTE were looking at sourcing some money for a round metrolink circuit bus. AT to chase.	 DH AT

	<p>7 Responsive Maintenance LP confirms that most issues resolved, however one issue remains. The MWL board have agreed to buy in additional IT support to resolve the 2 PI's that are affected.</p> <p>14 Camberwell Fire LP has written to every high rise tenant with a number of pieces of advice on fire risks, Caretaking manager has also been pro-actively knocking on doors where too many things are being left on communal landings, need to keep tenants who look after the landings on board.</p>	
5b	<p>Matters Arising from the Confidential Minutes None.</p>	
6	<p>Capital Programme</p>	
	<p>6a. Home Improvements Programme – Monthly Progress Report DH presented the report, overall good stats, slight concern in only a couple of areas Fourways – 2 areas of slight concern Wilton – 2 areas of slight concern Riverways – 2 areas of slight concern</p> <p>AT expressed that moston mill 4% slight concern on finance although we also have the detailed explanation – very pleasing overall.</p> <p>Asset Management Sub Committee noted report.</p>	
	<p>6b. Home Improvements Programme Financial Monitoring Report (Confidential) See confidential minutes</p>	
	<p>6c. Home Improvements Programme KPIs PM took Sub Committee through the KPI's. KPI 4- Slightly down but still above target KPI 5 – Slightly down but still above target – PM explained that he had tried to contact 2 residents who had scored us low, but they were not willing to let us investigate KPI 6 – contractor scores down slightly, still well above target.</p> <p>DL – express that this is excellent, well done to the teams involved.</p> <p>Asset Management Sub Committee noted report.</p>	

7	Responsive Maintenance	
	<p>7a. KPI Performance Data – Responsive Repairs AW presented the report</p> <p>Overall in July and August 9 out 13 KPI's are exceeding target.</p> <p>NHL824 – AW informed that we are now in touching distance of this, and that we are keeping up the pressure.</p> <p>NHL912 – Spend has increased by £200 although there was a reduction in numbers. AT/DL expressed that overall performance on voids is very good but concerned over the amount of rent loss. LP confirms that at the last Board Meeting it was agreed that the 3 Sub Committee Chairs will meet and discuss voids. LP confirmed that the repairs / surveying team performance is greatly improved where we get 95% back in time and turnaround is inside 19 days, this is a huge improvement and within touching distance of top quartile. Issues now at lettings end. LP is to ask Anne Duffield to produce a briefing note to be sent to Sub Committee members, then we can make a decision as to whether we want Anne to come to Sub Committee and present a report AT – asked what is happening with the properties that have had the decent homes work done, are we getting these in a bad state as voids. AW to bring a paper to the next sub committee on this.</p> <p>Asset Management Sub Committee noted report</p>	<p>LP</p> <p>AW</p>
8	Servicing	
	<p>8a. Gas Servicing Report AW presented the report. Good performance noted.</p> <p>15 Month – A briefing paper from a former inspector has been received that the Audit Commission do have an expectation at 15 months. We have checked and 2 properties in the last 6 months would have been failures, so we are hitting this target already. A paper will be brought to sub committee for a 15 month recommendation target.</p> <p>Asset Management Sub Committee noted the report.</p>	
9	Training	
	<p>9a. Training Update. Nothing to report.</p> <p>Asset Management Sub Committee noted the update</p>	
10	Equality & Diversity	

	<p>10a Comprehensive Equality Policy LP presented the report All expressed that it was a very good comprehensive policy, but a couple of points need looking at:-</p> <p>AT/DL – Staff duties are not spelt out enough on page 3 under Governance & Leadership, it needs to include a paragraph for all staff not just Board, EMT and SMT</p> <p>MH – raised the point about Mental Health Issues not fully listed.</p> <p>LP happy to take both these points back to Tara.</p> <p>Asset Management Sub Committee noted the report.</p>	LP
11	Governance No Reports	
12	Team Improvement Plans	
	<p>12a M&E Revenue Team Improvement Plan 2009-10 LP apologised this was not included in the pack due to Admin error was one of the first reports received and will be done at the next meeting</p>	LP
	<p>12b Empty Homes and Repairs Team Improvement Plan Asset Management Sub Committee noted the report</p>	
14	<p>Any Other Business</p> <p>a) <u>Housing Awards</u> We have been nominated for 2 awards, both to be held in London</p> <p>1st – 23rd October 2009 afternoon – Sustainable Housing Awards – Waste Initiative</p> <p>2nd – 27th October 2009 evening – National Recycling Awards – Best Recycled product. Both nominations are for the PVC Recycling scheme that took place in the Wilton area. DL is happy to attend both as the Board representative, DH to send the information to DL</p> <p>b) <u>Notification of Repair</u></p> <p>MB brought up an issue of receiving a repairs appointment letter 2 days after the repair was completed, LP/AW confirmed that the</p>	DH

	system should not send letters out if the appointment is within 1 day. AW to look into and report back. In addition, the text was received also after the repair was complete.	AW
15	Date and Time of Next Meeting Wednesday 28 ^h October 2009, 6pm in the Boardroom, Hexagon Tower.	
16	End of Meeting The meeting closed at 7.40pm	