

**Northwards Housing – Asset Management Sub Committee Meeting**

**Board Room, Hexagon Tower**

**28<sup>th</sup> October 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
Michelle Carmichael	Board Member

**In Attendance:**

Larry Patrick (LP)	Director of Property Services
Andy Wood (AW)	Head of Responsive and Planned Repairs
Steve Kirkham (SK)	Head of Home Improvements (Wilton)
Claire Hopkins (CH)	Head of Home Programme Planning & Asset Management
Nicola Ellison (NE)	P.A. to Head of Responsive Repairs (Minutes)

<b>ITEM</b>	<b>SUBJECT</b>	<b>ACTION</b>
<b>1</b>	<b>Welcome and Introductions, Confirm Quorum</b> Quorum Confirmed	
<b>2</b>	<b>Apologies</b> Apologies were received from Naeem UI Hassan	
<b>3</b>	<b>Declaration of Interests/Confidential Matters/Equality &amp; Diversity Matters Arising</b> Items 4b and 6b were confidential items. There were no declarations of interest. Equality and Diversity matters arising will be covered .	
<b>4a</b>	<b>Minutes of Previous Meeting – 30<sup>th</sup> September 2009.</b> The minutes were approved as a correct.	
<b>4b</b>	<b>Confidential Minutes of Previous Meeting – 30<sup>th</sup> September 2009</b> The minutes were approved as a correct record.	
<b>5a</b>	<b>Matters Arising</b> 5a - Bradford Court – SK provided an update, the asbestos report has come back and there is no asbestos, the camera survey went ahead today and will bring results to next meeting. 5a - GMPTE – AT has been chasing this, but not had anything back, AT to keep chasing and provide update at future meetings.	<b>SK</b> <b>AT</b>

	<p><b>7a KPI Performance Data – Responsive Repairs</b> LP informs that he has not asked Anne Duffield to do a briefing note as this was covered at the joint sub committee meeting and AW has brought the document for anyone who was not present. It was agreed at the Joint meeting that a joint working group concentrating on voids would be set up and LP is looking for volunteers to attend, DL and MC will be the nominated attendees from Asset Management Sub-Committee.</p> <p><b>12a M&amp;E Revenue Team Improvement Plan 2009-10</b> LP apologised, this has not been included, due to his admin error and will be brought to the next meeting.</p>	
<b>5b</b>	<p><b>Matters Arising from the Confidential Minutes</b> None.</p>	
<b>6</b>	<b>Capital Programme</b>	
	<p><b>6a. Home Improvements Programme – Monthly Progress Report</b> SK presented the report, overall good stats, slight concern in only a couple of areas</p> <p>Fourways – 1 areas of slight concern</p> <p>Wilton – 1 areas of slight concern – Had some minor issues on a scheme and discussed these with the Customer Services manager at Manchester Working, these have now been addressed.</p> <p>Riverways – 4areas of slight concern and a dip in Customer Satisfaction, this is due to staffing issues in terms of holidays and sick leave, PM has met with Wates and these results will improve.</p> <p>AT expressed that the satisfaction scores remain high and that there is a lot of smiley faces, these are good scores.</p> <p><b>Asset Management Sub Committee noted report.</b></p>	
	<p><b>6b. Home Improvements Programme Financial Monitoring Report (Confidential)</b> See confidential minutes</p>	
	<p><b>6c. Home Improvements Programme KPIs</b> CH took Sub Committee through the KPI's. <b>KPI 4-</b> Slightly down but still within target, it shows that Wates are down below target, which is from the staff issues SK reported and an explanation is included in the report</p>	

	<p><b>KPI 5</b> – This is the first time it has been below target and is directly linked to the Wates jobs. On the Equality and Diversity data it shows that the 45-54 age groups are below target, which largely comes from Victoria Square and Smithfield.</p> <p><b>KPI 6</b> – Scores are down, above target, but Wates are below target.</p> <p>CH informed that the Qtr KPI data was included within the report</p> <p><b>KPI 1</b> – Above target  <b>KPI 2</b> – Stayed the same as last qtr  <b>KPI 3</b> – This has gone up slightly  <b>KPI 10</b> – stayed the same  <b>KPI 14</b> – down to 90% which is below target, AT expressed that this is not good, is there a reason for it, CH notes that it has been pretty steady over the last year, AT thinks that it should have increased; CH will get AT some more details.</p> <p><b>KPI's 15-19</b> are community benefit KPI's, these include explanations of what is being done.</p> <p>AT asked where Lords got there 1.5 women from and now they have none, CH will ask the question at the meeting she has with Impact and give AT an update.</p> <p>DL expressed that the community benefits seems to be getting worse as the programme decreases, the number of companies will reduce, LP confirms that although we will continue to use Manchester Working and Wates the other companies other than Seddons do have work elsewhere in the Impact group.</p> <p>CH also reported that we have reached our SAP target already and the number of non decent homes is on target too.</p> <p><b>Asset Management Sub Committee noted report.</b></p>	
	<p><b>6d. Whitebeck Court- Extra Care Housing Scheme</b></p> <p>LP presented the report.</p> <p>It is a good news story we have met 3 of 4 milestones set by the Department of Health and we are looking forward to get the properties back.</p> <p>AT asked would we meet the fourth milestone</p> <p>LP confident that will be achieved when we reach that date.</p>	

	<p>Item 2.1 – AT asked initially this was to be a mix for rent and sale, but now the proposals are all for rent, AT believes that some people will miss out, due to elderly home owners wanting to buy into the scheme, LP informs that he has had confirmation that the Council are looking again at the mix, AT will bring it up with MCC.</p> <p>LP informed that Multistory blocks are now more popular than ever with reduced turnover against rising turnover generally. Largely due to them being well managed, and the only one we have issues with is Clifford Lamb due to age banding (over 60's), MH asked if it was to do with the bedsits, LP confirms that these were removed from use in the early 90's, but we have recently been given the permission and resources to start converting these with the neighbouring properties to make two 1 bed flats out of them, the work is to start on Sandyhill Court soon and we have funding to do 5 per year</p> <p><b>Asset Management Sub Committee noted report</b></p>	<p><b>AT</b></p>
<p><b>7</b></p>	<p><b>Responsive Maintenance</b></p>	
	<p><b>7a. KPI Performance Data – Responsive Repairs</b> AW presented the report</p> <p>2 Variation KPI's have not been reported, due to issues with the IT interface, MWL have agreed to fund and are meeting their IT consultant this week. By the end of the week we will have timescale of when the problem will be resolved</p> <p>9 of 11 KPI's are exceeding or close to target</p> <p>We are continuing to closely monitor the emergencies with MWL and ourselves to ensure stays close to target.</p> <p>We have a 71.95% return rate on the satisfaction results; these are a combination of postal and handheld.</p> <p>Performance on voids remains a concern; however MWL performance is good we can still improve.</p> <p>An analysis was carried out on voids cost in the Riverways Area and the average cost of the void when they have had decent homes work is £400 lower. AT expressed that the difference is not much, and AW confirms that we seem to be spending the money on clear outs and make safe's, including the Gas and Electric tests.</p> <p>AT asked how much of it is recharge, AW confirms that we don't factor this into the report as we try to recover it at a later date and</p>	

	<p>this depends on whether we get the money back.</p> <p><b>Asset Management Sub Committee noted report</b></p>	
	<p><b>7b. Northwards Customer Satisfaction Survey 2009 – Repairs Service</b></p> <p>AW presented the report</p> <p>Customer satisfaction on responsive repairs have increase overall by 3%, this can be seen from the improved KPI's.</p> <p><b>Asset Management Sub Committee noted report</b></p>	
	<p><b>7c. Specialist Repairs to Baths in Empty Homes – VFM</b></p> <p>AW presented the report</p> <p>The baths being replaced on voids were identified as a high cost item and a big drain on the budget.</p> <p>A trial has been carried out using Merlin repairs, who can repair, resurface and clean the baths. Two properties that would have had their baths replaced on the void were trailed and the results were included with the papers.</p> <p>These will be monitored on a 6 monthly basis to ensure that the surface is still in good condition and they are guaranteed for 2 years.</p> <p>MC asked why the cost to renew a bath is over £600, LP confirms that this is the composite rate and everything is included within the price.</p> <p>MH asked whether suitable judgement will be made before ordering this repair, AW confirms that all the surveyors are to be trained by Merlin so they know at what point it can be repaired</p> <p>AW confirms that this is a possible saving of £150k over a financial year.</p> <p>LP expressed that he started off cynical about this due to previous experience with poor bath resprays, but he has visited these baths and they do look really good, very impressed with the outcome.</p> <p><b>Asset Management Sub Committee noted report</b></p>	
<b>8</b>	<b>Servicing</b>	

	<p><b>8a. Gas Servicing Report</b>  AW presented the report. Good performance noted.</p> <p>AW asked for recommendation to move the target to 15 months which is good practice recommendation from the Audit Commission.</p> <p>Really good performance</p> <p><b>Asset Management Sub Committee noted the report and approved the 15 month target.</b></p>	
	<p><b>8b. Other Servicing Update</b></p> <p>AW presented the report</p> <p>Annual Report including</p> <p><b>Commercial Lifts</b> – 100%  <b>Domestic Lifts</b> – 99.70% - 1 Property with the no access procedure  <b>Periodic Testing</b> – Not being done due to Decent Homes  <b>PAT Testing</b> – 99.9% - 1 Property with the no access procedure  <b>Legionella</b> – all certificates are up to date.</p> <p>Good performance</p> <p><b>Asset Management Sub Committee noted report</b></p>	
<b>9</b>	<b>Training</b>	
	<p><b>9a. Training Update.</b>  Nothing to report.</p> <p><b>Asset Management Sub Committee noted the update</b></p>	
<b>10</b>	<b>Equality &amp; Diversity</b>	
	<p><b>10a. Equality Actions 2009/10 – Quarter 2 Update</b></p> <p><b>Asset Management Sub Committee noted the report.</b></p>	
<b>11</b>	<b>Governance</b> Nothing to report.	
<b>12</b>	<b>Team Improvement Plans</b>	
	<b>12a. Home Improvements Team Improvement Plan 2009/10</b>	

	<b>Asset Management Sub Committee noted report</b>	
	<b>12b. Regeneration Team Improvement Plan 2009/10</b> <b>Asset Management Sub Committee noted the report</b>	
	<b>12c. Reinspection Action Plan</b> <b>Asset Management Sub Committee noted report</b>	
	<b>12d. Programme Planning and Asset Management Team Improvement Plan 2009/10</b> <b>Asset Management Sub Committee noted report</b>	
<b>13</b>	<b>Any Other Business</b>  a) Date of Next Meeting – LP informs that the date of the next meeting will be the date of interviews for the Director position, LP asked members if they would like to move the meeting to the 1 <sup>st</sup> or 2 <sup>nd</sup> Wednesday in December, All agreed to move the meeting to 09 <sup>th</sup> December.	<b>LP</b>
<b>14</b>	<b>Date and Time of Next Meeting</b> Wednesday 09 <sup>h</sup> December 2009, 6pm in the Boardroom, Hexagon Tower.	
<b>15</b>	<b>End of Meeting</b> The meeting closed at 7.40pm	