

Northwards Housing – Asset Management Sub Committee Meeting

Board Room, Hexagon Tower

26th May 2010

Chair: Michelle Carmichael

Vice Chair: Anna Trotman

Present:

Pat Glazebrook (PG)	Co-Optee
David Leah (DL)	Board Member
Anna Trotman (AT)	Board Member
Michelle Carmichael (MC)	Board Member
Luke Barnett (LB)	Co-Optee

In Attendance:

David Heys (DH)	Head of Home Improvements (Fourways)
Andy Wood (AW)	Head of Responsive and Planned Repairs
Claire Hopkins (CH)	Head of Investment and Strategic Asset Management
Diane Roberts (DR)	Governance Support Manager (Minutes)

ITEM	SUBJECT	ACTION
1.1	Welcome and Introductions, Confirm Quorum Quorum Confirmed	
2	Apologies Apologies were received from Sue Ratchford, Larry Patrick and Marjan Bazargan.	
3	Declaration of Interests/Confidential Matters/Equality & Diversity Matters Arising There were no declarations of interest. Items 4b and 6b are confidential items, Equality and Diversity will be covered under items.	
4a	Minutes of Previous Meeting – 28th April 2010 The minutes were approved as a correct record subject to an amendment to 8a detailed below.	
4b	Confidential Minutes of Previous Meeting – 28th April 2010 The minutes were approved as a correct record.	

<p>5a</p>	<p>Matters Arising</p> <p>5a Matters Arising</p> <p>6a – Community Energy Saving Programme (CESP) CH reported that £1.6m bid had been submitted to Ofgem and was secure subject to Ofgem approval and Scottish Power’s owners approval. A further 2m of RDF funding was pending. LB asked if there would be the planned savings CH reported that this would not be known until the funds are secured and actual costs are provided. It is possible the work will begin in February. DL asked if the government changes will have an effect on funding and will there be opportunities for further bids? CH reported that the CESP programme is in place until 2012 and the government do have a commitment to the green agenda. CH will report back in October.</p> <p>8a – KPI Performance Data – Responsive Repairs 8a – KPI Performance Data – Responsive Repairs AW updated the Sub-Committee regarding the percentage of appointments made at first contact and will report back in October as requested by LB.</p> <p>10a - Community Regeneration Strategy Refresh GL had emailed an update of trees planted to Sub-Committee and had included local Councillors in this email.</p> <p>Matters Arising from 28 April minutes</p> <p>7a Home Improvements Programme – Monthly Progress Report DH explained that 125 satisfaction surveys had been received when 91 properties had been handed over, this was due to only completed blocks being handed over (91 represents one block) whilst other properties had been completed in other blocks.</p> <p>DL had requested the clarification of the reason why an extension of time had been requested on scheme 35262 . DH reported that this was only partly due to inclement weather other factors such as extra surveying to turrets and pointing had been necessary and dialogue with Conservation and Planning had been required.</p> <p>7c Northwards Housing Home Improvements Programme KPIs CH confirmed the number of trainees will be included in the next quarterly report.</p> <p>7d Professional Indemnity Insurance Claim –Eastlands Home DL had requested that LP find out the resolution. DH reported that a report had been submitted but may take several months to resolve.</p>	
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	<p>10 Regeneration – Whitebeck Court DH reported that a visit will be arranged. Completion is scheduled for March 2011 when the visit will be arranged.</p> <p>14 Any Other Business LB confirmed that he is now in receipt of Inside Housing.</p>	
6	<p>Capital Programme</p> <p>6a – Home Improvements Programme – Monthly Progress Report DH presented the report he highlighted 34083 (Fourways-Charlestown; Deepdale/Rusland and Kentmere Coutts) the satisfaction level had improved but was still below target. Three of the five blocks are now complete and the last two are in progress. Lb asked why there were extensions of extensions of some schemes. 40044 (Riverways: Newton Heath: Replacement Flat Entrance Doors Schemes) DH will investigate the reason for the extension and report back. LB asked that implications of the extension are included in the report. DH reported that little financial implication will be noted on this scheme and that the issue is time delay and the effect on satisfaction levels. DH explained that extensions are not granted lightly and they are usually as a result of delays which are beyond the control of the contractor.</p> <p>LB asked that all reports include the reason and cost implications for extensions are included in all future reports. DH agreed to do this.</p> <p>35262 (Riverways: Ancoats and Clayton; Victoria Square Kitchen and Bathroom and external improvements scheme) DH had reported this under item 5a matters arising.</p> <p>40070 (Riverways Miscellaneous Properties External Improvement Schemes) DH reported that additional roofing works had been necessary resulting in 7/8 weeks delay. The weather in January had a cumulative impact on most external schemes.</p> <p>35262 – AT asked why 231 questionnaires had been received when only 165 properties in the scheme. DH will report back.</p> <p>Asset Management Sub Committee noted the report</p> <p>6b – Financial Monitoring Report Please see confidential minutes</p>	<p>DH</p> <p>DH/SK/PM</p> <p>DH</p>

	<p>6c – Northwards Housing Home Improvements Programme KPIs</p> <p>CH presented the report. KPI4 – Average Performance over the last 12 Months has dropped to 9.7.</p> <p>KPI5 – Resident Satisfaction with Northwards Housing has dropped to 9.5 which is just below target. Two returns have scored between 1 and 4.</p> <p>KPI6 – Resident Satisfaction with the Contractor Service has dropped to 9.7. One return scored between 1 and 4.</p> <p>AT asked if one bad score causes low averages. CH responded that it is a mixture of scores and those below 4 are highlighted. DL noted that Wates have not scored as highly as MWL and were below target on KPI 5. CH reported they had less work on site and this may be a factor. DL was concerned that as the contract is ending performance is being affected. CH does not believe this is the case. DH offered to investigate further and check if there are any underlying reasons. He added that Wates are the contractors on Whitebeck Court and are doing well. This scheme has a separate team and it is unlikely they are diverting resources. LB asked that their performance be kept under review. DH will discuss with Paul Maidment and will highlight these issues to keep performance high. Sub-Committee will review next month to see if there is a trend.</p> <p>Asset Management Sub Committee noted the report.</p>	<p>DH/PM</p>
<p>7</p>	<p>Responsive Maintenance</p> <p>7a – KPI Performance Data – Responsive Repairs</p> <p>AW reported that satisfaction overall is good and work continues with MWL to improve. Particular attention is being paid to improve performance of NHL804 – Average time taken in days to complete non-urgent responsive repairs.</p> <p>NHL817 % of jobs completed on first visit performance is above target.</p> <p>Voids performance has now been reported on the new indicators. NHL819 - Average days to Secure, Clear Out, Survey and Repair properties to Empty Homes Standard the target is 20 days and the result in April is 15.57 days.</p> <p>NHL 912 – Average Cost of work raised to empty properties the cost in April is £1837.46 and in March the report is incorrect this was £1931.71. Previous figures reported are correct.</p> <p>NHL805 % of spend against budget is awaiting finalising from finance section. It is predicted to be 100.69%.</p> <p>AT asked if a monthly rolling report could be provided, Sub-Committee agreed this would be better AW to provide.</p> <p>DL raised the link between the percentage of voids, the relet time and rent loss. He requested that these three tables be presented</p>	<p>AW</p>

	<p>on A3 to allow cross comparison. AW agreed to provide this for tables 4.1, 4.5 and 4.6.</p> <p>Asset Management Sub Committee;</p> <ul style="list-style-type: none"> • Noted the update and actions taken to improve performance. • Approved the provisional targets for variations, subject to further first quarter analysis. 	AW
8	<p>Servicing</p> <p>8a Gas Servicing - March 2010 Performance DH presented the report. He reported that there had been a slight drop in performance in January and February and a minor drop in April in the performance of NHL091 – the percentage of properties serviced within the past 12 months. This represented 66 properties without a gas safety certificate which was mainly due to access issues which are being addressed. There are no properties without a certificate for 15 months or more. There is 100% customer satisfaction. AT and LB noted the good results.</p> <p>Asset Management Sub Committee noted the report</p>	
9	<p>Equality and Diversity</p> <p>9a – Equality Actions 2009/10 – Quarter 4 Update</p> <p>Asset Management Sub Committee noted the report</p>	
10	<p>Asset Management</p> <p>10a – Review of the Asset Management Strategy and Action Plan 2010 update CH highlighted the main changes in the report. 1 August is the new date for the IMPACT/GM Procure completion to form Procure Plus.</p> <p>Asset Management Sub Committee noted the report</p>	
11	<p>Training none</p>	
	Governance	

	none	
12	<p>Any Other Business</p> <p>LB reported that he had visited 3 randomly picked void properties with AW and LP. All were of a generally good standard. There were some communal area issues which AW will report progress back to LB.</p> <p>DR to circulate invitation to Victoria Square on 30 June to all Co-optes</p> <p>The meeting finished at 6.45pm</p>	DR
13	<p>Date and Time of Next Meeting</p> <p>Wednesday 30th June 2010 at 6.00pm in the Boardroom, Hexagon Tower</p>	