

## Northwards Housing – Asset Management Sub Committee Meeting

**Board Room, Hexagon Tower**

**24<sup>th</sup> February 2010 at 6.00pm**

**Chair: Pat Glazebrook**

<b>Present:</b>	Pat Glazebrook (PG) Sue Ratchford (SR) Marjan Bazargan (MB) David Leah (DL) Mark Hackett (MH) Anna Trotman (AT) Luke Barnett (LB)	Co-Optee Board Member Board Member Board Member Board Member Board Member Co-Optee
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<b>In Attendance:</b>	Larry Patrick (LP) Andy Wood (AW) Steve Kirkham (SK) Paul Maidment (PM) Diane Roberts (DR)	Director of Property Services Head of Responsive and Planned Repairs Head of Home Improvements (Wilton) Head of Home Improvements (Riverways) Governance Support Manager (Minutes)
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ITEM	SUBJECT	ACTION
1.	<b>Meeting with Internal Auditors</b>	
2.	<b>Welcome and Introductions, Confirm Quorum</b> Quorum Confirmed	
3.	<b>Apologies</b> Apologies were received from Michelle Carmichael & Greig Lees	
4.	<b>Declaration of Interests/Confidential Matters/Equality &amp; Diversity Matters Arising</b> Items 5b, 7b and 10a were confidential items. There were no declarations of interest. Equality and Diversity matters arising will be covered .	
5a	<b>Minutes of Previous Meeting – 27<sup>th</sup> January 2010</b> The minutes were approved as a correct record subject to the following;  Page 5 – No minutes were recorded for item 11a - 11a – Whitebeck Court Update was noted AOB – MB to replace Naeem.	
5b	<b>Confidential Minutes of Previous Meeting – 27<sup>th</sup> January 2010</b> The minutes were approved as a correct record.	

<p><b>6a</b></p>	<p><b>Matters Arising</b></p> <p>5a - Bradford Court – SK reported issues with the camera survey. Duck plate on motors on lift motor room have been installed . These will be monitored and it is hoped the affected property will be ready to let within the next couple of weeks.</p> <p>6d – Local Authority New Build for Older Persons Bungalows – LP confirmed that he has forwarded the email address to AT.</p> <p><b>8c – Northwards Housing Home Improvement Programme KPIs</b> – PM confirmed that there was an error in the number of Wates trainees reported in last month's report. There were 6 trainees, not 0 as reported. PM has raised the error in the report with Impact.</p> <p><b>9b – Responsive Repair Costs – Benchmark Report</b> - LP confirmed that the information will be included in the next newsletter.</p> <p><b>9c - Emergency Repairs – Recharging tenants for none emergency repairs</b> – AW confirmed that On Call are advising callers of the potential £14.26 penalty for reporting non emergencies as emergencies.</p> <p><b>15 – AOB</b></p> <p>LP confirmed that the meeting start time of 6pm will be retained. And that food will no longer be provided.</p>	
<p><b>6b</b></p>	<p><b>Matters Arising from the Confidential Minutes</b></p> <p>None.</p>	
<p><b>7</b></p>	<p><b>Capital Programme</b></p>	
	<p><b>7a. Home Improvements Programme – Monthly Progress Report</b></p> <p><b>40066 – Moston Mill</b> – still a few issues which are being addressed with quality and general site issues.</p> <p><b>34083 – Charlestown; Deepdale/Rusland &amp; Kentmere Courts</b> – Customer satisfaction is low. AT asked why most residents did not feel they had benefited from Northwards Decent Homes Programme. This is due to an MCC kitchen/bathroom replacement scheme 5/6 years ago, just prior to Northwards. Therefore they are not included in this part of the programme. they feel they are not benefiting from the wider home improvements programme. AT stated that the difference in quality between Northwards Kitchens/bathrooms and the ones</p>	

	<p>previously provided by MCC are vastly different. MH reported that he has met with Deepdale TRA at their AGM, and their concerns are wider than this. They are concerned about heating and insulation costs and damaged gardens. SK confirmed the damage to the gardens will be rectified.</p> <p>MH asked what lessons we have/can learn from Damhead – Crosslee scheme. LP indicated that more information is provided under item 7c.</p> <p><b>35262 – Ancoats &amp; Clayton; Victoria Square Kitchen and Bathroom &amp; external improvements scheme</b> – PM reported that there have been thefts of lead from this scheme. We plan to use aluminium on approved areas, but will use lead and take scaffolding down on the same day to avoid more thefts. AT &amp; DL queried the cost of these thefts and who will bear the costs. PM indicated that the issue has been raised with the contractor, and we are awaiting costs. DL queried why the contractor is not liable. SK reported that it is a shared risk contract and it is a risk register item. We have done well for the past 4 years on vandalism and theft on the shared risk basis.</p> <p><b>40064 – Hr Blackley, Plant Hill externals</b> – There is a 2/3 week delay on this scheme due to the poor weather. Now back on track.</p> <p><b>Asset Management Sub Committee noted report.</b></p>	
	<p><b>7b. Home Improvements Programme Financial Monitoring Report (Confidential)</b> See confidential minutes</p>	
	<p><b>7c. Home Improvements Programme KPIs</b></p> <p>PM presented the report.</p> <p>3.1 – there has been a dip in performance, which is explained in detail within the report. Both contractors performances are down.</p> <p>3.2 – Again, performance is down with the lowest showing the same trends – remedial works. SK indicated that we are going back to Chain Road to get feedback. We have contacted residents regarding the length of time and poor communications. Contractor to return to carry out works to the correct standard. PM indicated that there have been problems on the Wates scheme which are due to weather problems.</p> <p>3.3 – There has been a dip in performance. We expect an improvement in the contractors performance. However, this does show that dissatisfaction is recorded.</p>	

	<p>MH queried how the bad weather affects the scores – difficult to see all the issues due to technical and transport issues. Have any lessons been learnt and requested a report in the future to see if we can plan this out for the future. LP indicated that RL has requested an overall review of all services during the bad weather. Steve Finegan is leading on this.</p> <p>DL stated that the KPI is not meaningful at this time and that we need to look at February &amp; March.</p> <p><b>Asset Management Sub Committee noted report.</b></p>	
<b>8</b>	<b>Responsive Maintenance</b>	
	<p><b>8a. KPI Performance Data – Responsive Repairs</b></p> <p>AW presented the report.</p> <p>AW reported that a number of KPI's are below target – this is due to the adverse weather conditions. AW also reported both satisfaction and right first time were very high rates based upon a 36% response.</p> <p>AW circulated an addendum update on variation KPIs.</p> <p>AW indicated that there has been difficulty with the interface and Civica which we hope will be resolved within the next week or so.</p> <p>63% varied on system – a truer figure is nearer 43%. £22.67 cost has increased to £33. Both are above target which was set before handhelds were introduced.</p> <p>Voids – MWL have returned 98% on time.</p> <p>AT &amp; MH felt that jobs completed on first visit and satisfaction rates were good.</p> <p>AW indicated that we shall be reviewing targets soon.</p> <p>LB stated that he did not receive the late items when they were circulated via email. LP's PA to ensure LB is added to the circulation list.</p> <p><b>Asset Management Sub Committee noted report</b></p>	<b>LA</b>
<b>9</b>	<b>Servicing</b>	
	<p><b>9a. Gas Servicing Report</b></p> <p>AW presented the report.</p> <p><b>NHL091</b> – January is under target due to the adverse weather.</p>	

	<p>Customer satisfaction – 2 negative replies received.</p> <p>No properties have been without a gas safety certificate for more than 15 months since September 2007.</p> <p><b>Asset Management Sub Committee noted the report.</b></p>	
<b>10</b>	<b>Regeneration</b>	
	<b>10a. New Build Options</b> See confidential minutes	
<b>11</b>	<b>Training</b>	
	<b>11a. Training Update.</b>	
<b>12</b>	<b>Governance</b> No reports	
<b>13</b>	<b>Team Improvement Plans</b>	
	<p><b>13a Regeneration Team Improvement Plan 2009-10</b></p> <p>LB queried if we have a someone employed to submit grant applications? LP indicated that a report is going to the Board in March as this was highlighted at the last Board strategic away day. LB was concerned that there was less grant funding available now than in the past. MH thinks that some monies are still available but agree should maximise this through partnerships.</p> <p><b>Asset Management Sub Committee noted the report</b></p>	
	<p><b>13b Empty Homes and Repairs Team Improvement Plan</b></p> <p>AW indicated that the red statuses shown on the report are mainly IT related issues. Outstanding actions will be build into next years plan.</p> <p>AT noted that most main dates are not missed – emergencies will be on-going.</p> <p><b>Asset Management Sub Committee noted the report</b></p>	
	<p><b>13c Reinspection Action Plan – Property Services Update</b></p> <p><b>Asset Management Sub Committee noted the report</b></p>	

14	<p><b>Any Other Business</b></p> <p><b>14a – Community Energy Saving Programme (CESP) – Agreement to preferred partner.</b> PM presented the report.</p> <p>He explained that Scottish Power is recommended as our chosen partner as they are offering a far more flexible approach. Our schemes will focus on Wimpey No Fines properties, we manage approximately 700 homes, which are of solid wall construction. £1.6m funding is available via CESP, we have submitted a bid for ERDF and Sub Committee has approved £500,000 from the Capital Programme.</p> <p>MH asked about the location of the properties. PM reported that they are spread right across the Northwards area. Lathbury Road has had works completed by MCC prior to Northwards. This has resulted in better SAP ratings and has given an aesthetic lift to the properties</p> <p>DL highlighted that this was an item for approval.</p> <p>LB queried the procedure for externals and the ascetic's effect. PM stated that we need to meet building regulations this would be similar to Moston Corrolites with lower pebble dashing to avoid damage. LP has tested the system at Eastlands Homes and was unable to cause damage.</p> <p>PM indicated that it will add to maintenance costs, in 10 years we will wash and recoat this will be built into cyclical maintenance plans.</p> <p>Scottish Power will allow us to use our contractors, so we will be able to carry out other work at the same time creating efficiencies.</p> <p>If we are able to give good procurement this will maximise the work as the grants are not subject to grant retraction for under spends on a scheme basis.</p> <p>LB asked if we have had any quotes yet? PM to report at the next meeting.</p> <p><b>Sub Committee gave their approval to enter into a partnership with Scottish Power.</b></p>	PM
15	<p><b>Date and Time of Next Meeting</b> Wednesday 31<sup>st</sup> March 2010 6pm in the Boardroom, Hexagon Tower.</p>	

	David Leah and Marjan Bazargan gave their apologies for this meeting. It was agreed to reconsider this date by email.	<b>DR</b>
<b>16</b>	<b>End of Meeting</b> The meeting closed at 7.45pm	