

Minutes



Minutes of Area 1 Panel meeting held on Thursday 20 May 2010 at Lathkill Close

<u>Present:</u> -	Kevin Butt (Chair)	KBT
	Olga Footitt	OF
	Ros Yousof	RY
	Carol Phillips	CP
	David Phillips	DP
	Maureen Henson	MH
	Sheila Loades	SL
	Margaret Bell	MB
NCH: -	Will Morritt (Housing Manager)	WM
	Julia Burkin (Tenant and Leaseholder Involvement Officer)	JB
	Steve Williams (Corporate Property)	SW
Councillors: -	Councillor Ginny Klein [part meeting]	GK
<u>Apologies:</u> -	Kath Biddle, Kevin Butt, Cllr Clark, Cllr Campbell, Gill Moy	

- | | | Action |
|------------|---|---------------|
| 1.0 | Welcome, Introductions and Apologies | |
| 1.1 | The Chair welcomed everyone to the meeting and introductions were made. | |
| 1.2 | Apologies were received from Kath Biddle, Kevin Butt, Cllr Clark, Cllr Campbell, Gill Moy | |
| 2.0 | Minutes of Last Meeting | |
| 2.1 | The minutes of the previous meeting were read and agreed as a true record. | |

3.0 Matters Arising

- 3.1 WM provided parking ticket update following last meeting request.
- 5.2 WM will contact Mark Sponge about the moss clearance
- 6.0 Garages are still a problem with children climbing onto the roof: Is anti vandal paint a possibility? WM will ask HPM to survey all garage sites, including right to park, allocation of parking, and possibility of community payback doing a repainting task.
- 7.1 All restrictions have been lifted as discussed and properties are available on HomeLink.
- 10.2 Cllr Collins is backing the group – not working with the group [Totley Close]
- 11.6 Tenants will get a visit every two years
- 12.1 The date for rent collection ending is to be announced and is likely to be end of June 2010.

4.0 Area Panel Reports

- 4.1 WM requested the members to produce a 'top ten' of important issues that they would like to receive reports on [rather than the many reports already provided and rarely discussed]
- 4.2 The top ten list for Area 1 Panel are as follows:
 - 1. Stock Turnover
 - 2. Introductory Tenancies [new tenants]
 - 3. Vacant Properties [cost per relet, time per relet, number of offers made until let]
 - 4. Garages
 - 5. Repairs [cost against budget, quality]
 - 6. Customer Care [response times, levels of satisfaction with services provided]
 - 7. Tenancy Visits [number completed]
 - 8. Rent Arrears [action taken, evictions, running totals, performance against targets]
- 4.3 Please note as the request was for ten items, there were 8 Headings, each will have several possible reports making the top ten complete.

4.4 WM commented that the Bulwell Team were performing very well and he was pleased with his offices' results.

5.0 Environmental Schemes

5.1 WM circulated a report with detailed descriptions and photographs of environmental improvements that are required in the Area 1 Panel.

5.2 The total of possible projects exceeded the actual budget allowance, WM asked those present to create a priority list that was in budget. Discussions took place around each project proposal and the following items were deemed to be less urgent

5.3 B16 and BF2 will be placed on a reserve list.

5.4 The cost of all the other projects can now be developed and orders will be placed once final approval is gained.

5.5 OF complimented WM and his team for the excellent report.

6.0 Responsive Repairs Performance

6.1 Appointments made and kept 95% (year to date)

Completing over 95.8% of routine and emergency repairs within target (year to date)

99.2% of emergency repairs completed within 3 days (year to date)

Over 94.4% of routine repairs completed within target (year to date)

Over 93.8% of repairs were completed on the first visit (year to date)

Average days taken to complete repairs = 8.8 (year to date) (target 10 days)

6.2 **Repairs Customer Satisfaction (last completed survey is for February 2010)**

Customers indicating they were satisfied with the completion

of the last repair requested = 8.1 (target 8.0)

Customer satisfaction with the quality of the repair = 8.0
(target 8.0)

Customer satisfaction with the politeness and helpfulness of
the operative = 8.6 (target 8.0)

Customer satisfaction with precautions taken by operatives to
protect curtains, carpets, etc. = 8.2 (target 8.0)

Customer satisfaction with operatives removing all rubbish =
8.3 (target 8.0)

6.3 **Gas Performance**

31st March 2010 – 99.95% of gas servicing completed – 14
Illegal

Customer satisfaction with the completed last annual service
= 8.7 (year to date) (target 8.0)

6.4 **Aids and Adaptations Performance**

91.6% of repairs completed with in 20 working day target
(target 90%)

Customer satisfaction with the service = 8.8 (target 8.0)

7.0 **Local Area Round Up**

7.1 RY informed the group that a £500 community chest
application had been successful. There will be some planting
of baskets and troughs. Schools will be involved in this.

7.2 Rufford Subway repainting is due to start shortly and RY
wanted to thank the councillors for their support.

7.3 There will be a community action bus trip to Sheringham in
September 2010.

7.4 SL explained the Over 50's is not running yet. The events will
start 8 June 2010. RY has agreed to do a talk to the Over 50's
group.

7.5 SL noted that following a recent stay by travellers there was

an accumulation of rubbish adjacent to the Apollo.

8.0 NCH Board Feedback

8.1 Consultation period on rent collection / cash taking facilities will come to an end soon and full results will be published.

8.2 LIFT building is progressing well.

9.0 AOB

9.1 Wingbourne there is a car repairing business taking place. There was a taxi there today. Welding and ramps in use, banging noise nuisance. WM will investigate and take appropriate action.

9.2 JB informed everyone about the 'Big Lunch' A community based fun event taking place on Sunday 18 July 2010. Further details will be sent to all Chairs of groups for inclusion as a future agenda item.

10.0 Date, Time and Venue of Next Meeting

Thursday 15 July 2010 5.30-7.30pm Lathkill Close.