

# Minutes



## Minutes of Decent Homes Customer Care meeting held Tuesday 24th March 2009 @ The Denewood Centre

### Present:

#### **Tenants & Leaseholders**

Alan Darby (AD), Maria Hemphill (MH), Ennis Peck (EP), John Riley (JR), Sue Stevenson (SS), Alison Thorpe (AT) **Chair**, Clive Thorpe (CT)

#### **NCH officers**

Colin Bull (CB), Steve Cooper (SC), Alix Dale (AD), Clair Marshall (CM), Abi Norton (AN), Sue O'Connor (SO), Karen Poxon (KP), (Minutes), Tim Prentice (TP), Lynne Row (LR), Anthony Slater-Davison (ASD), Phil Saunders (PS), Pete Smith (part)

#### **Contractor Partners**

Andy Carey (AC)  
Larisa Cuipruik (LC)  
Sharon Beard (SB), Fiona Edwards (ME)  
Glenn Harrison (GH), Harvinder Kooner (HK)  
Carly Beet (CB), Tony Shaw (TS)

**Keepmoat**  
**Nationwide Windows**  
**SPI**  
**Vinshires**  
**Yorkshire Windows**

<u>1.0</u>	<u>Apologies</u>	<u>Action</u>
	Derek Roberts (NCH), Matthew Whittaker (NCH), Sheila Gennard (NCH), Sheila Thwaites, Tracey Fertaki (Keepmoat), Doreen Gretton	
<u>2.0</u>	<u>Minutes of the meeting 17.02.09 and matters arising</u>	
<u>2.1</u>	<u>Item 2.1 Newsletter</u> – TP informed everyone that there will be quite a number of issues raised in the newsletter for information.	<b>NOTE</b>
<u>2.2</u>	<u>Item 2.2 Publicity</u> – TP reported that an article for Vinshire appeared in the last newsletter and the next one will cover SPI and Nationwide, after that it will be Yorkshire Windows.	<b>NOTE</b>
<u>2.3</u>	<u>Item 2.3 Skate Board Track</u> – An article on the track will be in the Newsletter.	<b>NOTE</b>
<u>2.4</u>	<u>Item 2.7 Solar Panels</u> – CB provided an update on the project.	<b>NOTE</b>

2.5	<u>Item 3.3 Kitchen Consultation Event</u> –4 kitchens had been chosen from the consultation event.	NOTE
2.6	<u>Item 5.3 VMS surveys</u> – PS reported that he will be meeting with Steve Edlin in the near future.	NOTE
2.7	<u>Item 5.5 VMS Ticket Draw</u> – The photo shoot had taken place.	NOTE
2.8	<u>Item 6.0 Nationwide</u> – LR is now assisting with access issues to properties for Nationwide windows.	NOTE
3.0	<b><u>Secure, Warm, Modern Update</u></b>	
3.1	<b>Nottingham Secure</b> ASD reported that there were currently 3 contracts ongoing until 31.03.09. The DLO have £3.3M worth of work and Yorkshire and Nationwide £200,000 Surveys are currently being carried out for the next years contract and liaison is taking place with Tenants and Residents groups and local area housing offices. Currently the DLO have completed 166 1734 (as of 24.03.09) properties, Nationwide 168, and Yorkshire 55 of 270 and should hit completion by 31.0.309. There have been some teething problems but these are being resolved. Cold calling for surveys has been an issue and there have been a lot of part properties. Nationwide and the DLO are hitting the KPI target of 90%, but no figures are available for Yorkshire.	NOTE
3.2	<b>Warmth for Nottingham</b> SC reported that Vinshire have completed 242 properties in the Bestwood area and on target to complete by 31.03.09. Heating partners have been allocated £3.75m spend for next financial year from April onwards. Vinshire have employed 6 apprentices under the One-in-a-Million scheme starting in April. SPi have completed 44 properties in Bulwell and will be continuing in the Bulwell area from April. SPI will be employing 1 apprentice under the scheme in April and will continue to employ more apprentices as the project progresses.	NOTE
3.3	<b>Modern Living</b> ASD reported that Keepmoat are over the KPI target at 95% completion and 97% for Handover. Keepmoat are finalising properties in Clifton and moving to Bestwood from April. There will be an Open Day on Tuesday 31 <sup>st</sup> March at Bestwood Park Church. 450 letters have been sent out, the Housing Office have displayed a poster and Vinshire will also be in attendance.	NOTE
3.4	<b>Asset Management</b> CB reported that Bestwood Ward will be the second ward to complete. Under the scheme there is 88% of properties outstanding to complete. 2,500 survey letters have gone out.	

The Bulwell Ward (Forest) has had 84% of the properties visited and the team are now processing the information. St.Anns ward have just had notification letters to start surveying the 2,500 homes. 779 Energy Performance and Stock Condition surveys have been carried out on Void properties.

**NOTE**

#### **4.0 Partner Feedback**

##### **4.1 Nottingham Secure**

###### **4.1.1 Yorkshire Windows**

TS reported that 184 properties have been installed in Dunkirk and Lenton up to 20.03.09. Yorkshire and extended into the Bulwell Hall and central areas. 4 surveyors are in the Clifton North/South areas and have completed 340 surveys for April. Yorkshire are required to hold coffee mornings. Yorkshire will be talking to Bulwell Housing Office staff with relevant information.

**NOTE**

###### **4.1.2 Nationwide**

LC reported that Nationwide were just completing Lenton and will be moving into Wollaton from April. The pilot scheme will be completed at the end of March and there has only been 1 no access issue. The Helping Hands Scheme was also of help with a particular property. LC reported that a trainee is also starting in the office on 30.03.09. Nationwide are also advertising for a storeperson through Connexions with assistance from Ian Richardson. Nationwide attended the Lenton Abbey residents group and the feedback was good. Attendance will also be made at the relevant area panels. Under You said/We did, LC reported that Nationwide had taken on board the customer issues and where there were cancellations other properties would be slotted in.

**NOTE**

###### **4.1.3 NCH DLO**

LR reported that the DLO will be working in Aspley for the next year. SG is working hard on inductions. The proposed card for the fitters to leave for customers should be available for the next meeting. A coffee morning was held on Thursday 19.03.09 in the Aspley Training & Community Centre. SG/LR attended a parents evening at Ambleside School which was a success. An Easter tea party will be taking place at the Warden Aided complex Keverne Close. There will be a raffle and Easter bonnet parade.

**NOTE**

##### **4.2 Modern Living**

AC reported that Keepmoat will be completed, moving away from Clifton at the end of March and starting up in Bestwood after April. The last kitchen to be completed in Clifton will have a goodbye publicity shoot. Survey letters are now ready to go for Bestwood. AC thanked his team for their hard work.

**NOTE**

### **4.3 Warmth for Nottingham**

#### **4.3.1 Vinshire**

GH reported that Vinshire had their first Helping Hands property and had created a safe haven for the resident. Under You said/We did, Vinshire attended Farm Valley Court and resolved issues raised by the residents. A coffee morning will be held there on 1.04.09. GH reported that 44 installations a week are being carried out.

#### **4.3.2 S.P.I**

SPI reported that the pilot scheme will be completed by the end of March. On Monday 30.03.09 they will be moving into new premises in Basford.

### **5.0 Secure, Warm, Modern Literature**

5.1 A small group of Customer Care Group members had met and agreed the size, format and wording to the revised Improving Your Home leaflet. The Customer Care group unanimously approved the booklet.

**NOTE**

5.2 The Don't be a Victim card was approved to raise awareness for use of ID badges to ensure residents ask for them. A poster will be designed too use in Housing Offices.

**NOTE**

5.3 Survey result letter sent by Asset Management was circulated and the wording agreed.

**NOTE**

5.4 The Tenant & Leaseholder newsletter due to be circulated during April will feature Secure, Warm, Modern articles.

**NOTE**

### **6.0 Forward Plan**

6.1 Alix reported that the exercise at the last meeting had been good and the outcomes had been collated and put into a plan which can be added to where required.

**Note**

### **7.0 Performance Feedback**

VMS – AN circulated the feedback information from October 2008. AT asked that numbers be included as well as percentages. AT reminded the group that a rectification notice is issued if the score is 5.5 or below or a negative response.

**NOTE**

### **8.0 VMS Overview – Phil Saunders Q & A**

8.1 PS gave an overview of the background to VMS. It is used as an improvement tool and is essentially based on the results of survey information. The system has been developed for 7 years. Managers and staff need to take a note of what has been reported and drive improvements with consultation with the

constructor partners. PS reported that he has been involved with the system for 6 years, it is mainly used in the north of the country and PS attends the Annual User group. NCH currently has similar scores to the early years of the system and needs to learn from them. 10 questions have been devised and from them an Annual Plan. The questionnaire is sent out by post with a pre-paid envelope and managed centrally by an independent team. The results are fed into the VMS system and reports produced with Rectification Notices. The benefits are that it is easy to see the results, there are monthly surveys done and steps to improve can be put in place. Benchmarking can also take place with other organisations and is well received with the Audit Commission. The target is 8 and the trends can be followed with key themes from the Rectification Notices. The letter sent out states it is for the SWARM improvements and not repairs work. Only 30% of surveys need a Rectification Notice. The Response Rates to the survey are quite good and 20% is as good as it gets. The prize draw has been introduced as an incentive to return.

## **8.2 Questions and Answers**

ASD – Are the results from the Rectification Notice monitored and are there any trends holistically across the teams?

PS – The information is monitored and teams are kept informed.

ASD –Where a Rectification Notice is not for Decent Homes, the SWM teams are penalised for a service not done?

PS – This could also apply to high scores as well.

EP – Could there be a column which relates to scores compared with other ALMO's?

PS – This can be supplied from June 2009.

## **9.0 Any Other Business**

**9.1** Code of Conduct to be sent out to new attendees for signature by Contractor Partners. Chair to sign.

**KP**

**9.2** SO'C reported on the Homes 4 Us Conference on Saturday April 25.04.09 at the Denewood Centre.

**SO'C**

**9.3** SC reported that from the 1.04.09, NCH will have registered all the gas engineers on the Gas Safe register, who are the replacement regulators for CORGI, rather than CORGI. 4 engineers will retain CORGI registration for technical service. An article on the NCH website and in the tenant newsletter will provide further details. The Logo on the vans will be altered. SC also confirmed that all contractors working for NCH would be registered on the gas safe register.

**NOTE**

**9.4** ASD reminded Keepmoat that any publicity pictures must have the Keepmoat logo and not Frank Haslam Milan (FHM).

**NOTE**

## **9.5 Kitchen Units**

The Procurement Manager, Pete Smith gave a report regarding the current situation with Modern Living kitchen units. Spey Valley kitchens are the chosen supplier for kitchens. Sink Taps etc will be going out to auction and the tiles are to go out to tender. Pete Smith asked that the group have a look at the selection of tiles on the display boards during the meeting break and decide whether to re-tender. These can be supplied from British Ceramics and can be delivered at half the price direct to NCH although they are thinner. There is also a guaranteed supply. AT reminded the group that there were no blue themed kitchens when making the selection.

The group made the unanimous decision to re-tender for the 9p British Ceramic ones.

## **10.0 Date of Next Meeting**

**10.1** Tuesday 21st April 2008, 1.00pm – 4.00pm, Denewood Centre,

**NOTE**