

Minutes



Minutes of Decent Homes Customer Care meeting held Tuesday 21st April 2009 @ The Denewood Centre

Present:

Tenants & Leaseholders

Alan Darby (AD), Maria Hemphill (MH), Ennis Peck (EP), Doreen Gretton (DG), Sheila Thwaites

NCH officers

Colin Bull (CB), Steve Cooper (SC), Alix Dale (AD) (**Chair**), Andrew Filer (AF), Vicky Myers (VM), Abi Norton (AN), Karen Poxon (KP), (Minutes), Tim Prentice (TP), Lynne Row (LR),

Contractor Partners

Andy Carey (AC), Tracey Fertaki (TF)
Larisa Cuipruik (LC)
Fiona Edwards (ME)
Glenn Harrison (GH), Steve Callanan (SC)
Carly Beet (CB), Tony Shaw (TS)

Keepmoat
Nationwide Windows
SPI
Vinshires
Yorkshire Windows

<u>1.0</u>	<u>Apologies</u>	Action
	Alison Thorpe, Clive Thorpe, Anthony Slater-Davison (NCH), Derek Roberts (NCH), Sharon Beard (Spi), Harvinder Kooner (Vinshires), Sheila Gennard (NCH), Sue O'Connor (NCH)	
<u>2.0</u>	<u>Minutes of the meeting 24.03.09 and matters arising</u>	
2.1	<u>Item 2.2 Publicity</u> - SPi and Nationwide will be featured in the May edition Newsletter. Keepmoat will be featured in June. The skateboard track will also be featured in the May edition.	Note
2.2	<u>Item 2.4 Solar Panels</u> – CB will provide more information after the next meeting.	Note
2.3	<u>Item 2.6 VMS Surveys</u> – Steve Edlin met with Phil Saunders. VMS surveys will be sent to a cross section of customers. Secure 25% Warm 25% Modern 50%	Note
2.4	<u>Item 4.1.1 Yorkshire Windows</u> – Yorkshire Windows met with the Bulwell Housing staff.	Note

3.0 Secure, Warm, Modern Update

3.1 Nottingham Secure

ASD reported in March:

The NCH DLO had completed 1748 properties, omitted 24 and 4 had been refused.

Nationwide had completed 156 properties, omitted 156 and there had been no refusals.

Yorkshire Windows had completed 177 properties.

The DLO had £3.3M to spend, Yorkshire/Nationwide had £5.125M each to spend during 2009/10.

The DLO, Yorkshire and Nationwide were all participating in the 1-in-a-Million Scheme.

Note

3.2 Warmth for Nottingham

Vinshire will be finishing the Pilot Scheme in Bestwood at the end of March. They have 1200 properties to complete and have done 480 to date.

SPi will be working in St. Anns after April with 350 properties to complete.

At the Induction Stage customers are informed that radiators are now being installed in lounges and electric fires are only now as a back-up to the full central heating. Gas fires are not being installed in flats.

Note

3.3 Modern Living

DR reported that Keepmoat are finishing off in Clifton and moving into the Bestwood area from April onwards to complete 1900 properties by 2010.

Note

3.4 Asset Management

CB reported that 16 surveyors are currently working on 550 properties synchronised together. Bestwood has had 88% complete surveys.

Clifton North Ward has had 82% surveys completed, Southchurch Court needs to be completed. Bulwell Forest Ward is 86% completed. St Anns Ward is 81.4% complete. Aspley Ward is 20% complete. No Access letters will go out after 3 visits from Savills surveyors.

The property list for Wollaton West Ward has just been released.

CB also reported that nearly 1000 Void properties had an Energy Performance survey.

Nearly one third of the property stock had been surveyed since August 2008.

Note

4.0 Partner Feedback

4.1 Nottingham Secure

4.1.1 Yorkshire Windows

TS reported that the Pilot Scheme had been completed and

Yorkshire Windows had started installing the 136 properties in the Bulwell area.

For the One-in-a-Million scheme, 5 people had been employed. A coffee afternoon is being held on the 29.04.09 at the Ken Martin Leisure Centre for the Norwich Gardens/Newmarket Road area. In 2010, Yorkshire Windows will be celebrating 30 years of trading.

Note

4.1.2 Nationwide

LC reported that Nationwide will be finishing in the Lenton Abbey area by the end of April. Surveys will be completed in the Radford/Wollaton area by the end of April. There have been 3 properties within the Helping Hands Scheme. For the One-In-a-Million Scheme, Nationwide have 1 Administrator and advertised for a Storeperson and an Office Apprentice.

LC attended the Area Panel meeting on 16.04.09. Nationwide are holding a coffee morning on the 23.04.09. The attendance will be reported at the next meeting.

Note

4.2.3 NCH DLO

LR reported on behalf of SG. The DLO is still working in Aspley area. Inductions are not being completed at the moment. LR offered thanks to the staff at Keverne Court for their assistance with the coffee morning. Nationwide very kindly donated chocolate items and the photos will appear in the newsletter.

Note

4.3 Modern Living

TF reported that Keepmoat had now started in the Bestwood area. The site cabin will be closed over the Easter break.

The Consultation Event was well attended and the next one will be opened for attendance by Area Panel members.

The area occupied by the Clifton site cabin has now been grassed over and will be handed back to the Parks section within the next 2 weeks. Hampers are being organised for the occupiers of the house across from the Site Cabin as a thank you for any inconvenience. There will be a PR event for the last house completed in Clifton.

There are 4 R.L.O's at the new site office at Bulwell. The Procurement team visited the FHM offices and viewed the Call Centre/Customer Services. The R.L.O's attended a Best Practice meeting organised by CM and customer care issues are raised at Tool Box talks.

Note

Warmth for Nottingham

4.4

Vinshire

4.4.1

GH reported that Vinshires had held an event which had received good feedback. The Helping Hands scheme is working well.

Two apprentices have been taken on board as part of the One-in-a-Million Scheme. Vinshires are carrying out 50 Installs a week and 15 boiler upgrades. An Open Day in conjunction with

Note

Keepmoat held at the Bestwood Church received positive feedback.

4.4.2 S.P.I

FB reported that SPi are currently working in the Top Valley area. Helping Hands was required for 2 customers including a very ill customer.

Note

One apprentice has started under the One-in-a-Million scheme.

Note

The coffee mornings are in the process of being organised.

5.0 Secure, Warm, Modern Literature

5.1 TP reported that the new brochures were now in circulation and copies had also been passed out to Housing Offices. There will be an extensive report on SWM in the latest Newsletter.

The "Don't be a Victim" posters will also available in the Housing Offices from May.

Note

6.0 Performance Feedback

6.1 AN circulated the current VMS monthly report. The Bathroom and Kitchen contract figures had gone down. The figures are reported quarterly to the Performance EMT.

Note

Ideas for the next meeting are required for discussion to ensure that ID badges are clearly shown to customers.

ALL

7.0 Forward Plan

7.1 AD circulated the full Forward Plan for 2009.

Note

8.0 Equality & Diversity

8.1 VM reported on the way forward for NCH with equality and diversity. Research and Customer profiling will be carried out to enable Best Practice to be drawn up. It is proposed to hold a conference later on during the year. The services will be tailored to provide best services. The next session will be 10.06.09 for staff focusing on everyday issues. NCH are hoping to

- Embed a culture of equality & diversity at its heart
- Measure performance management against 6 streams
- Be champions of Diversity
- Be the employer of choice
- Be a Beacon of Excellence.

It is hoped to collect data and carried out a Customer Survey Project and put the information on Northgate.

Note

9.0 Training Requirements

9.1 AF circulated the booklet with the Training Programme for Tenants and Leaseholders. Courses will be starting at the end of May and will be advertised in the Newsletter.

Note

10.0 Any Other Business

10.1 AF reported that the Homes 4 Us conference on 25.4.09 had been cancelled.

11.0 Date of Next Meeting

10.1 Tuesday 19th May 2008, 1.00pm – 4.00pm, Denewood Centre,

Note