

Minutes



**Minutes of Decent Homes Customer Care meeting held
Tuesday 16th June 2009 @ The Sheila Russell Centre**

Present:

Tenants & Leaseholders

Alison Thorpe (AT) Chair, Alan Darby (AD), Maria Hemphill (MH), Sue Stevenson (SS), John Riley (JR)

NCH officers

Colin Bull (CB), Steve Cooper (SC), Alix Dale (ALD) Abi Norton (AN), Karen Poxon (KP), (Minutes), Louise Painter (LP), Paul Ruston (PR), Clair Marshall (CM), Derek Roberts (DR)

NCC officers

Joyce Knappertz (JK) – Occupational Therapist

Contractor Partners

Andy Carey (AC)
Larisa Cuipruik (LC)
Glenn Harrison (GH)
Carly Beet (CB)
Sheila Gennard (SG)

**Keepmoat
Nationwide Windows
Vinshires
Yorkshire Windows
DLO Windows**

<u>1.0</u>	<u>Apologies</u>	Action
	Clive Thorpe, Anthony Slater-Davison (NCH), Doreen Gretton, Ennis Peck, Tim Prentice, Fiona Edwards, Sheila Thwaites, Lynne Row, Sue O'Connor,	
<u>2.0</u>	<u>Minutes of the meeting 21.04.09 and matters arising</u>	
2.1	<u>Item 4.1.2 Nationwide</u> – LC asked that a detail be changed on this item, and to delete the Office Apprentice from the minutes.	Note
2.2	<u>Item 6.1 Performance Feedback</u> – the discussion regarding the I.D. badges to place under the Agenda item.	Note

3.0 Secure, Warm, Modern Update

3.1 Nottingham Secure - AD reported that prior to April 1747 properties had been completed by the DLO with 204 omitted. 95 % required no work. Nationwide had completed 160 properties with 5% omitted. Yorkshire windows had completed 254 properties with 15 omitted. After April the DLO had £3.3M spend for the year and completed 178 properties to date, 0 omitted/refused, 100% defect free, and 95% re-cycled. Nationwide had £5.25M and completed 321 with 45 omitted (already double glazed) and 68% re-cycled. Yorkshire windows had £5.12M and completed 427, 95.6% defect free and 98% re-cycled.

Note

3.2 Warmth for Nottingham – SC introduced the new Project Manager for Warmth for Nottingham, Paul Ruston, and that explained there would be a handover period of 4-6 weeks and change of role for SC. PR gave an overview of his background and new role within the team.

Note

Vinshire –are currently working in the Bestwood area and have completed 432 properties and now are half way through.

Note

SPI – are currently working in the Bulwell Forest and St Anns areas and have completed 252 properties. SPI have been awarded the Aspley and Newlands properties. A coffee morning was held at Aspinall Court.

Note

3.3 Modern Living – DR reported that Keepmoat had now completed work in the Clifton area and had commenced in Bestwood. 1,757 properties had been issued. Keepmoat were on target with 132 properties completed to date, 105 currently in progress, 12 refusals and 41 with No Access. Keepmoat were also 99.1% on target against the programme. The break down of elements completed is bathrooms – 107, kitchens – 108, electrical – 61, lofts – 26, Helping Hands – 5, and Shine-a-Light – 16.

Note

3.4 Asset Management – CB reported that between 400-500 properties a week were being surveyed with 15 Savills surveyors working through the programme. There are between 15-20% no access in each ward following 3 no access cards and a letter. Energy Assessments were being carried out in Void properties for energy certificates and 1,363 had been completed. The intention is to complete stock condition surveys to all properties by the end of the fiscal year 2010/11. Asset Management were currently about a third of the way through the City properties.

Note

4.0 Partner Feedback

4.1 Nottingham Secure

4.1.1 Yorkshire Windows – CB reported that up to 12.06.09 installation had been completed at 694 properties, by 17.07.09 a further 250 should be completed and 262 properties were still to be booked. 5 people had been taken on for the 1-in-a-Million scheme. The Smartwater scheme was up to date. On 28.05.09, 18 people attended a coffee morning and the date of the next one is 25.06.09.

Note

4.1.2 Nationwide – LC reported that the Lenton Abbey area had now been completed. Nationwide were currently fitting in the Radford area. There was an agreement with Vinshire to remove radiators when needed. Where a 3 storey property is being fitted and scaffolding is required, checks are carried out to find out if other works can be completed at the same time showing Value for Money. Surveying is currently being undertaken in Sneinton and St Anns. Coffee mornings took place on 23.04.09 and 27.05.09.

Note

4.1.3 NCH DLO – SG reported that the Easter Event took place and was a great success. Three more coffee morning have been planned at Minver Crescent Sports Hall. SG circulated the new Completion and No Access cards. SS attended a site visit with SG to properties where windows were being installed by the DLO. SG reported on how well the Parents Evening had gone with Asda, Surestart, NHS, attending and this was being promoted throughout City Schools in the future. 8 Helping Hands had been completed.

Note

4.2 Modern Living – AC reported that Keepmoat currently have 3 property streams ongoing. On Thursday 25.06.09 a joint Consultation Event with Vinshires is taking place at Bestwood Park Church. Keepmoat are organising respite rooms for the elderly and vulnerable to take up whilst their property is being refurbished. AC reported that Keepmoat had undertaken a H&S talk in a local school. The children were then asked to take part in a H&S poster competition.

Note

4.3 Warmth for Nottingham

4.3.1 Vinshire – GH reported that 50-60 properties have been fitted. 2 coffee mornings on 28.04.09 and 1.05 09 had gone well. Whilst at Masson and Townsend Court each property was visited with the Warden. Vinshire have carried out 4 Helping Hands properties. For the 1-in-a-Million scheme, Vinshire had taken on board 2 plumbing apprentices, 1 electrical apprentice, and are looking for an office junior.

Note

<p>S.P.I – SC would ensure that SPI submitted a report to the meeting if unable to attend.</p>	<p>SC/SPI</p>
<p>5.0 <u>Secure, Warm, Modern Literature</u></p>	
<p>5.1 Tim Prentice will attend and report as necessary.</p>	<p>Note</p>
<p>5.2 AD reported that the April Newsletter covered SPI, the current Newsletter covered Yorkshire windows and the July edition will provide further information on Secure, Warm and Modern highlight “Don’t be a Victim” promoting to customers the importance of asking for ID from visitors. The skateboard park will be covered in the next Newsletter.</p>	<p>Note</p>
<p>5.3 The Nottingham City Homes website and the Evening Post will advertise the coffee mornings where possible. Partners are asked to submit dates for coffee mornings and open day events in plenty of time to allow for invitations to be sent to relevant people and for the events to be advertised on the NCH website to be updated.</p>	<p>Note</p>
<p>5.4 SG expressed her disappointment that Marketing had no give aways and publicity items to give to customers. AD reported that this was being looked into.</p>	<p>AD</p>
<p>6.0 <u>Performance Feedback</u></p>	
<p>6.1 VMS - circulated the report and informed the group that figures recorded in red are submitted to the Executive Management Team.</p>	<p>Note</p>
<p>6.2 I.D. Badges – Concern was expressed regarding the low figure for showing I.D. badges and what could be done to turn this around. Various proposals were suggested : Tenant Service Inspectors to check whether I.D. badges are worn I.D. badges to be immediately offered to the customer to look at A4 size laminated I.D. card to be carried if necessary for visually impaired. I.D. Badges to have a contact/identification phone number All letters to customers to stress checking I.D. badges All newsletters to highlight checking I.D. badges A corporate I.D./Uniform I.D Badges to have a unique identification number Visits to be telephoned ahead, no cold calling on customers AN suggested changing the wording of the VMS question but it needs to be left as it is. No ID no entry to the property AD would ensure that I.D.badges is on the agenda for the VMS clinics.</p>	<p>ALL</p>

7.0 Tenant Service Inspectors

7.1 Louise Painter introduced herself as Senior Quality Officer working alongside 32 Tenant Inspectors. The Tenant Inspectors scrutinise services carried out by NCH and make improvement recommendations. The tenants are talked to and obtain their opinion of the Contractor carrying out the work. Tenants prefer to exchange views with other tenants. Also look at whether Secure, Warm and Modern will need any help. Tenant Inspectors can also go to coffee mornings and give advice and feedback.

Note

7.2 AT asked whether Tenant Inspectors who sit on the Customer Care group should be part of the scrutiny as it would be a conflict of interest.

LP

7.3 GH at Vinshire expressed concern that the Call Centre was referring repairs to them when they had not carried them out. A mystery shopping exercise might be the answer. The expertise of the contractors could be used to bring together a set of questions for a Call Centre script to ask customers. A Sticker with contact details was also suggested.

ALL

8.0 Aids & Adaptions/Helping Hands

8.1 DR circulated a meeting brief on the procedure used. JK, from Occupational Therapy, gave an overview of her procedures and questions when visiting a tenant requesting help. 38 customers so far have been helped. The numbers for service referral applications are 9140439 and 9140440.

Note

8.2 The Helping Hands Scheme is our promise to give extra help and support to vulnerable tenants while we are working in their home under the Secure Warm Modern programme.

Note

9.0 Any Other Business

9.1 Partners who are unable to attend are requested to submit a report prior to the meeting for the Group.

10.0 Date of Next Meeting

10.1 Tuesday 14th July 2008, 1.00pm – 4.00pm, Denewood Centre,