

# Minutes



## Minutes of Decent Homes Customer Care meeting held Tuesday 14th July 2009 @ The Denewood Centre

### Present:

#### **Tenants & Leaseholders**

Alison Thorpe (AT) Chair, Clive Thorpe (CT), Alan Darby (AD), Sue Stevenson (SS), John Riley (JR)

#### **NCH officers**

Colin Bull (CB), Alix Dale (ALD), Abi Norton (AN), Karen Poxon (KP), (Minutes), Paul Ruston (PR), Clair Marshall (CM), Lynne Row (LR), Mark Sheldon (MS), Sally Heywood (SH)

#### **Contractor Partners**

Andy Carey (AC)  
Angela Walton (AW), Larisa Ciupruik  
Carly Beet (CB)  
Sheila Gennard (SG)  
Fiona Edwards (FE), Sara Fayaz (SF)

**Keepmoat**  
**Nationwide Windows**  
**Yorkshire Windows**  
**DLO Windows**  
**SPI**

<u>1.0</u>	<u>Apologies</u>	<b>Action</b>
	Ennis Peck, Anthony Slater-Davison (NCH), Doreen Gretton, Sheila Thwaites, Derek Roberts, Maria Hemphill, Vinshires,	
<u>2.0</u>	<u>Minutes of the meeting 16.06.09 and matters arising</u>	
<b>2.1</b>	<u>Item 5.4 Marketing Materials</u> – ALD reported that Marketing had now provided hats, Frisbees, lollipops, magnets etc.	<b>Note</b>
<b>2.2</b>	<u>Item 6.2 I.D.Badges</u> – The Tenant newsletter will be carrying an article regarding I.D. Badge checks before allowing anyone into a property.	<b>Note</b>
<b>2.3</b>	<u>Item 7.2 Tenant Inspectors</u> – It was agreed there was no conflict of interest and tenant inspectors would undertake site visits, mystery shopping etc.	<b>Note</b>

2.4	7.3 Call Centre – ALD/ASD have made presentations to the Call Centres with updated information for the Call Centre on the Secure, Warm and Modern Scheme and contact details..	Note
3.0	<b><u>Secure, Warm, Modern Update</u></b>	
3.1	<p><b>Nottingham Secure</b> - ALD reported that 10,830 properties had been issued to contractors, with 136 omitted over 15 weeks. Just under 2,000 properties have now been completed. Nationwide Windows are moving to Wollaton &amp; Radford areas and Yorkshire are moving to Dunkirk &amp; Lenton and Clifton South.</p> <p><b>Warmth for Nottingham</b> – PR reported that the swap to Baxi Boilers is going ahead, SPi from July and Vinshire from August. The whole process of Induction Packs is being re-visited. A new NCH Technical Officer has been appointed, Robert Hamer, and a PLO post is currently being interviewed for.</p> <p><b>Modern Living</b> – CM reported that 156 properties had been completed within target and 156 accepted at handover within target. 93 properties had defects, 87 of which were resolved within the target of 14 days. DR is currently putting together details of common occurrences for action to be taken. The difference between a snag and a defect is to be identified.</p> <p><b>Asset Management</b> – CB reported that Keepmoat have now moved away from Clifton North. 15 surveyors are on board to finalise the surveys. 10, 844 properties have been surveyed to date with energy surveys being carried out at the same time. Void properties are also having energy performance surveys carried out. Northgate and Keystone databases are working together to store information. There are 120 RTB's in the system which are surveyed with the tenants permission but the work is not issued for the property.</p>	Note
		PR
		DR
		Note
4.0	<b><u>Partner Feedback</u></b>	
4.1	<b>Nottingham Secure</b>	
4.1.1	<p><b>Yorkshire Windows</b> – CB reported that as at 10.07.09 they had completed 933 properties. For the 1-in-a-Million Scheme 5 apprentices had been taken on board with 2 more trainees starting. A coffee morning is proposed for the 25.07.09. and under the Helping Hands scheme, 3 people had been assisted.</p>	Note
4.1.2	<p><b>Nationwide</b> – AN reported that the SmartWater properties had been finished. 3 properties had been completed under Helping Hands and there were 3 to do. A coffee morning is being held on 17.07.09 in Sneinton. There will be one in the Aspley area in August. Nationwide have finished surveying in the Sneinton and St Anns areas. Bestwood installation will be from the opposite direction to the Modern Living and Warmth schemes to avoid any crossover.</p>	Note

4.1.3	<p><b>NCH DLO</b> – SG reported that 20 people had attended the coffee morning on 14.07.09 and the next one is due on the 20.08.09 and it was requested that the Forest Factor van be there and the Black Thunders need to be in attendance. ALD has contacted the co-ordinator with Nottm Forest and they are aware of the summer event dates. SG also reported that she is liaising with Cheryl Rawlings in the Aspley area for the coffee mornings. NCH DLO is working along side the installation of the City Wide composite door scheme. SG organised for Claire Pilling to spend the day photographing the re-cycling process and an article to be in the Evening Post.</p>	Note
4.2	<p><b>Modern Living</b> – AC reported that Keepmoat had now finished in Clifton. A open forum was held to obtain 360° feedback from contractors. Five streams of 10 properties are in progress at the moment at Bestwood/Top Valley. A joint choices event was held at Bestwood Park Church with Vinshires. A coffee morning is being held on the 16.07.09 at the Cornfields. Keepmoat have completed 6 Helping Hands properties. AC reported that Keepmoat have developed a “sandwich” board which is hung over a door in a property being refurbished with all relevant information and contact numbers until completed.</p>	Note
4.3	<p><b>Warmth for Nottingham</b></p>	
4.3.1	<p><b>Vinshire</b> – AD read out the report received by e-mail from Vinshire. 1090 boilers so far have been upgraded, with customer number 1000 as feature in the newsletter. Vinshire are working in the Bestwood area and hope to complete there by August/September. 587 properties are left to complete. An Open Day with Keepmoat was well received.</p>	Note
4.3.2	<p><b>S.P.I</b> – FE reported that SPI have completed 383 properties in the Aspley area with 40 installs. 2 coffee mornings have been held at Aspinall Court and Keverne Close. SPi are currently experiencing delivery problems with fires which is being addressed. Update required at the next meeting.</p>	Note
5.0	<p><b><u>Secure, Warm, Modern Literature</u></b></p>	FE
5.1	<p>ALD reported that there is to be a publicity drive for Secure, Warm and Modern and an article on I.D. checking.</p>	Note
6.0	<p><b><u>Performance Feedback</u></b></p>	Note
6.1	<p><b>VMS</b> – AN circulated the figures and reported that generally the figures had gone down. The window installation figures for April/May will be available at the next meeting. Heating figures for Vinshire were down and SPi had gone up.</p>	Note

## **7.0 Customer Service – Repairs Contact Centre**

- 7.1 Sally Haywood – Team Leader at the Repairs Contact Centre gave a presentation for the Contact Centre. This is circulated with the minutes. The Call Standard and Call monitoring information was circulated at the meeting.

**Note**

## **8.0 Customer Care – 3C's**

- 8.1 Mark Sheldon – Customer Relations Manager from Customer Relations gave a presentation to the group on Compliments, Comments and Complaints.

There are 3 stages to a complaint – 1. Anyone takes the call  
2. The Service Manager responds within 10 days, 3. There may be an appeal

Complaints totalled 4,628 last financial year. 292 went to Stage 2 and 10 went to Stage 3.

Repairs & Maintenance complaints were £3,954 – 85%

Secure, Warm and Modern complaints were 152 – 3.28%

The target is 97% within 5 days, 97.4% was achieved.

Compliments totalled 609 – 81%, Repairs & Maintenance - 266, Secure, Warm and Modern – 68.

A bespoke computer software system is currently being developed. The question regarding monitoring access to the service at Housing Offices is currently not available, but should be once this new system is up and running. The boxes at the Housing Offices are emptied at the office and logged at the point of receipt as there is only 5 days to log, investigate and reply.

**Note**

## **9.0 Roles and Responsibilities of the Chair & Vice Chair**

- 9.1 ALD outlined the procedure for selection, election and voting for the AGM in August for the Chair and Vice Chair. Roles and responsibilities had been posted to all tenant representatives of the group.

**Note**

## **10.0 Nomination Forms**

- 10.1 Nomination forms need to be returned to Secure, Warm & Modern operation support by Wednesday 22<sup>nd</sup> July. Only tenant and leaseholder representatives will be able to vote. Ballot papers will be sent out w/c 27.07.09.

**Tenants/  
L/holders**

## **11.0 Any Other Business**

- 11.1 CB reported that a surveyor working from their company had discovered money in a Void property which had been handed over.

**Note**

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|--------------------|--|--------------------|
| <b>11.2</b>        | AW reported that a customer had complimented Nationwide including Scott Lee of NCH for a job well done. This is to be scanned and place against the job file on the Delcam system. | <b>N/Wide</b>      |
| <b>11.3</b>        | AC from Keepmoat reported that they had taken up the initiative for stickers with contact details and these were now placed in completed properties.                               | <b>Note</b>        |
| <b>11.4</b>        | ALD thanked Yorkshire Windows for a donation of 2 pallets of bricks used to build a couple of flower beds during the Bulwell Week of Action.                                       | <b>NOTE</b>        |
| <b><u>12.0</u></b> | <b><u>Date of Next Meeting</u></b>   |                    |
| <b>12.1</b>        | Tuesday 18th August 2008, 2.00pm – 5.00pm, Denewood Centre, please note this is the AGM.   | <b><u>Note</u></b> |