

Notes



Secure Warm Modern Customer Care Group 1pm Tuesday 13th October 2009 Burner Meeting Room, Beechdale Court

Present

Tenants & Leaseholders

Alan Darby, Elaine Graham, Jenny Grant, Doreen Gretton, Maria Hemphill,
Margaret Pugsley, John Riley, Alison Thorpe,

NCH Officers

Gemma Atkinson, Colin Bull, Alix Dale, Robert Hamer, Clair Marshall, Lynne Row,
Tim Shirley, Emma Simpson, Anthony Slater-Davison Doreen Whittaker,

Contract Partners

Darren Barson - SPI
Andy Carey - FHM
Sheila Gennard - Windows DLO
Angela Walton - Nationwide

Apologies

Glenn Harrison-Vinshire, Ennis Peck, Derek Roberts, Paul Ruston, Sue Stevenson,
Clive Thorpe.

	Action
1.0 Welcome	
The facilitator welcomed all to the meeting and read apologies	
2.0 Minutes of September meeting plus matters arising	
These were agreed as a true and accurate record. Matters arising will be covered through the agenda.	NOTE
3.0 Partner feedback	
3.1 Nottingham Secure	
3.1.1 Nationwide Windows	
Nationwide Windows are nearing completion in the St Anns area with	

the exception of some 3 storey properties where scaffolding is required. Likewise the Sneinton area is virtually completed. We are surveying in the Bestwood, Bestwood Park and Top Valley areas, with surveying due to be completed by the end of October. Fitting in the area is also taking place with completion due for the end of the year. The 1000th window was installed during August with a photo shoot organised for the end of September.

Have interviewed 9 applicants through 'BEST' three were successful, one of the applicants is going to be a 1 in a million.

A total of 12 Helping Hands were completed for the month.

3 Coffee Mornings were held in Bestwood, Bestwood Park & Top Valley

3.1.2 Nottingham City Homes DLO Window Team

NCH DLO team are currently installing windows in the Aspley area with 140 properties receiving new windows during September.

Access issues being worked on jointly with the Nottingham Secure team with letters being written.

5 Helping Hands took place since the last meeting making 20 in total.

A new One in a Million trainee Jamie Fleming recently started with the team for 2 years and has already been on 2 training courses.

The coffee morning at the Sports Centre on Minver Crescent, Aspley on 15th October was cancelled but rearranged for 29th October

Currently 32 tonnes of UPVC are being recycled per month and 24 tons of glass.

3.2 Warmth for Nottingham

3.2.1 Vinshire

Vinshires have now moved into the Bulwell area, installing between 50-60 heating upgrades per week.

Held a coffee morning at Meden Gardens, Radford on 29th September which went well

Carried out 2 new helping hands in Clifton and Bulwell

3.2.2 SPI

Currently working in the Aspley and Broxtowe area.

SPI currently dealt with a very sensitive no access issue, which was

resolved in a compassionate manner.

Three helping hands have been arranged for October.

Two compliments were passed to SPI through NCH Customer Service Improvement team. They also had very positive feedback from a tenant at a property they have just completed

SPI have recently taken on a new member of staff in the office who is an Administrator.

SPI are holding 2 coffee mornings, one at Byron Court, who will be joined by Steve Walters from NCH asbestos team and one in Aspley.

3.3 Modern Living

3.3.1 Frank Haslam Milan (FHM) - Keepmoat

FHM (Keepmoat) are currently working in the Bestwood area and in total have completed 797 properties to date. They have 5 live streams of work each running at 10 properties per week. One Resident Liaison Officer per stream, notifying, inducting and assisting tenants on a daily basis. With 2 new Liaison Officers commencing on site this week and 1 starting next week.

The access issues process has now been reviewed and are now sending out letters up to 6 weeks in advance to capture refusals of work and Occupational Therapy issues at the early stages

Helping hands have included clearing of kitchens for tenants who are unable to do so themselves and visits from the Occupational Therapy has resulted in full bathrooms being adapted into wet rooms to include, bath chairs and bath boards.

7 operatives have been recruited through the One in a Million programme across all trades.

FHM (Keepmoat) propose to have Tenant Inspectors visit sites in the next couple of months to inspect each element of work being undertaken and to see the new offices based at Bulwell

The latest consultation event took place on 8th October held at Bestwood Park. Where they set up an induction presentation to prepare tenants for the work ahead. This will be replicated for the future

4.0 Asset Management Report

Savills will be surveying properties in the Bilborough area over the next few months. Letters have started to be sent to NCH tenants.

All surveys are due to be completed by the end of Summer 2010. Two

new surveyors have joined the team which means 17 surveyors are now out dealing with the properties. 350 surveys are currently being done each week

Asbestos Letters are going out in batches of 4000, has been a slight delay due to sample letters going out.

5.0 Performance Feedback

VMS question sheet was brought to the meeting and was decided that the ID question isn't in the best place and is to be moved to the middle of the page, make the font bigger and to add in an ID icon to draw your attention to the question. There was also a discussion to whether the Personal Information is relevant and needs to be on the feedback sheet

GA

The ID shown scores are still disappointing and this issue needs to be addressed and resolved. It was suggested on the VMS Form, the ID question to be moved and made more prominent, make the font bigger and perhaps add an ID Icon.

GA handed around the Equality & Diversity report. Then explained the personal information was collected. This is due to trying to highlight any groups who aren't receiving the high level of customer care NCH aims to provide. Equality and Diversity will be looked at in the Improvement clinic meetings, to see if certain groups don't respond to target mail shots find ways to get them to reply.

GA

GA is to meet with the Secure Warm Modern Managers to review the VMS process

GA

6.0 You Decide We Provide (Presentation)

The Decorating Scheme project group have been working on a new decorating vouchers scheme for the past 18 months. They have mystery shopped, done price comparisons,

MP and AT ran through the presentation and explained the new decorating scheme.

Key Points Made about the current scheme

- Current scheme is not customer focused
- The current process is very long winded, complicated and time consuming
- The Vouchers will be classed as a gift, not an allowance
- Surveyors to pre-inspect and Maintenance Managers post works
- Inspection process in place to ensure the gift has been used accordingly

Everyone was split into groups and listed possible changes to adapt the scheme to make it more appropriate for secure Warm Modern.

Key Changes mentioned below

- Points system needs reversing. So the rooms are based on quality before the work is undertaken good quality rooms – High points, poor – Low points
- Contractor to assess in first instance as they know what damage will be done, confirm points then sign to accept
- TLO to put date on the order form and give the tenant a brochure and then they have 28 days to confirm colours and get back to us.
- Do points per room rather than going out to assess each room individual's views can be different.
- Office based staff to take orders and fax over to Johnsons
- PLO for NCH would confirm a sample
- Do not want to do a questionnaire just pick a few random addresses and call for feedback.
- Monitor through Delcam
- Not going to inspect properties due to resources
- Rename the YDWP to suit Decent Homes better
- Change the wording gift to points

Decent homes will agree a process and bring to the next customer care meeting

AD/
ASD

7.0 Any other business

7.1 AT put forward Margaret Pugsley to join the group as would be good for the group to have board member involved

Voting was cast and was unanimous agreement on Margaret Pugsley to join the group

NOTE

7.2 Week commencing 19th October is Energy Efficiency Week

NOTE

7.3 As discussed in the previous meeting with the BME's concern to the One in a Million scheme not reaching out to ethnic minorities. The feedback from the contractors was that they are trying to reach out into ethnic minority groups, overall the contractors companies have a equal and diverse workforce

NOTE

7.5 Recycling was not covered at the meeting so will be discussed at a future meeting.

NOTE

8.0 Date of next meeting

1pm Tuesday 17th November Beechdale Court, Beechdale Road.