

Notes



Secure Warm Modern Customer Care Group 1pm Tuesday 17th November 2009 Burner Meeting Room, Beechdale Court

Present

Tenants & Leaseholders

Jenny Grant, John Riley Sue Stevenson, Alison Thorpe,

NCH Officers

Cheryl Beckwith, Colin Bull, Alix Dale, Clair Marshall, Paul Ruston, Tim Shirley, Emma Simpson, ,

Contract Partners

Mick Pickersgill - Bullocks
Andy Carey - FHM
Tracey Fertaki - FHM
Carly Beet - Nationwide
Sara Fayaz - SPI
Harvinder Kooner - Vinshires
Christine Neatby - Wates
Sheila Gennard - Windows DLO

Apologies

Gemma Atkinson- NCH, Doreen Gretton, Glenn Harrison-Vinshire, Maria Hemphill, Ennis Peck, Dennis Panter – Gas DLO , Margaret Pugsley, Derek Roberts, Lynne Row , Clive Thorpe, Anthony Slater-Davison, , Doreen Whittaker,

1.0 Welcome

The facilitator welcomed all to the meeting and read apologies

Reminder that personal options and racist, sexist or derogatory comments are not acceptable at any meeting

2.0 Minutes of October meeting plus matters arising

Amendments need to be made to 6.0 as it is a Points scheme not a decorating voucher scheme

Was agreed to be a true and accurate record. Matters arising will be covered through the agenda.

Action

NOTE

3.0 Partner Feedback

3.1 Nottingham Secure

3.1.1 Nationwide Windows

Nationwide Windows are nearing completion in Top Valley/Bestwood Park and Leen Valley areas and just finishing off No access/ Void Properties (liaising with Lynn Row and the Housing Offices). Are currently surveying in the Clifton North Area due to start fitting before Christmas, Clifton South surveys due to start before end of the year

7 One in a Million Apprentices are employed through the company

A total of 20 Helping Hands have been completed to date.

A Coffee Morning was held at Leen Valley on 13/10/09 which had a good attendance. In the process of booking the next Coffee Morning to be held in the Clifton North area.

Recently fitted a Warden Aided Complex, had very good response from the tenants and thank you letters have been added onto Delcam

3.1.2 Nottingham City Homes DLO Window Team

NCH DLO are nearing completion in the Aspley Area, Due to start fitting in the Dales area week commencing 23/11/09

No Access issues are being worked on jointly with the Nottingham Secure Team with letters being written

205 properties completed in October

5 Helping Hands took place since the last meeting making 31 in total.

A new One in a Million trainee Jamie Fleming attended the staff conference and has been on a Customer Care course.

3 Coffee Mornings are being held at the Bakersfield Community Centre on 10/11, 08/12, 05/01 at 9.30am-12pm

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

3.2 Warmth for Nottingham

3.2.1 Vinshire

Held 2 Coffee Mornings at Hazelhurst Gardens and Duchess Gardens Bulwell, both events were well attended, and proved to be successful.

Areas of Work

Have been mainly working in the Bulwell area, but in the last couple of weeks returned to Radford to work on the high rise flats, were completing around 50 property's a week and are now starting around 78 property's due the nature of the high rise flats.

Have not done any Helping Hands but have been helping to move furniture etc, for the elderly in the above complex's and Lathkill Close

3.2.2 SPI

Currently working in the Aspley and Broxtowe area.

Currently 977 properties have been completed to date

SPI have received four compliments through NCH with tenants being impressed with the quality of work from SPI and their installer

Will be interviewing candidate at the end of the month with a view of taking on three apprentices for 1 in a million

SPI are holding a Coffee Morning at Byron Court and are due to attend a consultation day at the John Carrol Centre this week.

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.

Contact is being made with PLO's and Housing Officers to identify any potential No Access issues

Helping Hands have included moving tenants out to allow the works to be completed in 10 days. Arranged evening work at a property as the tenant had careers around in the day

7 operatives have been recruited through One in a Million across all trades in this contract

FHM have also invited group representatives to visit the recycling plant they use in Colwick early in 2010 – Names to Emma Simpson at the next meeting

FHM have arranged a Car Wash in aid of Children in Need at their site office in Bulwell on Friday 20th November where NCH will also be helping.

A Coffee Morning was held at Gainsford Crescent for tenant in stream 5. There is a consultation event planned for 8th December to invite Tenants from the next group of addresses where induction presentations will be held explaining the proposed work and the effects on the tenant

4.0 Asset Management Report

Final reminder letters are being sent to Radford, Berridge and Dunkirk areas

Survey feedback letters are being sent to tenants in the St Ann's area

New works have been issued for Wollaton East & Lenton Abbey, Bulwell and Mapperley.

Clifton South had just been issued to Nationwide Windows. 21655 survey request letters have been sent with 15317 being completed to date giving a total of 71% of properties surveyed

Asbestos feedback letters will be sent in 2 weeks which will include details what works will need to be done and proposed works

Two additional surveyors have been taken on to keep on target due to surveys now including the energy efficiency survey bringing the total to 17 surveyors

The team are currently looking into when it is best to release the survey feedback letters as we currently are only releasing the letters prior to moving in the Wards as this is the best option at present

The team are aware of tenants wishing to know when there properties are going to be done and in which financial year

Compliment was mentioned for Savills saying they were very polite, thorough when carry out the survey and the ID was clearly shown

ASD

5.0 Performance Feedback

Scores from July - Sept

The business improvement team are going to start VMS clinics with contractors. To try and improve the way we monitor performance, as some of the scores do not seem to be a true reflection of performance and we need to under pin the problems.

GA

The updated VMS question sheet was brought to the meeting and was decided that the ID question was in a better place and stood out more

GA

The ID shown scores are still disappointing and this issue needs to be addressed and resolved. Contractors need to be proactive in showing the Tenant their ID when going around to the property as in Feb/March 2010

Note

we will be increasing our presence.

The gathering of Equality and Diversity is ongoing

GA

A minimum of 30 surveys or 25% sample will be set, whichever is greater.

GA

Surveys are to be sent out quicker to completed properties

Note

6.0 You Decide We Provide (update) – Disturbance Scheme

All were happy to the change in the current voucher system to the points system.

7.0 Health and Safety – Cheryl Beckwith – Construction Health & Safety Officer

Cheryl introduced herself and explained her role as Construction Design Management Coordinator

It was discussed how to raise awareness between the pre-construction pack, site rules, code of conduct and the construction plan

- On site inductions and tool box talks are critical in ensuring Health and Safety is adhered to.
- Violent incident alerts get sent to NCH managers who forward these onto the contractors
- NCH liaises with partners on any inductions of further staff taken on.

Also that NCH and contractors liaise with tenants of properties where works are being carried out giving them handbooks, letter drops and inductions to raise tenant awareness

NCH's Health & Safety team does onsite visits to each partner once a month.

Accident statistics are discussed at a fortnightly meeting with NCH which near misses are investigated and if partners have any issues they can discuss these with NCH who are happy to help resolve the problem / issue

- NCH's has a 360 degree Health & Safety policy
- CIS cards are being rolled out with NCH staff

8.0 AOB

Has been noticed that some partners are using plain white vans when carrying out works on behalf of NCH

Where windows with integrated extractors have been replaced with trickle vented double glazing. This is inadequate, them not working as well as the extractor fan and people cant reach to open the vent and that a rod or

extractor should be fitted when taking the old window out.
How can those with mobility issues open the trickle vents?
Will extractor Fans be Replaced?

ASD

Code of Conduct 2010 will be discussed next meeting

ASD

Date of Next Meeting
Wednesday 16th December 2009
1pm
Beechdale Court, Beechdale Road