

Notes



Secure Warm Modern Customer Care Group 1pm Tuesday 19th January 2010 Burner Meeting Room, Beechdale Court

Present

Tenants & Leaseholders

Alan Darby, Elaine Graham, Jenny Grant, Maria Hemphill, Margaret Pugsley, Sue Stevenson

NCH Officers

Gemma Atkinson, Colin Bull, Alix Dale, Tim Prentice, Emma Simpson, Anthony Slater-Davison, Pete Smith (part)

Contract Partners

Darren Barson - SPI
Carly Beet - Nationwide
Louise Claridge - Wates
Tracey Fertaki - FHM
Sheila Gennard - Windows DLO
Glenn Harrison - Vinshires
Lynne Hollingsworth - Bullocks
Dennis Panter - Heating DLO

Apologies

Doreen Gretton, Ennis Peck, Alison Thorpe, Clive Thorpe

1.0 Welcome

All were welcomed to the meeting and apologies read

2.0 Minutes of December plus matters arising

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

3.0 Partner Feedback

3.1 Nottingham Secure

3.1.1 Nationwide Windows

Windows are being replaced at Holden Court, Redford
Surveying in the Clifton Area is nearing completion, Bulwell Forest will follow.

6 One in a Million Apprentices are employed through the company.

Action

Note

A total of 25 Helping Hands have been completed to date.

3.1.2 Nottingham City Homes DLO Window Team

A new Business Administration Apprentice has started with the DLO.

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

A total of 44 Helping Hands have been completed to date.

A Coffee Morning is due to be held for the Heathfield area.

634 properties completed to date.

3.2 Warmth for Nottingham

3.2.1 Vinshire

60 properties completed in December.

Currently working in the Bulwell and moving Radford.

4 One in a Million Apprentices are employed through the company.

3.2.2 SPI

Currently working in the Broxtowe area and at Holden Court, Radford.

Currently 1276 properties have been completed to date.

2 One in a Million Apprentices are employed through the company.

3.2.3 DLO Heating

Have been working on Cat 1 heating upgrades/installs as a priority for Decent Homes.

3.3 Modern Living

3.3.1 Frank Haslam Milan (FHM) - Keepmoat

Will soon be starting the Stonebridge properties in St Anns in partnership with NCC.

1330 properties completed to date.

Joint induction visits with the kitchen surveyor from Spen Valley is helping with the OT referrals and refusals

Continue to employ 17 operatives working across all trades as One in a Million

apprentices.

Helping Hands are being implemented to assist the tenants.

Coffee Mornings are being held for the Stonebridge works and at Chatham Court, Bulwell.

3.3.2 Wates

Has currently surveyed 270-280 properties in St Anns.

The first property was started last week and are currently working across 3 streams of work.

Access issues are being followed up and resolved with NCH.

Monthly update meetings are being held at St Anns Office

Wates have moved into their office in Rawson Street and will be holding an Open day.

4.0 Asset Management Report

Savills report from 2006 highlighted priority basis across city(need wording from Colin

Note

The initial survey now covers 4 surveys in one to include :

- Health & Safety
- Asbestos
- Energy
- Initial Stock Condition

Results from the asbestos surveys are being collated and letters will be sent to approximately 5000 properties. During the Asbestos survey, samples are taken and sent to the lab to confirm whether asbestos is present. Asbestos results are stored on a database for all Constructor Partners to see.

Note

It was suggested an Asbestos officer attend the next meeting.

CB

20 Savills surveyors are currently surveying properties throughout various wards.

Note

A requested was made to confirm where the kitchen unit doors are made.

CB

External doors were discussed and was advised that not every property will be receiving new doors.

5.0 Performance Feedback - VMS

VMS round up at Mays meeting to review breakdown of surveys area to area

Note

Concerns were raised that the VMS is still taking too long to send out even though the feedback forms are sent within 2.5 weeks.

Note

It was discussed that a piece of software is possibly available which would allow for VMS Feedback forms to be hand delivered.

GA

Any feedback forms which are received after the cut off date are passed to PMS for follow up

Note

Concerns were raised that some tenant's feedback forms are being filled out by others within the property and are not a true reflection of their experience.

Note

Contractor rectification feedback will now be inputted into a report and sent to relevant Project Managers and Head of Service in order to give more clarity on the issues and to show what action has been taken to address the customers concerns.

GA

6.0 Residents Procurement Group update–Pete Smith Procurement Manager

What does the Group do?

- Actively inspect works that future contractors have done by visiting previous properties and measure their customer care
- Ensures other tenants have had a good experience with the contractor
- Gets out into the public to make a difference
- Visits to the manufactures gather knowledge of the process which is involved from the manufacture to fitting.

Training is given to all members by an external training provider which includes evaluation and what to look for when on site and reviewing tenders. Members will be support throughout by NCH officers.

If a high number of applications are received then an interview process will be carried out.

A company confidentiality agreement must be signed by all members.

What are we looking for:

- A diverse group of people which will represent the community we serve.
- Possible members will need to ensure they are fit to fulfil this role. However there is a possibility that a carer can represent the disabled person on site and a tailored tour can be arranged for people with access issues.
- Site visits can either be half or full day
- The group is very flexible and members are mainly only required when a tender process is taking place.

Would like to reinvigorate this group and will be advertising the enrolment to the group via leaflets & posters in Housing Offices and the Local Community Centres. There will also be a presentation at the Tenant and Leasehold Conference which is being held at the Council House in March.

7.0 Any Other Business

7.1 Vans

It has been noted that Contractor Partners are still failing to have the correct “in partnership with Nottingham City Homes” signage on the vans. Contractors must ensure that these signs are being used by themselves and their sub contractors.

CP's

7.2 Marketing

A draft of the SWM special edition NCH News Letter was brought to the meeting to show the group a preview of the articles. The Evening Post has also been sent information of the articles. Keep good news stories coming out to Alix Dale

CP's

7.3 Asset Management Steering Group

The Asset Management Steering Group which is chaired by Steve Hale has opened an invitation to members of the group who would like to attend the meeting.

Note

7.4 Key Procedures

Key procedures for the contractor will be discussed at the following meeting held in March

ES

7.5 Kitchen Units

A requested was made to confirm where the kitchen unit doors are made.

7.6 Doors

External doors were discussed and was advised that not every property will be receiving new doors.

Note

7.7 Coffee Mornings

It was suggested Board members be invited to coffee Mornings and consultation events

Note

**Date of Next Meeting
1:30pm Tuesday 23rd March 2010 - Beechdale Court, Beechdale Road**