

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, Sue Stevenson, Alison Thorpe

NCH Officers

Colin Bull, Alix Dale, Steve Edlin, Steve Hale, Emma Simpson, Phil Saunders, Anthony Slater-Davison,

Contract Partners

Darren Barson	-	SPI
Angela Walton	-	Nationwide
Louise Claridge	-	Wates
Tracey Fertaki	-	FHM
Sheila Gennard	-	Windows DLO
Harvinder Kooner	-	Vinshires
Lynne Hollingsworth	-	Bullocks

Apologies

Gemma Atkinson, Doreen Gretton, Dennis Panter-Heating DLO, Margaret Pugsley, Clive Thorpe

		Action
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.	Note
3.0	Performance Feedback – Vision Management System	
	A meeting took place to discuss the VMS pilot phase of 100% surveys and it was decided that the internals programme will all be 100% and the other streams will stay at the current rate	
	The VMS team will be attending events to try and increase response rates	GA
	Was decided that the surveys are to continue being sent by post, so these surveys can remain independent and reduces the risk of bias	
	The Business Improvement Team will continue to take telephone surveys from vulnerable tenants to ensure that they can give their feedback as they can't always do	GA

the surveys due to Health reasons.

On the VMS report which comes to the group, it was requested that page numbers are put on the bottom.

GA

AT requested a breakdown of all rectification notices into a report

GA

4.0 Sustainability Presentation by Paul Ruston Warmth Project Manager

The Great British Refurbishment

The presentation highlighted the increasing problem of fuel poverty where 10% of income is paid on fuel bills. Through SWM NCH is investing money in their properties to ensure they are more energy efficient (double glazing & heating systems) with further investment projects being reviewed. Tenant & Leaseholder Affordable Warmth Champions from across the city are being recruited to provide advice and support to those most affected.

5.0 Homes 4 Us Presentation

This presentation highlights how we can improve the Decent Homes service to our disabled tenants and their carers.

- Training sessions for operatives for Mental Health Awareness as not all disabilities are visual
- That our constructor partners can help identify vulnerable/disabled tenants
- Have a Homes 4 Us stall at our Roadshows and coffee mornings to help tenants and carers come forward to discuss their concerns and problems so we can help them prior to works starting
- Put a Homes 4 Us card in the induction packs
- Concentrate on needs not the disability as these can vary from person to person even with the same disability.
- That there are young carers out there not just adult carers

To also create links with the PLO's and TLO's and Cheryl Rawlings of NCH for the Homes 4 us forum.

5.0 Asset Management Update

- Works schedules have been issued to Savills for the remaining NCH properties to be surveyed including ones which are still outstanding in previous areas surveyed.

Note

6.0 Asbestos Information by Steve Walters

The Asbestos team are based at Beechdale Court, they manage the asbestos in the NCH Housing Stock i.e. removal, investigating, surveying.

To date 12,000 feedback letters have been sent out with 18,000 surveys on the database. There is a delay with the surveys as the asbestos samples have to be sent to a laboratory for testing.

Constructor Partners have access to the database and are able to check if asbestos is in the property and if required can arrange for NCH to schedule removal.

Even properties with no asbestos will be put onto the database, so if any enquiries come through we can advise accordingly.

7.0 Key Handling Procedures

All keys which are handed to constructor Partners are recorded and receipted

Issues were raised by the group regarding insurance policies

- If a burglar alarms are fitted to the property and hasn't been reset once the contractor has left then the tenant cannot claim
- If scaffolding is up you are not covered under your insurance

8.0 Partner Feedback

An issue was raised that a kitchen Designer was rude who visited a property as the tenant wanted the kitchen design changing and was told the design couldn't be changed.

Reasons why kitchen designs sometimes cannot be changed

The Rules and Regulations legislation states the layout of the kitchen which we must use to meet all criteria set.

Discussions with Spen Valley Kitchens are taking place

Was asked if a paragraph could be put in the Stock Condition feedback letter which is sent to tenants saying that 'the design of the kitchen may change due to regulations'

SS gave a compliment to Stacey at SPI as she was brilliant when work was being undertaken in her home

NWW are working in Partnership with Estate inspections

Tracey from FHM was brilliant at the Bulwell Roadshow and was very helpful to all who arrived

9.0 Any Other Business

Tenant and Leaseholder Conference

Thanks to all for coming to the Tenant and leaseholder Conference
Word Search winner - Kelly John- Baptise

NCH won the Trainer of the year award at the Chartered Institute of Builders award

The Group went on the Wastecycle visit which was well attended and very informative

Sheila Gennard from NCH DLO has been put forward for the ALMO Team member of the year at the National Federation of ALMO awards

Date of Next Meeting

Tuesday 18th May 2010 1pm