

Notes



Secure Warm Modern Customer Care Group 1pm Tuesday 18th May 2010 Burner Meeting Room, Beechdale Court

Present

Tenants & Leaseholders

Elaine Graham, Jenny Grant, Ruth Haywood, Maria Hemphill, Margaret Pugsley, John Riley, Sue Stevenson, Alison Thorpe (Facilitator), Clive Thorpe

NCH Officers

Gemma Atkinson (part), Sharon Brookes, Colin Bull, Alix Dale, John Jackson, Alice Jones, Louise Painter (part), Tim Prentice, Derek Roberts, Anthony Slater-Davison, Doreen Whittaker

Contract Partners

Lynne Hollingsworth	-	Bullocks
Tracey Fertaki	-	FHM
Angela Walton	-	Nationwide
Lewis Warring	-	Spenn Valley Kitchens
Darren Barson	-	SPI
Carly Beet	-	Windows DLO
Glenn Harrison	-	Vinshires
Louise Claridge	-	Wates

Apologies

Alan Darby, Doreen Gretton, Dennis Panter-Heating DLO, Ennis Peck

	Action
1.0 Welcome	
All were welcomed to the meeting and apologies read	
2.0 Minutes of March 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	
VMS team will attend open day events if required, Alix Dale to advise GA.	AD/GA
VMS target of 30% of surveys for return is being worked on with reminders sent to tenants. Ideas to increase response rates are welcome from all.	ALL
Warmth Q9 “If a fault occurred as a result of the new installation, how do you rate the contractors response?”– review continual trend and speak to relevant team.	GA
FHM have held a presentation for all staff working on the project to understand the VMS results and address each question looking at ideas to improve results.	

<p>Comments regarding improvements implemented will be feedback at the next meeting.</p>	<p>TF</p>
<p>% of rectifications notices and information to be shown within the report. This will show the % against the number of responses.</p>	<p>GA</p>
<p>Comments are to be combined into 2 months rather than showing each separately</p>	<p>GA</p>
<p>End of year figure for SWM to be presented at the next meeting.</p>	<p>GA</p>
<p>100% surveys on internals only with 25% warmth and windows due to high volumes. Surveys are sent to tenants around 2-3 weeks after work has been completed.</p>	<p>NOTE</p>
<p>4.0 Tenant Service Inspectors (Jenny Grant/Louise Painter)</p>	
<p>Tenant Service Inspectors who are members of the Customer Care Group will be contacting tenants who have made a comment on their VMS return. There will be a pilot scheme running with Modern Living partner Frank Haslam Milan as a starting point. TSIs will review rectification notices returned by contractors contacting the tenant to learn if the rectification has been dealt with satisfactorily. The exercise will be used to improve services for all with tenants talking to tenants. Feedback will be provided to contractors and Project Managers immediately with general feedback taking place at the Customer Care Group. Information regarding tenants to be outlined on rectification notices by the contractor.</p>	<p>NOTE</p>
<p>5.0 Knowledge Transfer Partnership (Presentation by Alice Jones)</p>	
<p>The Knowledge Transfer Partnership (KTP) programme is a partnership between Nottingham City Homes & Nottingham Trent University. It is funded by the Government. The aim of the project is to understand the impact of NCHs investment in Decent Homes on tenants, leaseholders and communities.</p>	<p>NOTE</p>
<p>AJ will work with local partners such as the NHS & Police. By talking to tenants through focus groups AJ will be able to obtain an appreciation of the personal side of improvement work for tenants and the impact it has listening to their experiences. It was suggested AJ attend other forums such as Homes 4 Us, BME etc.</p>	<p>AJ</p>
<p>6.0 Asset Management Update</p>	
<p>With surveys anticipated to be completed by September 2010 final reminder letters have been sent to properties not yet surveyed.</p>	<p>Note</p>
<p>7.0 Kitchen Designs – Spen Valley Kitchens</p>	
<p>If a tenant qualifies for a new kitchen, a representative from Spen Valley, the kitchen supplier, and the modern living constructor partner will visit the tenant and design a layout, taking into account the existing appliances.</p>	
<p>A plan will be produced that the Resident Liaison Officer will ask to be approved and signed.</p>	
<p>During these surveys the Resident Liaison Officer will carry out the resident consultation, covering for example the following;</p>	

- Helping Hands
- Aid Adaptations Requirements
- Tenants Concerns

There are choices available, including:

- Kitchen units and worktops
- Wall tiles
- Floor covering

Tenants are shown samples and asked to sign a form agreeing to their selection. They are given the option of having a family member or friend present on the day as it is always helpful to have a second opinion.

NOTE

Tenants are advised that once they have made their choice they have a seven day cooling off period. After that they cannot change their mind, as the kitchens are manufactured to order.

Kitchen refurbishment takes about 15 days.

Kitchen designs must follow building regulations and good practice to create a safe and workable environment. Where individual needs are highlighted these are referred to the project manager for discussion. Should aids and adaptations work be required an occupational therapist will work with the tenant and contractor to create a suitable kitchen for relevant needs

NOTE

Nottingham City Homes, Modern Living Constructor Partners and Spen Valley Kitchens are working together to compile standard kitchen layouts.

NOTE

Spen Valley Kitchens have signed up to the NCH Code of Conduct.

NOTE

8.0 Partner Feedback

Partners submit feedback prior to the meeting which is circulated to tenants and leaseholders in the group via a newsletter to read through.

8.1 Van Branding

To be discussed under Marketing.

8.2 Tools

Cordless or power tools to be used – review on an individual basis depending on work being undertaken. If using power tools ensure cables do not create a tripping hazard. Ask tenants if OK to use their electricity and if items are unplugged ensure they are plugged back in.

8.3 SPI Customer Care Video

Well received. Not all people receiving a heating upgrade will be sent a VMS form – amend film accordingly.

SPI

8.0 Marketing

8.1 Van Branding

TP to assist where required ensuring that all constructor partner vans have dual logo

branding. Partners to contact TP for NCH logo images and sizes.	Partners
8.2 Promotion Photos It is important to build a library of professional photography to promote the scheme which can be shared with partners. TP to send photography consent form to partners along with dates photographer is available.	TP
8.3 Information sheets for SWM Draft available end of next week – to be reviewed and signed off at next Customer Care meeting.	AD/TP
9.0 Affordable Warmth Affordable Warmth Champions – a group made up of tenants and leaseholders have met to agree aims and objectives to support tenants, leaseholders and staff to change the way they think and act on energy efficiencies. The aim is to provide the tools to enable the same groups to action energy saving in their own homes/workplace and spread the word to family, friends and neighbours.	
10.0 Any Other Business	
10.1 Homes 4 Us Conference Homes 4 Us Conference scheduled to take place at the end of September CT to provide further information. September is the month of action for Nottingham City Homes	CT
11.0 Date of Next Meeting 1pm Tuesday 20 th July – Beechdale Court	