

Notes



Secure Warm Modern Customer Care Group 1pm Tuesday 20th July 2010 Burner Meeting Room, Beechdale Court

Present

Tenants & Leaseholders

Alan Darby, Jenny Grant, Alan Gray, Ruth Haywood, Maria Hemphill, Rosanne Hill, Ennis Peck, John Riley, Sue Stevenson, Alison Thorpe (Facilitator), Clive Thorpe

NCH Officers

Gemma Atkinson, Sheree Blakemore (Part) Sharon Brookes, Colin Bull, John Jackson, Tim Prentice, Cheryl Rawling, Emma Simpson, Terry Waldron, Doreen Whittaker

Constructor Partners

Lynne Hollingsworth	-	Bullocks
Tracey Fertaki	-	FHM
Andy Carey	-	FHM
Angela Walton	-	Nationwide
Darren Barson	-	SPI
Carly Beet	-	Windows DLO
Harvinder Kooner	-	Vinshires
Steve Callanan	-	Vinshires
Louise Claridge	-	Wates
Cain Lewis	-	Wates

Apologies

Alix Dale, Elaine Graham, Doreen Gretton, Alice Jones, Dennis Panter-Heating DLO, Margaret Pugsley, Derek Roberts, Paul Ruston Anthony Slater-Davison,

		Action
1.0	Welcome	
	All were welcomed to the meeting including 2 new tenants and apologies read	
2.0	Minutes of March plus matters arising	
	These were agreed to be a true and accurate record. Other matters arising will be covered through the agenda.	Note
	3.0 – FHM VMS presentation – report being sent out	
	5.0 – ES to gather feedback from AJ for next meeting.	ES
	8.3 – SPI are still looking into changing wording in the film which advises all tenants will be sent a VMS form	DB
	9.2 - Consent form were sent to CP's. Various photoshoots and landmark photos to be taken on 21/06/10	
3.0	Performance Feedback – Vision Management System	
	Cumulative Decent Homes VMS score was 8.31 - good work from all.	Note

Wates total surveys sent is lower than other CP's due to commencing partnership in January 2010

It was mentioned that the figure calculations for 2009/10 were incorrect by EP. This was explained by GA on the process of how this is calculated and offered to explain this to anyone else after the meeting.

Note

There was an increase in recitation notices for majority of CP's. we need to ensure that we are working to reduce this figure

Secure and Warmth CP's all achieved an overall score of 8.5 or higher. Internals CP's were just under target at 7.93 – FHM and 7.22 Wates

ID badges target is 90 % and 6/7 CP's achieved this target. Some tenants still felt that this is still unacceptable and should be better. CP's advised that this is taken seriously and that everyone is responsible for asking and showing ID badges, tenants and CP's. It was requested that NCH put the 'don't be a victim' section in the tenant newsletter again. 'Don't be a victim' leaflet is also included in the induction pack.

Note

Survey response rates have significantly increased this is also down to CP's doing a lot of work to promote the importance of VMS to the tenants. A lot of focus has been put on improving the quality of work and service not just response rates

Note

A comparison has been undertaken against the profiling of NCH tenants and the profile of tenants being surveyed and responding to surveys across all VMS surveys. This was undertaken as part of the equality impact assessment of VMS. The report shows that no groups are under represented when issuing surveys or responding to surveys.

Note

GA to undertake similar report for Secure Warm Modern

GA

The Business Improvement Team will be running a pilot with using "this is not a circular" envelopes for sending Decent Homes VMS surveys.

Note

4.0 Asset Management Update

There are currently 6 surveyors working in 20 wards. We are aiming for a 90% access rate. When the initial survey takes place the surveyor will also forecast the predicted life of the units etc

Note

When properties are surveyed the surveyor will also predict the lifetime of the heating, kitchen and bathroom for possible future planned schemes.

Note

Aim to have sent all tenants a survey feedback letter by the end of 2010

A comment was raised why people with disabilities are not prioritised. This is due to this not being the most straightforward way to progress the scheme through the city and was decided that doing area by area was the most logical way.

It was also mentioned why the windows and heating are not done at the same time? This is due to Nottingham Decent Homes plus standard fitting double glazing in properties which the Governments Decent Homes standard does not require. Tenants do need to be patient as this is a 5 year programme and we will do all work required by the standard.

Windows are due to be completed by 2010/11 and doors are due to start 2011/12 as

Note

they are separate schemes. A door will only be replaced with the windows if it is a combination frame. The doors programme list is currently being compiled

Work streams in some areas are slightly ahead of programme and the Decent Homes map may be considered to be updated should significant changes take place

Note

5.0 Aftercare for tenants – what do partners have in place? Overview from each partner followed by Q&A

Vinshire

- The surveyors will identify issues when handing the property over and TLO's will also identify any issues

SPI

- Process is similar to Vinshire's. But in addition they put stickers on the boiler with information numbers.
- The Customer Liaison Officer visits after each property is complete.

Nationwide Windows

- Have recently updated their process:
- They show the tenant how to use the windows as well as leaving a booklet at time of fitting.
- The site foreman also checks all the windows.
- A call takes place the following day after fitting to confirm if everything is still ok.

NCH DLO - Windows

- Tenants are shown how to use the windows and given a booklet.
- A handover certificate is filled out confirming if ID was shown, dust sheets used etc.
- A site handover is done with the Project Manager and Technical Officer.
- Tenants are left with officer and mobile numbers and an induction pack full of information.

Bullock

- The Liaison team will visit with the Foreman/site manager at handover stage
- A card is handed to tenants with a number to call if there are any issues within 12 months.
- A follow up phone call is done 1 week after handover to pick up any issues prior to VMS.
- Hints and tips information sheet is handed to tenants on how to maintain the kitchen.

Wates

- Wates phone the tenant 1 week after handover for feedback on what can be done better.
- An aftercare booklet is handed out within information on how to report defects, caring for the kitchen gas/electric safety, how to reset circuit breakers and condensation.

FHM

- Tenants receive a letter and a visit from an RLO who will go through the maintenance of the kitchen. Tenants are given a free phone number for the Customer Care Team in Doncaster, who log all calls then pass details down to the Site Manager for resolution. Tenant's have access to assistance 24/7.
- If a tenant has any issues these are sent to handheld devices to the relevant

- operative and the tenant then signs to confirm the issue has been resolved.
- At the end of the 12 month warranty if the tenant call FHM to report a fault they can advise the tenant to contact NCH oppose to them.

Q&A

Electrical

Questions were raised regarding electrical checks

- All tenant are notified in writing of when the test will take place
- An induction must be done prior to and periodic work
- There are occasions where CP's turn up unannounced but these are not intentional.
- If any issues occur with the electrics the tenants need to contact the Beechdale Court Admin Support team, the Technical Officer or Project Manager.

Note

6.0 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.

7.0 Affordable Warmth for Nottingham Feedback

The 5000th boiler has been installed and a photo shoot will be taking place to mark the achievement. This will be publicised in Team brief (for staff) and the newsletter (for tenants). More information will be given at the next meeting

Note

10.0 Any Other Business

The Homes 4 Us (disabled forum) conference will be taking place on 17th September 2010 10-2pm at the Denewood Centre, Bilborough, Nottingham. The forum members would be grateful of any prizes that the CP's could help out with, also if there can be a Decent Homes stand if all CP's can ensure a representative attends, the Affordable Warmth Champions will also be attending.

CP's

TP has been working with AD to put together some draft fact sheets for streams of work. The factsheets include "what you need to know about disruptions". These factsheets will be sent to tenant prior to Decent Homes.

CP's

Will it be the CP's or Nottingham City Homes responsibility to send these forms out?

AD

If CP's and tenants within the group can look through these sheets and feedback to Tim Prentice on 0115 9157030 any extra ideas as all. And is CP'S can please email ideas to tim.prentice@nottinghamcityhomes.org.uk and Alix Dale

CP's

11.0

Date of Next Meeting

1pm Tuesday 21st September – Beechdale Court