

# Minutes



## Repairs & Maintenance Forum 6.30pm Tuesday 28<sup>th</sup> April 2009 Board Room, Hounds Gate

### PRESENT:

*Nottingham City Homes Representation*

Gary Whitaker, Darrell Smith, Chris Raynor, Kate Watret,  
Andrew Filer (mins)

*Tenant & Leaseholder Representation*

Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Ann Gardner,  
Elisabeth Tiso, Phil England, Roy Lawson, Mark Watson, Jean England,  
Robert Morrell,

### APOLOGIES:

Marina Lafond, Sue Stevenson, Clive Thorpe, Alison Thorpe,  
Kate Bowley, John Riley, Ennis Peck, Graham Ward, Lilian Bird, Sharon  
Walters

<b>1.0 Attendance &amp; Apologies</b>	<b>Action</b>
Apologies were noted.	
<b>2.0 Minutes of last meeting and Matters Arising</b>	
<b>2.1</b> The minutes were agreed as being a true and accurate record.	
<b>2.2</b> <u>Item 2.2 – Contact Details of Local HPM</u> AG queried whether leaseholders were informed of who the HPMs were in their areas? CR has contacted Kim De Vergori re this issue, and she will follow this up with Marketing.	
<u>Item 2.2 – Appointments Letters</u> MW raised the issue of workmen turning up at different times than stated on the appointment letter. GW advised that on occasion, if a workman is in the area, or if their previous job has been quicker than anticipated they will take a chance to see if a tenant is in. KW will follow this up.	<b>KW</b>
<u>Item 2.7 – Asbestos Database</u> CR followed this up with Tim Shirley. Leaseholders will be sent to all leaseholders as is done with tenants, advising of where asbestos may be in their property.	

### Item 2.8 – Inkfish

CR has spoken to Pete Smith, and Inkfish are used and will continue to be used where possible to distribute mail.

### Item 3.3 – Scaffolding

This item has been included as part of the forward plan of the forum.

### Item 3.5 – ID Badges

GW has re-emphasised this point as part of the latest round of toolbox talks with all operatives and maintenance managers. RL requested future dates of toolbox talks. JE advised that there are several other ID badge holders available other than lanyards.

### Item 3.6 – Old boilers

This is due to be done in the next round of toolbox talks. AG mentioned that she had seen radiators being taken as well. GW and DS both stated that there were designated labourer drivers available to remove items if the workman's vans were not big enough, so this should not be happening.

### Item 4.6 – Fencing programme

CR is liaising closely with Tim Shirley to ensure this runs smoothly.

### Item 5.1 – Gas Safe cards

MW raised the question whether the new cards have been distributed to operatives. DS advised that all operatives now have new cards as the Corgi cards are no longer valid. It was re-emphasised to the forum that they should not allow entry unless they are shown the correct new card.

### Item 5.2 – Home Watch update

CR stated he had not received any comments as yet. The forum agreed the letter was fine to go out as it was.

**Sharon  
Walters**

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## **3.0 Forward Plan Item – Void repairs**

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- 3.1** DS introduced himself and gave some context to the team that he manages. They ensure that properties are turned around from void to ready to let (RTL) as quickly as possible.
- 3.2** This service is monitored through the vision management system, and through a suite of performance indicators. The service is not 100% at the moment, but things are improving. An example of this is that suited locks are now fitted to void properties so that multiple trades can access the property at one time, reducing void times.
- 3.3** Targets – For works that cost less than £5k, there is a target for a 10 day turnaround. For works that cost in excess of £5k, there is a target for a 25 day turnaround. There is also a 25 day turnaround target for any fire damaged properties. There is however a caveat to the fire damaged properties where extensive damage is done.

**3.4** The average cost of a minor void is £2,369. The average cost of a major void is £8,927

**3.5** Current performance – The average time for a minor void is 14.6 days, with the average time for a major void being 21.8 days.

Since DS took over role in January there had been a reduction of 5 days on the minor void time. This equates to a £2500 saving based on letting 50 properties a week charging rent of £50 per week.

**3.6** Hand-held technology is being researched currently to further improve the service, with a pilot hoping to be introduced in September.

**3.7** PE raised the question whether the lettable standard is being reviewed. DS advised that Wayne Smalley will be reviewing this over the course of this year, but said that the standard was useless unless it is used correctly by everyone.

**3.8** RL and RM both raised the issue that as Tenant Service Inspectors (TSI) they have picked up several properties that have been in a terrible state, but declared RTL. DS responded that sometimes all issues cannot be identified by the surveyors, which causes post-void repairs to be done. This is not ideal, and so further work is done on this, with a building surveyor now being assigned to a property for the whole void process, and will post-inspect all work done. Previously lettings officers dealt with this to ensure all outstanding repairs were completed, then passed on to the Housing Patch Manager who does a 6-week new tenancy visit. It was agreed TSIs are a useful tool in the void process.

**3.9** MW raised the issue that the longer properties are void, the greater the likelihood of fly-tipping occurring. DS advised that a team go round checking void properties for damage, fly-tipping, gardening etc.

**3.10** RM also raised the issue of access issues with some Sitex doors. DS advised that NCH has now changed Sitex provider, with tenants monitoring the new contractor.

**3.11** DS advised that a judgement call is made when it comes to fencing, as it is very possible that any fencing could be damaged again before the new tenancy starts. Any work on fencing not done as part of the void process would get picked up through the cyclical fencing programme.

#### **4.0 Forward Plan Item – Repairs performance indicators / definitions**

**4.1** CR gave a presentation on this as requested by the forum. The aim is to get repairs done as part of planned maintenance rather than as responsive repairs, as this is 6% cheaper to do.

**4.2** All performance indicators (PI) were set by a working group consisting of tenants as part of the tender process. Any improvement actions are also jointly agreed to improve the service. An annual review is done on

the PIs to ensure they are fit for purpose, and to review the targets. Customer satisfaction is a key aspect of each area covered.

**4.3** An independent review was done on the PIs by Cameron Consulting.

**5.0 Any Other Business**

**5.1** It was mentioned that Alison Thorpe is currently in hospital. The Tenant & Leaseholder Involvement team have sent a card and flowers, and GW are also sending flowers and a card when she leaves hospital.

Meeting closed at 8.15pm.

**6.0 Date of next meeting**

6.30pm Tuesday 26<sup>th</sup> May 2009, Board Room, 14 Hounds Gate

**8.0** Forum Chair..... Date: .....

NCH Officer ..... Date .....