

# Minutes



**Repairs & Maintenance Forum**  
**6.30pm Tuesday 27<sup>th</sup> January 2009**  
**Board Room, Hounds Gate**

**PRESENT:**            *Nottingham City Homes Representation*  
Kate Watret, Gary Whitaker

*Tenant & Leaseholder Representation*  
Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Lilian Bird,  
John Riley, Cynthia James, Sheila Thwaites, Linford Stevens,  
Elisabeth Tiso, Phil England, Ennis Peck, Roy Lawson, Clive  
Thorpe, Alison Thorpe, Mark Watson, Jean England (part).

**APOLOGIES:**        Ann Gardner, Graham Ward, Kate Bowley, Marina Lafond, Chris  
Raynor, Steve Hale.

**1.0 Attendance & Apologies**

Apologies were noted.

**2.0 Minutes of last meeting and Matters Arising**

The minutes were agreed as being a true and accurate record.

**2.1 Item 3.1 – Repairs and Maintenance Contract – Progress**

CR confirmed that the use of the Tenant Audit Team and Tenant Inspectors in scrutinising the contract is now being built into the process.

**2.2 Item 3.2 – Predetermined Passwords**

KW has raised a project plan with IT and will provide an update at the next meeting. Suggestions were made to have a new password per repair, a list of passwords or a daily password. It was suggested to look at the procedures of other large organisations. Discussion arose over the need to be aware of vulnerable tenants. **KW to look into Braille being put on ID badges for blind customers.**

**2.3 Action carried forward – Item 3.2 – 3 Digit Van Number**

**3 digit tracking number to be placed on rear as well as side of vans.**

**Action**

**KW**

**PS**

- |   |              |
|---|--------------|
| <p><b>2.4</b> <u>Action carried forward – Item 3.2 – ID Badges</u><br/> CJ had previously asked for clarification on the use of ID badges for those associated with Nottingham City Homes. <b>CR to contact Andrew Filer in the Tenant Participation Team.</b></p>  | <b>CR/AF</b> |
| <p><b>2.5</b> <u>Item 5.0 – Homewatch Waiting List</u><br/> CR confirmed that a meeting has been arranged with Masaud Subedar of NCC on 29<sup>th</sup> January to determine a way forward with the backlog of Homewatch applications. <b>CR will provide feedback at the next meeting.</b></p>                               |              |
| <p><b>2.6</b> <u>Item 7.0 – Forward Plan</u><br/> <b>SW to distribute copies of the 2009 Forward Plan with today’s minutes.</b></p>   | <b>SW</b>    |
| <p><b>2.7</b> <u>Item 8.8 – Fleet</u><br/> GR updated the group regarding incidents of vans congregating at certain places which can be traced through the tracking system. He assured the group that if, for example, operatives are caught at eating places at inappropriate times they will be dealt with accordingly.</p> |              |
| <p><b>3.0 Forward Plan Item – Communal Repairs</b></p>  |              |
| <p><b>3.1</b> GW gave a brief overview regarding the different aspects of reporting day to day communal repairs.</p>  |              |
| <p><b>3.2</b> No appointments are made as anyone can make the request for a repair. All communal repairs are reported through the Repairs Contact Centre with a 15 working day target.</p>  |              |
| <p><b>3.3</b> <u>Reporting Channels</u><br/> Often the best reporting channel for communal repairs has been from estate walkabouts, however, Scheme Managers, Patch Managers and Operatives also report repairs.</p>  |              |
| <p><b>3.4</b> <u>Leaseholders</u><br/> If a repair costs more than £250 all leaseholders are notified as they contribute to the cost as part of their service charge.</p>   |              |
| <p><b>3.5</b> Leaseholders requested a breakdown of repairs costs on their service charge invoice.</p>  |              |
| <p><b>4.0 Forward Plan Item – Failed Appointments, Process</b></p>  |              |
| <p><b>4.1</b> An appointment can fail for 2 reasons – NCH are at fault or the customer is. Tenants who provide their mobile number are sent a text message 24 hours in advance of the repair.</p>   |              |
| <p><b>4.2</b> <u>Failed Attendance</u><br/> If it is known that the appointment will fail the tenant is notified if possible and an alternative operative is sent or another appointment is arranged.</p>   |              |

4.3 GW confirmed that NCH will attend to any operatives who purposely fail an appointment. If a card is left even though the tenant was at home the failed appointment will be thoroughly investigated as to why the operative did not attend.

4.4 Question was raised as to how the van tracking system works. GW confirmed that those responsible to manage operatives have live updates of where any van is and whether the engine is running.

4.5 It was asked why no end date is put on the repairs appointment letter. KW explained that if the repair is not completed on the appointment date and continuation work is required an end date may not be known. In terms of planned maintenance a start and end date should be given. **GW to investigate this issue further.**

**GW**

4.6 If a tenant misses an appointment the operative should always call the Contact Centre so that attempts can be made to contact the tenant before leaving a failed appointment card.

4.7 Question was raised as to whether sub contractors are monitored the same as NCH operatives on performance. **GW to feed back at next meeting.**

**GW**

4.8 KW clarified that if an appointment is visited and carded in the morning when it is an afternoon appointment it will not be classed as a failed appointment by the customer. An operative may attend a repair in morning instead of the afternoon but only if it is convenient to the customer.

4.9 It was asked why some repair letters do not have a date and time on it and yet when called the Contact Centre can specify an exact appointment. **KW to investigate.**

**KW**

4.10 Question was raised as to why tenants and leaseholders are not informed when work has been carried out on external or communal areas.

Meeting closed at 8.35pm.

**5.0 Date of next meeting**

6.30pm Tuesday 24<sup>th</sup> February 2009, Board Room, 14 Hounds Gate

6.0 Forum Chair..... Date: .....

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