

Minutes

Repairs & Maintenance Forum
6.30pm Tuesday 24th February 2009
Board Room, Hounds Gate

PRESENT:

Nottingham City Homes Representation

Gary Whitaker, Mark Johnson, Steve Hale, Steve Walters,
Steve Pepper, Sally Heywood, Sharon Walters (mins)

Tenant & Leaseholder Representation

Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Lilian Bird,
John Riley, Sheila Thwaites, Linford Stevens, Ann Gardner,
Elisabeth Tiso, Phil England, Ennis Peck, Roy Lawson, Alison Thorpe,
Mark Watson, Jean England, Helen Thomson, Graham Ward

APOLOGIES:

Marina Lafond, Chris Raynor, Robert Morrell, Clive Thorpe,
Kate Watret, Cynthia James

1.0 Attendance & Apologies

Apologies were noted.

2.0 Minutes of last meeting and Matters Arising

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

2.2 Item 4.5 – Appointment Letters

It was asked at the previous meeting why no end date is put on the repairs appointment letter. SHwd explained that there is an issue with the ROCC ordering system not picking up the appointment on certain orders. GW confirmed that the date does appear on the operative's ticket so the letter will need to be investigated further. GW and SHwd to follow up.

3.0 Forward Plan Item – Role of the Patch Manager

3.1 SP explained that the Housing Patch Manager (HPM) is part of the Tenancy Estate Management division of the Company but can also assist tenants in the reporting of repairs to properties and on the estates.

3.2 The Patch Managers role includes providing advice to customers on a

Action

**GW,
SHwd**

variety of subjects such as rehousing, decants, access for repairs, gas servicing, tenancies, management recommendations, mutual exchanges, benefits, etc. They also encourage sustainable tenancies by helping customers stay in their homes which reduces the number of voids, builds stronger communities and improves the estates.

- 3.3** The HPM is usually the first port of call who can advise and support the tenant in gaining access to other services and external organisations and agencies. The HPM tries to maintain contact with customers, deal effectively with antisocial behaviour, investigate abandoned properties and address problems on private property through estate inspections. They are also in close contact with other Council services such as Noise Pollution, Public Health and Neighbourhood Services.
- 3.4** GWd raised concern that the number of HPMs has reduced and not increased as promised previously. SP explained that the work of the HPM has reduced since the introduction of Rent dedicated Patch Managers and Sheltered Scheme HPMs.
- 3.5** NCH is in consultation with customers regarding the closure of some offices but there will be alternative channels such as the LIFT Centres, Hounds Gate Service Centre and the Contact Centre.
- 3.6** AT raised concern over customers not knowing who their local HPM is as they have not been contacted by them. Also repairs not being passed on to the Contact Centre from new and vulnerable tenants. It was suggested to have the HPMs contact details and the dates of Tenant & Resident Association meetings printed in the bi-monthly tenant's newsletter.
- 3.7** Discussion arose over lack of contact with the HPM and the lack of HPM and police visibility on the estates. SP said he will take details of any estate management or Patch Manager issues and ask their local Area Housing Manager to contact them.

SP

SP

4.0 Forward Plan Item – Asbestos Awareness

- 4.1** SW gave a brief overview regarding the management of asbestos. NCH have a responsibility to carry out the removal of any asbestos containing materials where necessary when items require repair or removal.
- 4.2** Letters are being sent to tenants informing them that all NCH properties will receive a stock condition survey, energy survey and a Type 2 Asbestos survey by Savills by the end of December 2010 as part of the Decent Homes Programme. Savills will contact the tenant directly to arrange an appointment. As part of the asbestos survey samples will be taken and a copy of the results will be given the tenant so that they know if asbestos is present and to ensure their safety. The information is also stored on a database which assists in speeding up repairs as the asbestos can be removed before the operative is on site so that there are no delays to the repair. The surveys will also assist in

stopping time delays or disruption of any planned works such as Decent Homes. New tenants will also receive a copy of the survey results within their Tenant Handbook. If the survey results are not available at the time of sign up and asbestos information guide will be provided.

- 4.3** Currently discussions with the Leaseholder Team are underway to allow the Asbestos Guide to be sent to each leaseholder's home. It may also be possible for leaseholders to have a survey carried out by NCH's contractor at a cost. The leaflet will also contain contact numbers of contractors who will do internal works at a preferential rate.
- 4.4** NCH has decided to use archetype or cloned information so that tenants are informed of the possible location of asbestos within their properties prior to the full surveys being completed. Approximately 15% of all properties have been surveyed which includes all types of properties so it can be determined where there could be asbestos. However, SW added that not many domestic dwellings will contain asbestos except for properties which still have, for example, pre 1970's Artexing.
- 4.5** If communal areas to flats have areas containing asbestos leaseholders will be notified. High rise flats and low rise with large communal areas will have a log book on site which should always be available. On smaller communal areas the information is stored on the database and can be made available to leaseholders. Communal areas at sheltered accommodation are checked annually but surveys will be carried out by Savills on individual flats.
- 4.6** GWd praised NCH for improving asbestos awareness and informing tenants and leaseholders of the risks. EP said there are still properties on Middleton Boulevard which contain asbestos in some ceiling and roof tiles. SW said that the type of asbestos that the tiles contain is not dangerous if in tact. MJ added that money is available in the Decent Homes Programme to replace roofs and these types of properties will be at the top of the list.
- 4.7** AT asked if the asbestos survey will be in plain English that tenants will understand. SW clarified that parts of the survey will contain some terminology solely for the use of the surveyor however the survey will inform the tenant if there is asbestos and where it is. The information leaflet will assist the tenant in understanding the survey better.

5.0 Planned Fencing Programme

Item deferred to the next meeting.

6.0 Any Other Business

None

Meeting closed at 9.00pm.

7.0 Date of next meeting

6.30pm Tuesday 24th March 2009, Board Room, 14 Hounds Gate

8.0 Forum Chair..... Date:

NCH Officer Date