

Minutes



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

PRESENT: *Nottingham City Homes Representation*
Steve Hale, Chris Raynor, Kate Watret, Andrew Filer,
Sharon Walters (mins)

Tenant & Leaseholder Representation
Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Lilian Bird,
Sheila Thwaites, Linford Stevens, Elisabeth Tiso, Phil England,
Ennis Peck, Alison Thorpe, Clive Thorpe, Jean England, Cynthia
James, Sue Stevenson, Robert Morrell

APOLOGIES: Graham Ward, Helen Thomson, Marina Lafond, Margaret Pugsley,
Mark Johnson, Gary Whitaker, Tim Shirley

	Action
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 <u>Item 2.2 – Appointment Letters</u> Sally Heywood has investigated situations which do not produce an appointment letter and is following this up with GW's team. KW thanked everyone for bringing the issue to light as the team now has a better understanding of the problem. Examples of letters were discussed by the group which has confirmed that the problem is being resolved.	
2.3 <u>Item 3.0 – Role of the Patch Manager</u> CR updated the group with the actions from Steve Pepper which were raised at the previous meeting.	
2.4 <u>Item 3.6 – Contact Details of Local HPM</u> SP contacted Marketing who confirmed that all tenants were written to in October 08 informing them who their HPM was and that the exercise will be repeated again this year. HPM contact details will also be put in	

	<p>the Tenants Newsletter. It was confirmed that not all tenants received a letter last October. CR will raise that issue with Marketing to make sure all tenants are notified who their HPM is.</p>	CR
2.5	<p><u>Item 3.7 – Local Contact with HPM</u> Tenants who raised this issue confirmed that they have been contacted by their local Housing Offices.</p>	
2.6	<p>CR said that he will pass the other actions raised at the last meeting concerning the Patch Manager to the TEM Forum as it was agreed that this was a more appropriate forum. EP added that he and PE, as Chair and Vice Chair of the TEM Forum, will take any other concerns to the forum if they can be put in writing.</p>	
2.7	<p><u>Item 4.5 – Asbestos Database</u> STh asked how leaseholders can obtain information regarding communal areas from the Asbestos Database. CR will follow up with the Leasehold Team.</p>	CR
2.8	<p>CT made comment with regard to mail being distributed by Inkfish and if NCH are using this service as agreed. SH to follow up.</p>	SH
3.0	<p>Forward Plan Item – Conduct Craft Operatives</p>	
3.1	<p>CR reviewed each point in the Operatives Code of Conduct to determine if still relevant and what requires updating.</p>	
3.2	<p>AT raised concern over operatives disposing of rubbish out of windows and leaving large items on gardens thus causing damage and a health and safety hazard. SH said that this type of conduct is unacceptable and asked for specific examples.</p>	
3.3	<p>MW raised an issue with scaffolding being erected and then left unattended thus putting the security of the property at risk. SH and GW will take this forward and build it into the health and safety items within the Code of Conduct. The group agreed to add scaffolding to the forward plan and to include information on the insurance risk. CR to discuss further with legal.</p>	SH/GW CR/MH/JH CR
3.4	<p>EP asked if an item could be added stating that operatives should not discuss personal work issues with customers, and cited a recent example where a tenant has used similar information in a letter of complaint to a local newspaper.</p>	
3.5	<p>It was reported that ID badges are not being worn and being left in vans. CR will follow up with GW. SH added that tenants should no let operatives into their homes if no identification is shown. It was also agreed that ID badges should only be worn at meetings when on official duty on behalf of NCH.</p>	CR/GW All to note
3.6	<p>STh raised concern regarding old boilers being removed and discarded outside and cited an example where a plumbing company removed</p>	

parts from a discarded boiler. **SH will raise the issue at the next round of Toolbox Talks.**

- 3.7** CR suggested that Tenant Inspectors monitor to ensure these issues are being resolved and that the performance indicators are correct. CR is currently creating a document for the Performance and Quality Group which will include this information and then brought to this forum once completed.
- 3.8** The group raised other issues such as employees attending to personal matters during work hours and offering to carry out repairs for payment. CR confirmed that action will be taken with anyone caught doing this.
- 3.9** It was suggested to add an item to the code stating that the operative should ensure the protection of furniture and fittings by using appropriate dust sheets and over shoes.
- 3.10** AT suggested that a small card be carried by the operative containing the Code of Conduct, similar to the ones carried by the Secure, Warm, Modern teams.

4.0 Forward Plan Item – Planned Fencing Programme

- 4.1** CR reviewed the Planned Fencing Programme showing the programme by the 9 areas, how often each area will be covered and how much has been allocated to spend in each area. The areas are not broken down into Area Panels or Wards. The programme will ensure that repairs can be delivered in budget and within a particular time frame.
- 4.2** The programme will enable fencing works to be completed in each area on 4 occasions each year. Each of the areas will initially have £35,000 available to spend. The maximum time to complete a fencing repair will be 65 days.
- 4.3** CJ asked if funding allocated to the Area Panels and Area Committees will be used for the same work as the planned programme. CR confirmed that funding for the Panels and Committees will just be for environmental work such as fencing on communal areas. The Planned Programme is only for repairs to fencing on residential tenanted properties. Tim Shirley is aware of this and is making sure that work is not duplicated or paid for out of both budgets.
- 4.4** CR said that if anyone has a problem with their fence they should call the Repairs Contact Centre and it will be added to the programme and a date will be given for completion.
- 4.5** AT raised concern over properties which have had the fencing removed and are being used as a public walkway. The Contact Centre is advising that a fencing repair is only an emergency in extreme circumstances where either the occupant or public are in imminent

danger. KW will ensure that the Contact Centre provides the correct advice in future.

- 4.6** It was suggested to put information regarding the programme into the Tenants Newsletter. CR confirmed that all areas of the city are included in the programme but will break each one down into smaller areas for clarity. Everyone will be receiving a letter containing a colour coded map showing all locations within the 9 main areas. **KW asked for a simplified version for Contact Centre staff.**

CR

5.0 Any Other Business

5.1 Changeover from CORGI to Gas Safe

Question was raised over the re registration from CORGI to Gas Safe for the regulation of gas servicing. CR confirmed that it is only the name that is changing but the safety standard will still be the same.

5.2 Home Watch Update

CR distributed a joint proposal with NCC regarding tenants on the Home Watch waiting list. CR asked for comments to be returned by the next meeting.

ALL

The meeting closed at 8.15pm

6.0 Date of next meeting

6.30pm Tuesday 28th April 2009, Board Room, 14 Hounds Gate

7.0 Forum Chair..... Date:

NCH Officer Date