

# Minutes

**Repairs & Maintenance Forum**  
**6.30pm Tuesday 26<sup>th</sup> May 2009**  
**Board Room, Hounds Gate**

**PRESENT:**            *Nottingham City Homes Representation*  
Steve Hale, Steve Edlin, Pete Smith, Kate Watret, Sharon Walters (mins)

*Tenant & Leaseholder Representation*  
Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Ann Gardner,  
Elisabeth Tiso, Phil England, Jean England, Sheila Thwaites,  
Marina Lafond, John Riley, Lilian Bird, Cynthia James, Sue Stevenson

**APOLOGIES:**        Chris Raynor, Mark Johnson, Gary Whitaker, Ennis Peck, Robert Morrell,  
Kate Bowley, Graham Ward, Clive Thorpe, Alison Thorpe, Andrew Filer

<b>1.0 Attendance &amp; Apologies</b>	<b><u>Action</u></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 2.3 – Appointment Letters</u> It had been previously raised that workmen are visiting to carry out repairs at times not specified in the tenant’s repairs letter. GW had 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 to follow up.	<b>KW</b>
<b>2.3</b> <u>Item 2.4 – Asbestos Database</u> It was stated at the last meeting that letters advising where asbestos is located in properties will be sent to all leaseholders as well as tenants. SE to get confirmation from Tim Shirley that letters have been distributed.	<b>SE</b>
<b>2.4</b> <u>Item 2.7 – ID Badges</u> It had previously been advised that there are several other ID badge holders other than Lanyards. GW to provide update.	<b>GW</b>

## 2.5 Item 2.11 – Home Watch Update

Discussion arose over whether the scheme will continue for emergencies only. It was requested that CR provide an update regarding letters to those on the waiting list at the next meeting.

CR

## 3.0 **Better Practice – Tenant Volunteers**

3.1 SH explained that further groups have been set up from the initial Best Practice Review Steering Group and asked for tenant volunteers to join these groups which will be meeting as follows:

Better Practice Accommodation Group – Monday 8<sup>th</sup> June 2009, 10:00 – 13:00, Training Room, Harvey Road.

Better Practice Mobile Working Group – Wednesday 17<sup>th</sup> June 2009, 10:00 – 13:00, Training Room, Harvey Road.

SH reminded the group that the next meeting of the Steering Group is on Thursday 25<sup>th</sup> June 2009, 09:00 – 12:00, Training Room, Harvey Road. He added that it may be possible to begin mobile working this year.

## 3.2 Voids

SH requested Void Properties is added to the agenda for the next meeting.

CR, MH,  
JH

3.3 An issue was raised regarding new heating systems being installed in void properties but new tenants not being shown how to use the system and no instruction manuals left resulting in a tenant being left with no hot water or heating for a whole weekend.

## 4.0 **Forward Plan Item – Decent Homes & Related Spend**

4.1 SE gave a brief update on the Secure Warm Modern programme and the improvements that have been carried out on properties so far.

4.2 On the Nottingham Secure Programme 2,216 properties have received new windows and doors. On the Warmth for Nottingham Programme 756 heating installations have been completed and on the Modern Living Programme 624 kitchens and 492 bathrooms have been installed and 2 new partners will be in place in Oct/Nov on the Internals Programme. This gives a total of 3,639 properties improved so far on the Decent Homes Programme

## 4.3 Performance

The programme is exceeding performance targets especially in critical areas such as defects being resolved within 14 days which is hitting 93% against a target of 90%. SE highlighted one area where further work is required is keeping tenants more informed whilst work is ongoing.

#### 4.4 Budget

Savings of £3.56 million have been made in just 1 year through contract efficiencies. This includes £1m from kitchens and bathrooms, £1.5m on windows, £616,000 on heating systems, £416,000 on stock condition surveys and £28,000 on QS services. SE clarified that this figure does not include savings made from e-procurement. The efficiencies are a result of changes in the way the programme is currently run compared to the previous year.

#### 4.5 One in a Million

Out of a target of 41 trainees 29 have been employed during the programme. CJ asked how many were from Black and Minority Ethnic groups.

#### 4.6 Forest Factor

Nottingham Forest will design and deliver a high quality sports and physical activity programme throughout 2009 and 2010 supporting the SWM programme. Keepmoat and Nottingham Forest approached NCH with the scheme which could also include Notts County and Notts Cricket Club in the future. A large van containing equipment to use will be visiting areas where Decent Homes work is being carried out and a website is currently being developed. CJ suggested SE contact Sarah Easton or James Brown and linking in with the school sports funding.

#### 4.7 2009/10 Programme

SE updated the group on what areas of the city will be covered and the available funding for 2009/10. A total of £33,494,000 will be available to spend on new windows and doors, new heating systems and new kitchens and bathrooms. It is anticipated that all surveys on properties will be completed by December 2010. Question was raised over replacement windows and why a surveyor had said that double glazed windows needed replacing at a particular property. SE to get address details of survey. SE confirmed that any single glazed windows which have been missed on the old scheme will be replaced on the new programme. Properties missed could be due to issues with access. It is NCH's aim to have all properties double glazed by 2011. It was also confirmed that windows already replaced in communal areas will not be replaced thus no additional costs to leaseholders.

SE

4.8 CJ asked what plans have been made regarding the upgrading of the district heating system in St Anns. SE explained that as this system is different there will be no removals but only additions made to upgrade the system. He confirmed that all tenants will be contacted regularly with updates. SE to contact Tim Ward regarding the possibility of the upgrades adding pressure to the heating system.

SE

4.9 SE concluded that the Decent Homes programme makes every attempt to work with tenants and work around vulnerable tenants so as to cause as little disruption as possible.

**5.0 Forward Plan Item – Fleet Management**

- 5.1 PS gave a brief overview on the new fleet of maintenance vans. Previously there were 397 vehicles that had a maintenance expenditure of £1.3 million which did not include loss of time whilst being serviced, etc. As a result the contract was tendered through Europe with all costs included and Citroen were awarded the contract. 7 vans were changed per day and the old were stripped and auctioned. Drivers have assisted in the design of the 337 new vans now in the fleet.
- 5.2 Wrexham Council have followed our idea and reduced the cost of their vans by £3,000 per year and other councils are interested including London. There was a national publicising of the launch event at Nottingham Forest which was very successful.
- 5.3 The quick response breakdown service and swapping of vehicles when servicing required reduces down time. Improvements to vehicles are ongoing such as removing weight where possible to improve performance.
- 5.4 There have been 178 minor accidents which were rectified the same week. Approximately £50,000 has been spent on repairs. The biggest problem is the Harvey Road site location however the Best Practice Review should make improvements. Approximately 50% of accidents are third party so costs are claimed back.
- 5.5 The average mileage is 7,000 per vehicle resulting in £250,00 rebate on the contract. The contract is due to be renewed in 2013.

**6.0 Any Other Business**

- 6.1 Saturday Appointments  
A tenant had recently been informed that no appointments are available on Saturdays and that the out of hours service is only supported by volunteers. SW to advise GW and provide update. PS added that the Best Practice Review will cover payment schemes and contract reviews so that the standby service can be honoured.

**SW, GW**

Meeting closed at 7.50pm.

**7.0 Date of next meeting**

6.30pm Tuesday 23<sup>rd</sup> June 2009, Board Room, 14 Hounds Gate

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

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