

# Minutes

**Repairs & Maintenance Forum**  
**6.30pm Tuesday 23<sup>rd</sup> June 2009**  
**Board Room, Hounds Gate**

**PRESENT:**            *Nottingham City Homes Representation*  
Gary Whitaker, Chris Raynor, Kate Watret, Mark Sheldon,  
Andrew Filer, Sharon Walters (mins)

*Tenant & Leaseholder Representation*  
Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Lilian Bird,  
Elisabeth Tiso, Phil England, Mark Watson, John Riley, Ennis Peck  
Sue Stevenson, Ruth Haywood, Linford Stevens, Robert Morrell

**APOLOGIES:**        Mark Johnson, Steve Hale, Kate Bowley, Graham Ward, Clive Thorpe,  
Alison Thorpe, Jean England, Ann Gardner, Margaret Pugsley, Maria  
Lafond

<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 Item 2.5 – Homewatch Update</b> The database containing the waiting list of tenants has been located however there are technical issues with accessing the information. CR assured the group that everyone will receive letters as soon as the list is available.	
<b>2.3 Item 4.5 – One in a Million Apprentices</b> It was asked previously if any of the apprentices are from BME groups. CR said that information will be available as soon as Ian Richardson returns from annual leave.	<b>CR</b>
<b>2.4 Item 4.7 – Window Replacements</b> Question was previously raised over why a surveyor had said that double glazed windows required replacing at a particular property. SE has checked the asset management database, which confirms that the windows will not be replaced. The surveyor only took the details of the windows already installed for NCH's database.	

## **2.5 Item – 4.8 – St Anns District Heating System**

It had been asked what plans had been made regarding the upgrading of the district heating system in St Anns. Matthew Whittaker, the Service Manager delivering the heating stream, is liaising with Tim Ward to ensure that any alterations to the system do not compound any problems that may already exist.

## **3.0 Forward Plan Item – 3C's**

**3.1** MS introduced himself as Customer Relations Team Manager and gave a brief overview of the Compliments, Comments and Complaints process. The 3C's process provides feedback from customers and is used as an aid to shaping future services.

**3.2** There are 3 stages to a complaint. Stages 1 and 2 are followed through by company officers and managers however stage 3 is by an independent panel of directors and board members.

### **3.3 Complaints**

Statistics for the 2008/09 period:

Stage 1 = 4,628 (a rise of 68% on previous year)

Stage 2 = 290 (a rise of 111% on the previous year)

Stage 3 = 10 (same number as previous year)

**3.4** Out of all complaints only 0.22% escalated to Stage 3 which was a 0.36% reduction in Stage 3 complaints when compared to the previous year.

**3.5** 3,954 complaints – Repairs & Maintenance = 85% of all complaints compared to 7% for Tenancy & Estate Management. 97% of these are responded to within 5 days. The number of complaints appears very high however the DLO carries out approximately 130,000 repairs per year.

### **3.6 Compliments**

Statistics for 2008/09 period show Repairs & Maintenance received 267 (43%) compliments.

### **3.7 Ombudsman**

Out of all complaints 20 went to the Ombudsman. However 12 were classed as premature complaints as they had not gone through NCH's complaints procedure. Of the 8 remaining there were no cases of maladministration. Statistics show a reduction from 12.5% to 0.43% within the last 5 years.

### **3.8 Initiatives**

- Looking to procure a bespoke complaints handling software
- Mentoring and coaching staff, including additional training
- IT access to services for customers
- Feedback line for customers

**3.9** Repairs clinics and newsletters have promoted the 3C's process so that people are more aware and so access has opened up. As a result there has been an increase in feedback and complaints.

**3.10** It was commented that the leaflets for comments are no longer located next to the 3C's boxes in the Housing Offices. AF to investigate and report back.

**AF**

**4.0 Forward Plan Item – Scaffolding & Insurance**

**4.1 Scaffolding**

GW has recently visited a number of properties where scaffolding has been erected to inspect for safety. He reported that in general it has been erected correctly and safely for operatives. However, on some sites the scaffolding has not been removed quickly resulting in an inconvenience to customers and unnecessary cost to the company.

**4.2 Improvements**

- A new monitoring process is now in place which includes an additional 17 personnel who have been trained on an accredited course as scaffold inspectors to ensure the equipment has been erected correctly by the contractor.
- Now averaging only 30 scaffolds erected at any one time. Prior to January 2009 this was approximately 100.
- Number of days taken to complete routine repairs has reduced.
- Target of 7 working days set from identification of need to scaffold being dismantled.

**4.3 Insurance**

CR has contacted NCH's insurers at NCC for advice in case criminal acts are carried out through scaffolding being left erected. The insurers advised that NCH is not responsible for criminal acts and so therefore the customer would need to make a claim through their home contents insurance.

**4.4** Discussion arose over what action can be taken when customers go on holiday whilst scaffolding is being used in repair work. It was suggested that a card be left with customer so that they can inform NCH of their holiday dates to ensure scaffolding is removed to give the customer "peace of mind" whilst on holiday. Also to put information in the tenant newsletter as a reminder.

**CR, GW**

**5.0 Method Statements**

**5.1** The Repairs and Maintenance Performance and Quality Group is currently looking at the contract method statements to ensure the Repairs Contract is fulfilling commitments. CR will bring the document to the next meeting of the forum and would like volunteers to work as a group in challenging it.

**6.0 Quality of Voids**

- 6.1 Recent inspections of void properties have identified certain problems with the process. Measures have been put in place to ensure that ownership is taken within each stage of the process. It has also ensured that tenant inspectors are involved and the lettable standard is maintained.
- 6.2 A dedicated team of Building Surveyors has been created within Property Services to deal with all surveying requirements. The Building Surveyor will take ownership of the void from receiving the keys from the Housing Office to the property being made ready to let. There will also be regular checks of the property and garden during the whole time it is void. The Maintenance Manager and Building Surveyor will be responsible for the void works and complete joint post inspect of the property before handing it to the Lettings Team as fit for purpose.
- 6.3 Any post void repairs should be reported through the Contact Centre. The new process should ensure that there are zero defects when the property is handed to the tenant. Check list questionnaire to be distributed with the minutes. SS added that the tenant inspectors have expressed that they were impressed with properties that they had inspected.

GW

**7.0 Forward Plan**

- 7.1 A handout was distributed showing possible scrutiny areas for future forum meetings. The group was asked to indicate on the form their preferred areas to discuss for the Forward Plan. CR to collate.

CR

**8.0 Any Other Business**

- 8.1 **Mobile Working**  
GW updated the group on the current status of the Better Practice Review. The review is looking at IT and handheld equipment, payment systems and accommodation. Customers will be asked to participate in the review.
- 8.2 The Mobile Working Project has now been set up with 2 specialised Project Managers to drive the project. A Project Board has also been established and preferred solutions of IT products are being looked at. Further updates will be provided at future forum meetings.
- 8.3 **Toolbox Talks**  
The next round of workforce team briefs will take place on 6<sup>th</sup>-10<sup>th</sup> July at 8.00am in the Denewood Centre and all customers are invited.
- 8.4 **Apprentices**  
The enrolment of apprentices is approaching and so customers are invited to be involved at the interviews. Customers who are interested should pass their details on to SW.

All

Meeting closed at 8.50pm.

**9.0 Date of next meeting**

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

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

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