

Minutes



Repairs & Maintenance Forum
6.30pm Tuesday 24th November 2009
Boardroom, Hounds Gate

PRESENT: *Nottingham City Homes Representation*
Gary Whitaker, Kate Watret, Chris Raynor, Jim Hartshorn
Claire Reeves (mins)

Tenant & Leaseholder Representation
Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Marina Lafond, Sue
Stevenson, Elisabeth Tiso, Lillian Bird, Roy Lawson, John Riley, Ruth
Haywood, Linford Stevens, Jean England,
Clive Thorpe, Robert Morrell

APOLOGIES: Kate Bowley, Alison Thorpe, Margaret Pugsley, Ina McCallum, Phil
England, Trevor Burden, Nick Hemphill

1.0 Attendance & Apologies	<u>Action</u>
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 2.3 – Customer Comments Boxes Claire Reeves fed back on AF behalf that he had discussed this again with marketing, and they have looked in to the possibility of new customer feedback boxes, but will be too costly and with limited budget available it is not currently possible. There are still options available to complete a 3C's form and use the existing boxes or pass through to a member of NCH staff, they can also contact the 3C's team directly by email (feedback@nottinghamcityhomes.org.uk), phone on 9157400, fax on 9157414, or by letter Customer Relations Team, Nottingham City Homes, 14 Hounds Gate, Nottingham, NG1 7BA.	
2.3 Item 2.4 – Scaffolding (Customer Card) (Item carried forward) Chris Raynor advised that the card would be brought to the forum for consultation at a future meeting. CR to bring card to future meeting	CR

2.4 Item 5.2 – Energy Saving Government Initiative

GW advised there was no further update. GW to update the group when more specific details of the scheme are known.

2.5 Item 3.4 – Aids and Adaptations

CR advised that this had been added to the forward plan

2.6 Item 3.5 – Shower Curtains

GW advised that the 2.1m shower curtains are available from M Pavis and retail at 25.23.

2.7 5.1 – Accommodation

GW advised that accommodation had not been finalised as yet. Blenheim Industrial Estate had been investigated but costs to move in were high. There is currently less pressure to leave Harvey Road as the development of Harvey Haddon has been delayed.

3.0 Forward Plan Item – Planned Maintenance

3.1 Jim Hartshorn circulated a presentation detailing planned maintenance.

3.2 The Planned Maintenance Team is made up of:

- The painting team
- The windows and doors team
- Service referrals and legal disrepair
- Estate works – fencing and guttering

3.3 A discussion then ensued about planned maintenance. A question was asked about the composite doors being wheelchair accessible. Jim Hartshorn advised that doors had been designed so that they could be made accessible.

3.4 A suggestion was made that forum members could carry out some mystery shopping to customers who had received a repair to test the service.

3.5 Two of the operatives who had fitted windows in Aspley received praise for their professional and helpful approach.

4.0 Forward Plan Item – Customer Satisfaction

4.1 Chris Raynor circulated a presentation regarding the Vision Management System (VMS).

4.2 Chris Raynor explained that VMS surveys identifies areas of concern and enables improvements to services. The surveys ask 10 questions which are scored out of 10. NCH set a target of 8 for each question. Rectification notices are issued to the relevant manager if an

individual response below 3 or an average response of below 5.5.

4.3 A discussion then ensued around VMS. It was suggested that the forum look at the number of VMS surveys that are being returned and the rectification notices that are being issued to see any trends or patterns. **Chris Raynor agreed to bring this information to a future meeting.**

CR

4.4 Queries were raised about the quality of two void properties one in St Anns and one in Kerverne Close. **Chris Raynor agreed to investigate these cases.**

CR

5.0 Forward Plan Item – Contract Performance Indicators

5.1 Chris Raynor circulated a presentation on 2nd quarter performance.

5.2 Chris Raynor advised that monthly meetings are held about performance and benchmarking and best practice meetings with other organisations help drive improvements.

6.0 Any Other Business

6.1 A concern was raised that bogus callers could be trying to gain access to tenant's properties.

6.2 A question was asked whether the recharge policy could be brought to the forum. **Chris Raynor agreed to put this on the forward plan**

CR

6.3 Meeting closed at 8.10pm.

7.0 Date of next meeting

7.1 6.30pm Tuesday 22nd December 2009, Boardroom, 14 Hounds Gate

Forum Chair..... Date:

NCH Officer Date