

# Minutes



**Repairs & Maintenance Forum**  
**6.30pm Tuesday 26<sup>th</sup> January 2010**  
**Boardroom, Hounds Gate**

**PRESENT:** *Nottingham City Homes Representation*  
Pete Smith, Ian Rabett, Andrew Filer, Sharon Walters (mins)

*Tenant & Leaseholder Representation*  
Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Marina Lafond,  
Elisabeth Tiso, Lillian Bird, John Riley, Ruth Haywood, Jean England,  
Robert Morrell, Phil England, Gary Court, Mark Watson, Cheryl Karmody

**APOLOGIES:** Kate Bowley, Alison Thorpe, Clive Thorpe, Margaret Pugsley,  
Trevor Burden, Ennis Peck, Sue Stevenson, Chris Raynor,  
Gary Whitaker, Mark Johnson, Kate Watret

<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 Item 2.3 – Scaffolding (Customer Card)</b> A card is now available and will be distributed with the minutes for customers to approve.	
<b>2.2 Item 2.4 – Energy Saving Government Initiative</b> GW to update the group when more specific details of the scheme are known.	<b>GW</b>
<b>2.3 Item 4.4 – Quality Issue</b> Queries had been raised about the quality of two void properties, one in St Anns and one in Keverne Close. It was confirmed that both of these properties have now been let.	
<b>3.0 Forward Plan Item – Health &amp; Safety</b>	
<b>3.1</b> IR gave a brief review of the Health & Safety Team based at 14 Hounds Gate. The team is there to support frontline staff working in customers' homes. Within the team are 2 dedicated advisors in Property Services due to the level of risk and impact on residents. The team will be carrying out customer surveys in 2010 to find out the	

health and safety concerns of customers. Part of their work plan is to identify more ways to involve customers and so a Health and Safety training course is to be developed especially for tenants and leaseholders.

- 3.2** NCH has a good health and safety record which was confirmed in 2008 by an external auditor National Britannia however there is always room for improvement. Therefore the team plan to fully review and document all health and safety, fire safety and emergency planning procedures by 2011 and to be accredited by the OHSAS 18001 (Health & Safety Management Systems) by 2012. Benchmarking against other ALMOs is also to be carried out to see how NCH's service compares to other organisations.
- 3.3** NCH's ultimate aim is to improve the health and safety of all its employees and customers by ensuring activities are well managed, effective and efficient. This will also assist in reducing costs to the company such as insurance claims. Further information can be found in the presentation handouts.

#### **4.0 Forward Plan Item – Stores & Purchasing**

- 4.1** PS provided a brief update on the role of the Procurement Team and how customers can get involved. The team has two main objectives which are to drive prices down by volume and improve the quality of products. Partnering with the Efficiency North Group has also helped the team achieve its objectives.
- 4.2** Due to the efficiency in procuring through Decent Homes 2009/10 programme the company has saved approximately £5.5 million. Procurement legislation also allows for tendering to included apprentices and trainees. Currently there are 86 apprentices working through contract procurement.
- 4.3** The Procurement Group is to be launched at the upcoming Tenant and Leaseholder Conference. It visits companies and factories tendering for services and also visits their customers to find out their opinion of the contractor. The group consists of 12 tenant representatives who can spare time, are able to travel and have an eye for quality.

#### **5.0 Forward Plan Item – Emergency / Out of Hours Repairs**

Deferred to a future meeting.

#### **6.0 Any Other Business**

##### **6.1 Resource Centre**

A fully functioning Resource Centre is now available to use at Hounds Gate including computers, printers and interactive white boards for the use of tenant and leaseholder groups and TRAs.

**6.2 Tenant and Leaseholder Conference 2010**

The Tenant and Leaseholder Conference 2010 will take place on Saturday 20<sup>th</sup> March at the Council House. The content of the event is currently being finalised with a meeting to discuss the programme on 3<sup>rd</sup> February at 2.00pm. Those already involved with NCH will receive a personal invite however the event will also be advertised in the Newsletter, etc.

**6.3 Get Involved Month**

This year Getting Involved events will be held over a period of a whole month and not a week as in previous years and will be launched at the Tenant and Leaseholders Conference. Toolkits are currently being put together for residents to run their own events in their neighbourhoods.

**6.4** Meeting closed at 7.50pm.

<b>7.0 Date of next meeting</b>
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**7.1** 6.30pm Tuesday 23<sup>rd</sup> February 2010, Boardroom, 14 Hounds Gate

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

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