

Minutes



Repairs & Maintenance Forum
6.30pm Tuesday 23rd February 2010
Boardroom, Hounds Gate

PRESENT: *Nottingham City Homes Representation*
Gary Whitaker, Chris Raynor, Steve Cooper, Kate Watret, 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, Roy Lawson, Ann Gardner,
Linford Stevens, Clive Thorpe, Sue Stevenson

APOLOGIES: Kate Bowley, Alison Thorpe, Margaret Pugsley, Ennis Peck, Cheryll
Karmody

1.0 Attendance & Apologies	Action
Apologies were noted.	
2.0 Minutes of last meeting and Matters Arising	
These were agreed as a true and accurate record.	
2.1 Item 2.1 – Scaffolding (Customer Card) The proposed card has been distributed to everyone for approval. Comments to CR by the next meeting for final draft.	All
2.2 Item 2.2 – Energy Saving Government Initiative GW to update the group when more specific details of the scheme are known.	GW
3.0 Forward Plan Item – Gas Servicing	
3.1 NCH carry out approximately 25,500 annual gas services, 22,500 gas and heating repairs and install approximately 800 Decent Homes heating systems a year. Housemark has placed NCH as one of the top 10 performing ALMO's on gas servicing. Due to using its own resources more efficiently the Gas Team has reduced the use of sub contractors by two thirds.	

3.2 One development which will prove to be very useful from the introduction of handheld equipment is that a visiting engineer will be able to upload a schematic of a boiler, showing whether parts are in stock, being able to order parts and arranging the next appointment for the tenant.

3.3 GW suggested including the Gas Servicing Legislation in the Tenants Newsletter so that customers can see the importance of allowing engineers access to service heating systems and reduce the amount of illegals. Only 1.7% of customers refuse access but following up on these is time consuming due to the illegal process involved.

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3.4 The point was raised that not all customers are aware that National Grid will only move a gas supply and will not move or reconnect the gas meter.

3.5 Further information can be found in the attached presentation.

4.0 Forward Plan Item – Emergency Repairs/Out of Hours

4.1 Responsive Repairs provides an emergency service to all 29,000 council properties 24 hours, 365 days a year. As emergency repairs cost more than a regular day to day repair priorities are built into the Repairs Finder System so that Repairs Contact Centre staff know which repairs need to be attended to within 4 hours.

4.2 Through the Better Practice Review improvements through mobile working and handheld devices will increase the accuracy of fault identification at the first point of contact.

4.3 Further information on the types of emergency repair work carried out and current performance can be found on the attached presentation.

5.0 Forward Plan Item – Contract Performance Indicators
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5.1 CR distributed Key Performance Indicator comparisons which show performance before and after the beginning of the Repairs Contract. These are requirements of the contract and have to be reported to NCC.

5.2 Out of the 24 KPI's only 3 show areas which are performing worse now than before the contract began. The other 21 show that performance has improved especially in Responsive Repairs.

5.3 **Method Statements Working Group**
CR thanked all those who attended the recent working group to review the Contract Method Statements. Even though it was an intense session it was a great success. Any comments or queries please pass to Sharon who will ensure CR receives them.

All

6.0 Future Repairs Clinics

6.1 It was announced that there will be a Repairs Clinic every month at 6.00pm before the Repairs and Maintenance Forum. The clinic has been arranged so that attendees to the Repairs Forum can discuss any personal repair issues with officers before the start of the meeting and not during the forum meeting.

All to note

7.0	Any Other Business
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7.1 None.

7.2 Meeting closed at 7.50pm.

8.0	Date of next meeting
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8.1 6.30pm Tuesday 23rd March 2010, Boardroom, 14 Hounds Gate (6.00pm Repairs Clinic, outside the Boardroom)

Forum Chair..... Date:

NCH Officer Date