

Minutes



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

PRESENT: *Nottingham City Homes Representation*
Gary Whitaker, Chris Raynor, Kate Watret, Ian Perry, 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, Linford Stevens,
Clive Thorpe, Alison Thorpe, Ennis Peck, Sue Stevenson, Cheryl
Karmody, Jenny Grant

APOLOGIES: Kate Bowley, Mark Watson, Ruby Heath, Sheila Thwaites

1.0 Attendance & Apologies	<u>Action</u>
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 had been distributed for comments however none had been received so it was decided to go ahead with this version.	
3.0 Forward Plan Item – Composite Doors	
3.1 CR gave a brief presentation on composite doors highlighting the advantages of fitting them as they are secure by design thus improving property security. The doors are being fitted as part of the Decent Homes programme and also through the DLO by a Planned Maintenance Programme.	
3.2 When a customer reports an external door repair a joiner will attend and attempt to repair the door. However, if the door needs replacing a holding repair will be carried out and the address will be added to the Planned Maintenance Programme. If the repair is an emergency and the joiner is unable to carry out a holding repair a timber door will	

be fitted as composite doors are made to measure and non adjustable. As timber doors fail new composite doors will be fitted.

3.3 If a survey highlights specific requirements such as wheelchair users an adaptation will be investigated. The Decent Homes programme has encountered the same problems and so the Planned Maintenance Team can use their experience. Nationwide look at each individual tenant's need as to whether the threshold is low enough or the door opening is wide enough.

3.4 **Question** – will doors in high rise blocks be replaced with composite doors? **CR to investigate further if DH programme will pick this up.** Currently doors are being replaced like for like. IP added that front doors in high rise blocks are being picked up through the Fire Safety Risk Assessment.

CR

3.5 **Question** – In an emergency is it possible to allow tenant choice and board a door up until a composite door can be fitted? **CR to investigate and clarify fire regulations and health and safety.**

CR

3.6 **Question** – What happens if a composite door is vandalised, would it be replaced with a timber door? It would be investigated first if the door could be screened until the composite door can be replaced. Exceptional circumstances will be dealt with on an individual basis.

3.7 **Question** – Are the doors fire resistant and do they melt? **CR to check timing of fire resistance.**

CR

4.0 Forward Plan Item – Void Repairs

4.1 CR explained that there has been a change in managerial responsibility for void properties due to some issues. The whole procedure is now managed by Property Services. CR stressed that the void process is not a modernisation scheme and only essential health and safety repairs will be completed.

4.2 One of the changes to the process includes using a pool of Building Surveyors. The surveyor will follow the void process through utilising the new process pack and a lettable standard checklist which is to be used throughout the whole process.

4.3 Learning from Others - APSE

Through the Association for Public Service Excellence (APSE) NCH are leading on void best practice. The group is creating a process which all participating companies will be measured against to enable best practice to be shared.

4.3.1 **Question** – Have multiple viewings helped to reduce the number of voids? Yes, the client and contractor work very closely together.

4.3.2 CR informed the group that one major issue which all organisations have a problem with in void properties are utility meters as debt is

often left on the property when it becomes void. However, NCH is proposing to install a Pay Point at Harvey Road so that direct contact can be made with the supplier to remove any outstanding debt.

4.3.3 Question – What happens to the debt that was on the meter? If any debt has been left it is up to the supplier to chase the individual who was living there.

4.3.4 Question – Is the repairs programme for void properties tailored for different types of property? Yes, but there is no reason why certain elements cannot be generic such as bedrooms.

4.3.5 Question – Who writes the lettable standard? CR's team put the standard together and it was signed off by the Repairs Forum. An issue was raised with regard to the cleansing of properties.

5.0	Repair Costs / Budgets
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5.1 Deferred to future meeting.

6.0	Any Other Business
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6.1 Tenants Services Authority (TSA)

The TSA is the regulator for social housing in England which now has new powers which come into effect from 1st April 2010. From that date every housing tenant in England will benefit from a common set of standards that will apply to all providers whether they are local authority, housing association or other form of provider.

6.1.1 CR asked tenants what standard and expectations they have of the repairs service and what aspects are important to them such as getting the job right first time. It was also noted that the Performance Team will be contacting all Forums, Area Panels and TRAs to also get their opinion.

6.2 Tenant & Leaseholders Conference

It was suggested that the Repairs Forum scrutinise repair complaints which were raised at the conference. **KW to supply.**

KW

6.3 Meeting closed at 7.50pm.

7.0	Date of next meeting
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7.1 6.30pm Tuesday 27th April 2010, Boardroom, 14 Hounds Gate (6.00pm Repairs Clinic, outside the Boardroom)

Forum Chair..... Date:

NCH Officer Date