

Minutes



Repairs & Maintenance Forum 6.30pm Tuesday 25th May 2010 Board Room, Hounds Gate

PRESENT: *Nottingham City Homes Representation*
Chris Raynor, Kate Watret, Phil Saunders (VMS Workshop) Sharon Cooper (mins)

Tenant & Leaseholder Representation
Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Jean England, Marina Lafond, Elisabeth Tiso, Lillian Bird, John Riley, Ruth Haywood, Roy Lawson, Linford Stevens, Clive Thorpe, Alison Thorpe, Sue Stevenson, Jenny Grant, Elizabeth Tiso, Ennis Peck, Mark Watson, Robert Morrell, Sheila Thwaites

APOLOGIES: Kate Bowley, Ruby Heath, Ian Perry, Phil England, Margaret Pugsley, Gary Whitaker, Simon Temporal, Cheryl Karmody, Gary Court, Andrew Filer, Gary Whitaker, Cynthia James

1.0 Attendance & Apologies	<u>Action</u>
Apologies were noted.	
2.0 Minutes of last meeting and Matters Arising	
Actions Page one – The Homes 4 Us presentation pack had been sent out with the previous minutes. GW had confirmed that a Project Manager from Property Services would attend future Homes 4 Us meetings.	
2.1 Item 3,1 For clarification Simon Temporal deals with Repair Recharges as well as Leaseholders.	Note
2.2 Item 3.5 Moving responsibility from NCC to NCH with regard to the management of recharges. Action CR to discuss with AF re the issue of re-charges for chairs to meet.	CR/AF
2.3 Item 4.1 Concerns had been raised regarding the Gas Service Engineers not checking the burglar alarms. CR had investigated this and the	

response was that they were doing this. **Two addresses that had not been checked were passed to CR for him to look into.**

CR

ST enquired on how long it takes the electricians to get out to a problem. CR replied that the target for emergency repairs was, attend within 4 hours and complete within 3 working days whilst the routine repair target was 15 working days. If the needs of individuals identified that routine repair timescales were too long (vulnerability etc) these could be brought forward.

2.4 Item 4.2

Roy Lawson said some staff weren't aware that alarms were serviced at the same time as the gas and asked if this could be sent out to the Patch Managers so that they can be made aware. **Action CR – Message to be sent to all Patch Managers.**

CR

CR confirmed that two sheets should be completed when attending, one for the gas service and one for the alarm.

2.5 Make sure Jenny Grant gets a copy of last months minutes and **make sure she is on the distribution list**

SW

These were agreed as a true and accurate record.

3.0 VMS Workshop

3.1 VMS – Vision Management System – A PowerPoint presentation was shown to all by Phil Saunders.

Phil delivered a detailed presentation which identified how the system works and how it is being used to deliver improving services.

3.2 Ennis peck commented that he thought the questionnaire was excellent but requested that more of the information to be shown in figures not percentages.

Sheila questioned the amount of forms returned. PS said that statistically the amount returned was good and could be used as being representative of the whole service delivered. PS also added that it was good to consider the wider world for comparisons to learn from others and to help us see what can be improved upon.

Clive Thorpe said VMS was fantastic as it was coming from the tenants, but were these figures and results reported back to the staff the guys on the doorsteps? **CR agreed and said he would discuss with GW to bring up at the Tool Box Talks. Action CR/GW.**

CR/GW

4.0 Forward Plan Item – 2010/2011 Budgets

4.1 CR presented the budget plan explaining how much is available for expenditure in each area and how it is proposed to be spent.

- 4.2 Roy Lawson requested a copy of the budget and asked when it would be available for members? CR indicated that the finances were commercially sensitive to NCH because of future tender requirements, but would each quarter come back to the forum with any changes made to show what has been committed and spent.
- 4.3 Linford Stevens asked how this budget compared with last years budget. CR said the amount to spend was comparable to last year also indicating that some work had been moved from responsive repairs in to planned repairs enabling savings to be made as planned works was completed at a lower rate than responsive.
- 4.4 Mark Watson asked when fencing would be done when fences were metal? CR replied that metal fencing would be done by specialists contractors who would be sourced through the tendering process.
- 4.5 Sheila Thwaites asked if that was the definite budget or would it be subject to cuts? CR replied that at present there were no cuts proposed and that the introduction of Hand Held technology would deliver efficiencies enabling the budgets to “go further”. There were 5 handsets currently being tested, **a report update on these would be provided for the next meeting**
- 4.6 John Riley had a painted bungalow, after the new windows had been fitted would the painting take place? CR said the painting would be a follow up job to the window installation.
- 4.7 Jacinth Hall questioned the Environment Programme regarding estate fencing and painting? CR said it would be done out of the painting budget and planned fencing budgets.

CR

5.0	Future Agenda Items – Forward Plan
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- 5.1 CR tabled a Forward Plan proposal sheet for all to complete at the meeting to help identify the top five subjects that attendees thought were the most popular for discussion / scrutiny

6.0	Any Other Business
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- 6.1 CR indicated that British Gas were the new tender holders for the energy supply when properties were void, replacing Scottish and Southern.
- 6.2 CR mentioned the Repairs Contract Steering Committee meeting adding that Mark Johnson had asked CR to chair the meeting with the emphasis on it being driven by the customers. Volunteers would be sought at a future meeting to enable this to happen.

7.0 Date of next meeting

7.1 6.30pm Tuesday 22nd June 2010, Boardroom, 14 Hounds Gate
(6.00pm Repairs Clinic, outside the Boardroom)

Forum Chair..... Date:

NCH Officer Date