

# Minutes



## Repairs & Maintenance Forum 6.30pm Tuesday 22<sup>nd</sup> November 2011 Board Room, Hounds Gate

### PRESENT:

*Nottingham City Homes Representation*  
Trevor Burdon, Kate Watret, Sharon Walters (mins)

*Tenant & Leaseholder Representation*  
Maria Hemphill (Chair), Jacinth Williams (Vice Chair), Ennis Peck,  
Jean England, Phillip England, John Riley, Elisabeth Tiso,  
Lilian Bird, Sue Stevenson, Ruth Haywood, Mark Watson,  
Marina Lafond, Juanita Lafond

### APOLOGIES:

Kate Bowley, Alison Thorpe, Clive Thorpe, Margaret Pugsley,  
Sheila Thwaites Robert Morrell

<b>1.0 Attendance &amp; Apologies</b>
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Apologies were noted.

<b>2.0 Minutes of last meeting and Matters Arising</b>
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The minutes were agreed as a true and accurate record.

### **2.1 Item 3.3 – Scrap Metal**

Anthony Slater-Davison from the Secure Warm Modern Team has been informed of the incident with the scrap metal dealer and it has been reported to the police but there is no further update at the moment. Contractors will now warn tenants of the problem at induction but it is very difficult to police the situation due to the number of scrap dealers flocking to the areas being worked. There are legitimate scrap dealers that work with some of the contractors and they have been through the relevant H&S inductions and have site ID badges.

Forum members would like to feedback to ASD that more can be done such as adding a warning about scrap metal dealers on the 7 day and 21 day letters and contractors being more vigilant.

### **2.2 Item 3.4 Drainage Maintenance – New Arrangements**

TB has contacted Kim De Vergori regarding the Housing Offices being informed of the changes to drainage maintenance and forwarded information. The offices will be updated at the next Team Briefing session and TB has also offered to do a presentation if necessary.

### Action

SS informed the group about a recent problem with Severn Trent Water and it was only through help from the Repairs Contact Centre that the problem got resolved.

TB said that information is being collated on all problems with STW. NCH are still attending problems as often as before despite the changes. They will be collating the information for 3 months and present it to STW to recover the costs and if there is no response the regulator Ofwat will be contacted.

### **2.3 Item 5.9.3 – Smoke Alarms**

TB noted that electricians that are fitting smoke alarms have been informed of issues such as fitting the alarms where tenants suffer with epilepsy and possibly sourcing an alternative for them.

### **2.4 Item 7.2 – Taxis**

Andrew Filer has passed on customers comments regarding taxi drivers to their director who monitors NCH's account. The director is interested in following this up but has asked that more specific details be passed on in future, such as names or taxi numbers, so that the relevant drivers can be spoken to.

## **3.0 Forward Plan Item – Business Plan (inc. Value for Money)**

TB gave a brief update on the modernisation of the Repairs Service. A New Pay Scheme and new Schedule of Rates have already been introduced. He summarised future Business Plan which includes the following major improvement initiatives:

### **3.1 • Development of Composite rates (2012)**

Currently work is carried out using single rates for different aspects of a job. Repairs are being analysed and developed so that one rate is used that includes a number of aspects. This makes it easier for the customer as the Repairs Contact Centre will not need to ask for a specific description for the problem.

### **3.2 • Re-structure of staffing (2011/12)**

This will reduce costs so that more money can be spent on repairs.

### **3.3 • Workforce Resource Analysis (2011/12)**

This will enable us to match the workforce to the type of work that we do.

### **3.4 • New Workstreams (2011/12)**

- **DDA alterations** – work carried out to assist those that are disabled.
- **External Insulation Programme** – to make the housing stock more energy efficient.
- **PV maintenance** – maintenance of solar panels being installed on current programme

- 3.5** • **Review of Standby Provision (2012)**  
A complete review of the emergency standby service to improve efficiency and cost.
- 3.6** • **Revision of Adaptations rates and delivery (2012)**  
Currently discussing with NCC to simplify the rates charged for adaptations work. This will then reduce administration.
- 3.7** • **New Workstreams (2011/12)**  
NCH are looking at the possibility of carrying out work for other Housing Associations. This would then produce an income to spend on the housing stock.
- 3.8** • **Workforce Productivity management**  
Every operative is tasked with a certain productivity level. Every 3 months it is reviewed to see where improvements can be made.
- 3.9** • **New Vehicle Fleet (2012/13)**  
A smaller fleet is being looked into which is more bespoke to the needs of the service and more efficient vehicles.
- 3.10** • **Increased Operative Multi-skilling and Training (ongoing)**  
This will mean an operative will be able to do all aspects of a job instead of an electrician attending one day to chase out a wall and then waiting for a plasterer to finish the job. This will save time and reduce the use of sub contractors.
- 3.11** • **Management Training & Development programme (2011/12)**  
Operatives who have taken on a management role need to be properly trained.
- 3.12** • **Development of Social Enterprises (2012)**  
Good employment opportunities for local people.
- 3.13** • **Top 50 Customer analysis (2012)**  
Analysis to determine who is using the service most so that problems can be hit all at once.
- 3.14** **Questions:**  
***Is Adaptations coming to NCH? Why does it take so long for an OT referral?***  
NCH is just the contractor. NCC carries out the assessment and raises orders for the work. As soon as we get the work we go out to the property. Unfortunately, the referrals dictate the work provided.
- 3.15** ***What happens when the vehicle fleet lease comes to an end?***  
The lease is based on a contracted annual mileage (11,000 miles/yr). At the end of the lease the vehicles are returned in a good condition. Any damage is taken care of by us during the lease period. If the mileage is less than the agreed amount we receive a refund, if it is over we pay the difference. When the lease ends we specify what is

needed and a new lease is sourced and procured accordingly through the retendering process. A lease is cheaper than buying the vehicles as we do not have to dispose of unwanted vehicles.

**3.16 Were special tyres bought in for when there is bad weather, as suggested last year?**

No. Instead we are leasing 4 four-wheeled drive vehicles as it is more cost effective.

<b>4.0 Forward Plan Item – Repairs Process Re-engineering (inc. scaffolding)</b>
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**4.1** TB summarised the Responsive Repair Action Plan which has been developed to address the following areas of concern:

- **Appointment system**
- **1<sup>st</sup> time fix** (repair done on the 1<sup>st</sup> visit)
- **Non-access**
- **Call diagnosis** (use of Repairs Finder software and composite rates)
- **Scaffolds**
- **Special materials** (jobs closed because not followed up when special materials required)
- **Referrals** (fixed first time instead of passing to Service Referrals)
- **Customer feedback on service**

**4.2** Improvements that have been made so far:

- First time fixes have improved due to the operative taking a photo if they are unsure about a job and need a second opinion. This stops the operative leaving the job and passing it to a surveyor.
- If an operative wants to extend a job they now have to ask a manager first. This stops them carding the job and leaving. An operative is assigned only one job at a time through the new PDA system. This has increased first time fixes and as a result productivity has improved.
- Through the new Optitime system emergencies can be slotted into an electronic diary through the PDAs. Before we had to have separate teams. Now emergency repairs have improved and can be attended within 2 hours.
- Performance – For the first time in the contract responsive repairs have been close to target. Graphs show an upward trend.

**4.3** Moving forward:

- **Robust management of extended orders** – managers are being tasked to manage orders better
- **Analysis of workforce performance** – tasking operatives to be more productive
- **Photo capture on referrals** – PDA
- **Moving repairs to a planned function**
  - De-misting of DGUs (inserting gas into window unit instead

- of replacing the glass)
- Concreting

- **Development of composite rates**

**4.4 Questions:**

***Why are tenants not notified when scaffolding is erected?***

The scaffolding company should inform the tenant when they are attending the job. We are currently working on a carding system but we need the cooperation of the contractor.

**4.5 *Should an operative call the office if there is no answer at a property?***

Yes. The office will then ring the tenant to make sure someone is there instead of leaving a card. With gas servicing we expect the operative to wait 15 minutes as it is a legal requirement for us to service the boiler. There is a minority that do not wait and card the property. **TB to review the process at the next meeting.**

**TB**

**4.6 *British Gas gives a password to vulnerable customers so that they know who is calling. Can NCH do this?***

This has been suggested previously. **KW to investigate why it was not implemented.**

**KW**

**4.7 *What is the process to remove gas that has appeared in between the panes in a double glazed window?***

A small hole is drilled in the glass, the old gas is sucked out and new gas inserted, then the hole is sealed again. This saves replacing the glass in the unit altogether.

<b>5.0</b>	<b>Any Other Business</b>
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**5.1 Strike Action**

On 30<sup>th</sup> November public sector workers will be taking industrial action. Therefore, the repairs service will be reduced to the equivalent of a bank holiday service. That is, there will be no appointments and no emergencies except for really urgent appointments as there will only be 9 operatives attending that day.

**5.4** Meeting closed at 8.10pm.

<b>6.0</b>	<b>Date of next meeting</b>
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**6.1** 6.30pm Tuesday 20<sup>th</sup> December 2011, Boardroom, 14 Hounds Gate (6.00pm Repairs Clinic, outside the Boardroom)

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

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