ASSET MANAGEMENT USER PANEL

Marlborough Court Communal Room

Minutes of the Meeting held at 2 pm
Wednesday 8 September 2010

Present: Chris Willmott, Paul Wingard, Ben Ashfold, Paul Hester, Tony Walker, Peter Thompkins, John Sanders, John Sherritt, John Willis, Flo Martin

Minutes: Beccy Shaw

Item		Action By And Date
1.	**Apologies for Absence** Apologies were received from Katherine Russell, Christine Scott, Mick Bentley, Mary Rowe, Josh Jackson and Pete Ebsworthy.	
2.	**Approval of the Previous Minutes & Matters Arising** Page 2 – Tarka External Progress Update Chris Willmott apologised for not looking into this and will report back at the next meeting. Page 5 – Responsive Repairs Paul Wingard reported that this is ongoing and gets done wherever possible. It should be written on the report. Page 6 – Voids Chris Willmott said that this will be corrected for the next meeting. Page 6 – Discuss Aids and Adaptations Leaflet John Sanders explained that if the final version of the leaflet is half the size of the A4 version the Panel were given at the last meeting, then surely the writing will be half of the size and this	Chris Willmott Chris Willmott

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	could cause problems. Chris Willmott will bring a final version of the leaflet to next months meeting. John Sanders congratulated Beccy Shaw on the accuracy of her minutes.	Chris Willmott
3.	**<u>Declarations of Interest</u>** None.	
4.	**<u>Tarka External Progress Update</u>** <u>Update on Apollo situation</u> Paul Hester informed the Panel that over the last three weeks discussions have been taking place with Apollo. It was explained that Apollo are one of Tarka's contractors and are delivering our external works programme. During their first year working with Tarka there were a few issues. Now they have employed an in-house team as the quality of work from their sub-contractor, Goldhall, was not up to standard. Paul Hester also explained that the poor quality of work at Barton Tors is now being resolved and Tarka will not be paying them if the work is not up to standard. Works are due to finish by 29 October 2010. Apollo's in-house team are currently at The Mount and works are going well. WMS and Pearce are pricing up and should be on site soon. Chris Willmott informed the Panel that Apollo are now on a reduced programme. Delivery of the programme will determine whether they continue working with Tarka next year; this also includes their internal works. This issue is at Senior Management Team level. Tarka have proposed that Apollo must finish all their work within five months. Due to the last three weeks slowing work up, we will need to play catch up. We cannot have this years programme falling behind. John Sherritt read out a letter he had received from Ben Ashfold regarding internal works. He was concerned why a Surveyor would be assessing his property in the Autumn, yet works would not commence until 2011/12. Chris Willmott explained that we need to start planning now for works to take place in the future. <u>In House Option for the Future</u>	

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	Paul Wingard explained that Tarka are discussing the idea of an in-house team. A lot of our external maintenance could be done by the in-house team and as Tarka Works don't charge Tarka VAT this would save money. This is something that we'll hopefully take forward in the next few years. John Sanders informed the Panel that the local management of Apollo is all new in terms to the contract. There is a new Surveyor and new employee running the programme. He asked what impact this would have. Chris Willmott explained that Tarka sat down with Apollo and proposed to omit 50% of the programme from them. Apollo's plan allowed for them to keep 90% of the programme. Tarka accepted this. Apollo have made us promises and have no excuses for not sticking to them. If Paul Hester notices them slipping then we will have no choice but to drop them. Paul Hester informed the Panel that currently Apollo are delivering really well. We are ahead of programme and overall Apollo have improved a lot from last year. The team are receiving 'easy deck' training so that they can start work on Monday. Paul Hester will be bringing the key performance indicator (KPI) workbook up to date.	
5.	**<u>Tarka Internal Improvements Progress Update</u>** Ben Ashfold reported that the figures for non-decent are falling and we will hopefully see a figure of 0 by December 2010. There have been a few problems with Apollo's internal programme in which their work has been patchy. Recently Goldhall, Apollo's sub-contractors, have started slipping and employees were fired. The problem was that properties were taking a long time to complete and so stopped us from opening them. Some have still not been completed at Newton Road. Apollo will now provide their own direct labour and this should not threaten us meeting the Decent Homes Standard. Paul Hester informed the Panel that Ashton Electrical will now become Apollo's electrical contractor. Tarka already work with Ashton Electrical so they know the Tarka Standards already. John Sanders questioned that if we are to meet the Decent Homes Standard by 31 December 2010 and Apollo are not working well on their properties, can be pass their jobs on to other contractors. Chris Willmott explained that we can. Pearce and WMS are happy to help out if needs be.	

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	Beccy Shaw has sent out the minutes for the Progress meetings and no issues have arisen. John Sanders informed the Panel that it was announced at the meeting that WMS have a new worker. Ben Ashfold informed the Panel that one of our tenants in a property at South Park had cavity wall insulation installed. Following this, every one of our tenants at South Park are planning on having the works done. Chris Willmott explained that Beccy Shaw rang up British Gas who gave her a contact number that she then sent out in a letter to all of the tenants. Ben Ashfold said that we need clarification on what programme was suggested. Was it to rip out all insulation? Ben Ashfold will confirm this for the next meeting. John Sanders queried that if Tarka know that someone's cavity wall insulation is failing then doesn't that affect decency as the SAP rating will be different. Paul Hester explained that the issues regarding the property John Sanders is discussing have been resolved. Chris Willmott explained that if there is damp in the property then we will sort it out but Tarka have no money resources in place at the moment to do everyone's cavity. John Sanders felt that Tarka should be ensuring that all insulation is good in their properties. Something to look into in the future.	Ben Ashfold
6.	**<u>Advantage South West</u>** Chris Willmott explained to the Panel who Advantage South West are and what our involvement with them is. We are currently working on extractor fans and tenant viewings will follow at a later date. Consumer units are complete, they were due to be evaluated this week but it was postponed and will probably take place early 2011. Solar panels for roofing and PV will be coming in soon. Ben Ashfold explained that PV is a panel that converts heat from the sun into electricity. We are hoping to award these in January 2011. Chris Willmott informed the Panel that not a lot is happening at present with aids and adaptations and there will be more to discuss at a later date. Paul Wingard explained that the new properties at Watkins Way have PV panels and this will affect their service charges.	

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	Chris Willmott informed the Panel that at present we are in the process of getting energy audits at Ethelwynne Brown Close, Copps Close and Dartington Fields which may reduce future bills if suggested measures are implemented.	
7.	**Renewable Energy Update** Chris Willmott reported that we fitted ten air source heat pumps last year. Our aim is to fit twenty-two this year and we are currently on fifteen. The Daikin heat pumps are going well and tenants really like them. There is no annual running cost so far but we are positive it will be of good value. Tony Walker informed the Panel that an air source heat pump was fitted in Buckland Brewer. There are a few problems with it at the moment, but they are all being sorted and the tenant is very happy with it. Paul Wingard said that the Watkins Way properties are all getting fitted with air source heat pumps but with people being used to gas they are finding them difficult to use. Chris Willmott informed the Panel that Mitsubishi air source heat pumps were fitted before Daikin were used and recently one exploded. We have a Mitsubishi heat pump installed in one of our properties. At the moment it is shut off but will need to be sorted before the cold weather starts. Chris Willmott gave an explanation of the Renewable Heat Incentive (RHI) which is due to come into force in April 2011.	
8.	**Responsive Repairs** Paul Wingard reported that for 'Performance Statistics' there is a separate table now for Tarka Works. The figures are good with 98.9% of jobs complete on time and 98.4% completed on time for Responsive Repairs. The acknowledgement form statistics are overall good and the return rate is back up to 50%. There still are not that many forms returned though. Appointment made and kept and first visit statistics are really high which is good. Gas percentages were good, coming in at 100%. 99.8% would be just one property being out. This property has a gas card but the tenants never put any money on it, the issue should have been resolved this week. Corporate works for July gives us a year to date total of just over £42,000. This is Tarka Works doing jobs outside Tarka, including	

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	public services, swimming pools etc. John Sanders asked what would be done with grass collection. It is a big question that is on a lot of the tenant's minds. Paul Wingard explained that it will be service chargeable. Peter Thompkins asked if the staff that cut the grass will be employed all year around. Paul Wingard replied that they will be and this will ensure that play areas and other grasslands will be improved. Emma Govier is currently going around with our caretaker looking at all areas that will need work. Tony Walker informed the Panel that he suggested to Paul Raeburn that a mulcher should be used. They are more expensive than mowers though. Paul Wingard informed the Panel that he is starting to review the Out of Hours service. This will involve looking at their progress and going through the Out of Hours manual. In time we will want members of the Panel to help out. John Sanders suggested that we have call centres for Out of Hours rather than having different contracts. Paul Hester said that we need a good company to know what works would be done. Paul Wingard explained that not many calls are being taken of a night and Call 24 call out different tradesmen and electricians. Peter Thompkins informed the Panel that there was an issue where a painter from Plymouth was called out to mend a broken pipe in one property.	
9.	**<u>Disabled Adaptations</u>** Chris Willmott reported that there were no customer satisfaction results. The target for A priority adaptations is 120 days and currently we are on 115. The target for B's is 180 days and we are currently on 208. The target for C's and no priority is 360 days and we are currently at 52. John Sanders suggested that we show the length of time from the referral of the Occupational Therapist (OT) to the time it takes for the tenant to be seen, as he is aware that there are issues with the time it takes for the OT to visit. He feels that this would be a good way to see if the system is working. Paul Hester said that we could monitor from the time the call was taken to the time the OT visits. There is a target of four weeks but social services came back to us and said that we may need to re-discuss this timescale. Flo Martin explained that there has been trouble with tenants not	

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	knowing whether they should be chasing up Tarka or the OT. Paul Hester informed the Panel that the OT or a Surveyor needs to go out and see the property rather than just a phone call. They can be misleading and minor adaptations should be dealt with quickly.	
10.	**Grenville Estate** Paul Hester informed the Panel that Grenville Estate is a site in Bideford West. It is a small area with a green in the middle. There are three blocks of flats and one of them has been converted into a six bedroom house. This property is now void along with others and soon roughly 50% of Grenville Estate's properties will be empty. A decision was made to leave the properties empty for now as works need to be done on them, but now discussions are taking place to see if they need to be re-let. There is a lot of work that needs to be done on the properties before they can be made decent and damp is an issue too. John Sanders feels that leaving these properties empty for so long is a problem. Not many people know the reason why they are void and questions will be asked. He feels that Tarka should publicise once they know what they will do. Chris Willmott explained that we cannot make it public whilst people are still living there. They may feel like they are being evicted. Ben Ashfold felt that we could maybe put a positive spin on it. Chris Willmott will speak to Nigel Barnard regarding this issue. Flo Martin felt that problems may be caused by tenants feeling that because they are only renting the property, they can treat it however they like. Chris Willmott explained that this does happen a lot. John Sanders explained that Sandford Gardens needs something definitive. Paul Hester informed the Panel that the house is almost ready to go. He will sit down with Bob Paddon tomorrow to arrange works. The shop drawings are nearly complete and the Marlborough Court drawings are all done.	Chris Willmott
11.	**Discussion of Shadowing** Chris Willmott informed the Panel that he spoke to Christine Scott and Mick Bentley who were concerned with the shadowing and how it is being run. John Sanders agreed that there is no continuity. He feels that	

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	there should be four different tenants from the Panel that are assigned to the four different areas – internal, external, voids and adaptations. Once these four tenants are decided, everyone else will go out with them on a cyclical basis so that no one is left out, but only the assigned tenants will report back the findings at the progress meetings. Tony Walker suggested having four different tenants assigned to the four different surveyors. Chris Willmott stated that there would only be three surveyors to team up with. Chris Willmott concluded that four tenants would each have an area to shadow. Outings may not all be monthly though. The Panel were asked who would like to take part in the shadowing. The following tenants put their names forward: John Willis, John Sanders, Peter Thompkins, Christine Scott, Mick Bentley and John Sherritt. Ben Ashfold informed the Panel that he may not be able to take anyone along with him due to capacity issues. Chris Willmott explained that voids and adaptations will be shadowed bi-monthly, and internals and externals will be every month with a second person. A list will be put together and brought along to the next meeting.	Chris Willmott
12.	**<u>Any Other Business</u>** Peter Thompkins informed the Panel that around eighteen months ago there was a discussion that took place regarding special doorbells being fitted in Tarka's Supported Housing accommodation. Paul Wingard explained that this was to do with all tenants with hearing aid issues being asked if they would like a flashing door bell. There were roughly 180 doorbells that got fitted. Paul Wingard took down Peter Thompkins details. Tony Walker informed the Panel that he has a request from a neighbour who would like a surveyor to come out and look into moving their gate. An address was given for the property. Paul Hester suggested that they would probably need to look into changing the path around and fitting it in with a ramp. Flo Martin questioned why Tarka only talk about a five year plan that was taken over from Torridge. That would mean the end of the plan is 2013. Chris Willmott explained that it is in fact a thirty year business plan that all gets mapped out. John Sherritt informed the Panel that he is concerned about a property that gets soil delivered. He went to Torridge District	

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	Council to see what had happened and they explained it was due to a lot of soil that had been removed. Chris Willmott explained that the tenants will get billed approximately £2000 for it as they're still our tenants. John Sherritt explained that he received a letter through the post from Alister Gillies that told him there was a new tenant group forming called the NRCRG. John Sherritt felt concerned whether we already had enough tenant groups up and running already. John Sanders explained that nothing has been said about this; no extra Panels are being formed. There was a letter through the post regarding a Local Offer programme but that group will only form for a short while until the work is complete.	
13.	**Feedback on How the Meeting Went** ➢ The meeting went well	
14.	**Date, Time and Place of Future Meetings** The next meeting will be held at Marlborough Court on Wednesday 13 October 2010, commencing at 2pm.	