



**ASSET MANAGEMENT USER PANEL**

**Marlborough Court Communal Room**

**Minutes of the Meeting held at 2.00pm  
14<sup>th</sup> July 2010**

Present: Joshua Jackson; Paul Wingard; Ben Ashfold; Alister Gillies  
Christine Scott (Chair), John Sherritt, Mary Rowe, Tony Walker, John Sanders,  
Mick Bentley, Peter Thompkins

Minutes: Tricia Shaw; Beccy Shaw

Item		Action By And Date
1.	<p><b>Apologies for Absence</b></p> <p>No apologies had been received. Josh Jackson advised that Chris Willmott was hoping to join the meeting following a prior engagement. It was noted that Paul Hester was not required at this month's meeting as he was reporting bi-monthly.</p>	
2.	<p><b>Approval of the Previous Minutes &amp; Matters Arising</b></p> <p>All members had received the minutes in plenty of time to look at.</p> <p>Page 6, paragraph 4 – John Sanders asked about the backlog in inspections. Josh Jackson said that as far as he was aware the backlog is being managed and we are catching up. Mick Bentley said that at the last meeting Pete Ebsworthy reported that he would have the backlog cleared by this meeting. Could we please have clarification regarding tenants waiting for eight weeks for an inspection. Josh Jackson said he would look into this.</p> <p>Peter Thompkins said that Pete Ebsworthy said he would 'hope' to have the backlog dealt with.</p> <p>Mick Bentley said that it was mentioned about a four week backlog, but tenants are claiming that they are having to wait eight weeks. Josh Jackson asked was it a claim to deal with the backlog</p>	J.Jackson

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	<p>in four weeks or was there a four week backlog.</p> <p>Christine Scott said that we would wait for Pete Ebsworthy to clarify the position.</p> <p>Page 8 – Christine Scott was to clarify why the Disabled Adaptations Policy had not been brought to the Panel. Josh Jackson had brought a copy of the report today.</p> <p>Page 9 – Christine Scott said Paul Hester was to come back to us regarding safety clothing. Josh Jackson replied that he would deal with this issue later in the meeting.</p>	P.Ebsworthy
3.	<p><b>Declarations of Interest</b></p> <p>Christine Scott said that she did not feel last time that it was necessary to have this item on the agenda, but she had been asked to include it each month to create the opportunity for anyone to declare any interest.</p>	
4.	<p><b>Tarka Internal Improvements Progress Update</b></p> <p>A full update was provided in the ‘Report to Asset Management User Panel’.</p> <p>Ben Ashfold reported that he had been on-site earlier today with Pearce at Winkleigh. There were not really any issues, and all three contractors are working well to the programmes of work with no major problems.</p> <p>Pearce are almost at the end of the original programme. They have been given an additional 20 properties but we have not yet received the programme of works for these properties.</p> <p>WMS are almost on programme, currently about one week behind. They have also been given additional properties which will take them through to about November.</p> <p>Apollo are almost on programme and are also currently about one week behind. The quality of their work is much improved. They are only a quarter of the way through their programme so no additional properties have been given to them. We are keeping an eye on them to ensure they carry on performing as they currently are.</p> <p>Internal works are key to achieving decent homes. At the start of this financial year we had 267 non-decent. By the end of May this was down to 244. We have had a number of refusals and currently have about 100 non-decent to address before the end of December. It had been felt that the letters sent out to those who have refused could have been worded slightly better. Ben Ashfold felt the use of the word ‘refused’ is too confrontational.</p>	

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	<p>Josh Jackson said that the May figures are slightly behind in some areas. Ben Ashfold said that the statistics are only recorded once we receive an invoice so there is usually a delay between doing the work and updating the statistics. The cumulative figures more accurately reflect the position. Heating installations are slightly down but we are optimistic we will catch up on the figures. Wiring is also slightly down, but kitchens and bathrooms are ahead.</p> <p>Ben Ashfold then went through the satisfaction statistics. Most dissatisfaction was with Apollo. Although work was good they had not been returning to deal with the snags.</p> <p>He was not aware of whether the insulation had been done at 3 Council Bungalows yet, and regarding the electric point for the fridge we had never said that we would provide a new socket. Christine Scott said the situation is not ideal as the fridge sits under the worktop but the socket is on the wall above so the electric cable has to drape out and over the worktop.</p> <p>Tony Walker asked if there was a problem chasing out the wiring? Can the contractor not get to the wall? Ben Ashfold replied that the work was not scheduled originally so the contractor had not done it as they had not been asked. This kitchen was not renewed – only a few minor repairs were done. These processes always end in dissatisfaction.</p> <p>Ben Ashfold then spent some time going through each of the properties on the dissatisfaction list. Various discussions took place regarding issues that tenants had been unhappy with.</p> <p>Josh Jackson queried if the Panel were gaining anything from this exercise – do we need to go through the details of everything that is wrong? Christine Scott replied she felt it helpful to know why there is dissatisfaction.</p> <p>Peter Thompkins asked if 26 Stucley Road had said why they are overall very dissatisfied with us as a housing organisation. Josh Jackson replied that we are all familiar with the format of the satisfaction surveys – the tenant is only required to tick a box, there is no requirement for any written comment. Peter Thompkins said that if we do not know what the dissatisfaction is then we cannot put it right.</p> <p>Josh Jackson said that when the Repairs Officers contact their tenants who are dissatisfied they often find that the tenant has simply ticked the wrong box.</p> <p>Tony Walker asked who would have to deal with the</p>	
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	<p>dissatisfaction – would it be face to face or on the telephone. Josh Jackson replied that on the Repairs Desk there is an initial telephone call to determine the reason. The Line Manager will then visit if it is required or necessary.</p> <p>Mick Bentley asked is it a complaint or dissatisfaction?</p> <p>Ben Ashfold replied that if it is accompanied by a letter then we treat it as a complaint. Josh Jackson added that if a letter comes in not connected to a satisfaction form then it is a complaint.</p> <p>John Sanders said it is unhelpful having job numbers in the reports rather than dates – we need to know when the work was being done. Ben Ashfold said we need to improve our timings in sending out satisfaction surveys. Recently there have been delays.</p> <p>John Sanders said that on the agenda there is an item ‘Comments and issues raised from minutes of Core Group Meetings’, which we do not appear to have. Josh Jackson reported that there were no outstanding issues from these meetings.</p>	
5.	<p><b>Renewable Energy Update</b></p> <p>A full update was provided in the ‘Report to Asset Management User Panel’.</p> <p>Ben Ashfold reported that the programme of renewal of approximately 20 heat pumps is now about a quarter of the way through. The programme is going extremely well. The quality of service received from the sub-contractor is very high. The current issues are that tenants need to learn how to use the system- especially regarding the thermostat and hot water boost. A ‘How To’ sheet has been produced by the sub-contractor and left with tenants, but this probably could do with looking at again and updating.</p> <p>We are going to fit a monitoring device to one installation to see if the figures achieved are as good as we have been led to believe regarding energy usage.</p> <p>Renewable Heat Incentive (RHI) – Ben Ashfold informed that this is a grant system which rewards the use of renewables. We need to register each installation with the relevant authority.</p> <p>Mick Bentley asked if we knew the amount of grant in proportion. Ben Ashfold replied that we do not at this moment.</p> <p>Tony Walker said that Ben Ashfold had reported we were going to monitor one air source heat pump to see if it is giving what was promised – what happens if it is not?</p>	

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	<p>Ben Ashfold replied that we would have to look at how the system is used as we may need to provide more advice to the tenant. We may also need to widen the number of properties we monitor.</p> <p>Tony Walker asked does that mean that we are not only monitoring equipment but also usage?</p> <p>Josh Jackson said that the manufacturers have made claims so we expect their claims to be the very minimum that we should see.</p> <p>Mick Bentley said that from the pilot scheme there were one or two tenants who were going to monitor their usage – did we ever receive any information? Josh Jackson replied that a presentation was made to Advantage South West using that data.</p>	
6.	<p><b>Responsive Repairs</b></p> <p>A full update was provided in the ‘Report to Asset Management User Panel’.</p> <p>Responsive Repairs for May –</p> <p>Emergency jobs – 100% completed on time  Urgent jobs – 95.1% completed on time  Priority jobs – 92.0% completed on time  Routine jobs – 95.7% completed on time  Non-urgent jobs – 97.0% completed on time</p> <p>Overall 95.5% of jobs completed on time, against a target of 98%.</p> <p>Emergency jobs – 17 out of 17 on time  Urgent jobs – 59 out of 62 on time  Priority jobs – 58 out of 63 on time  Routine jobs – 159 out of 166 on time  Non-urgent jobs – 70 out of 72 on time</p> <p>Overall 363 out of 380 jobs were completed on time.</p> <p>The department has been very busy in May and June, with holidays and extended periods of sickness which have contributed to the figures dropping slightly. As we run our reports monthly we can address any issues that may arise on a regular basis.</p> <p>Satisfaction Statistics show a 99.8% satisfaction rate. This showed only 2 dissatisfied responses out of 1024 questions answered. The return rate for surveys was 21%. This is the lowest return rate we have had and it is something we will be monitoring closely.</p> <p>Appointments made and kept was 94% - from 204 answers there</p>	

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	<p>were 13 who replied that no appointment was made. This is still below the target of 98%. We are looking at making some changes as part of the Tarka Works review which will help in raising these figures.</p> <p>Repairs completed on the first visit was 86.0% - from 194 answers there were 27 who replied no. The change to the wording of this question has not been implemented yet.</p> <p>Sub-contractor usage in May was higher than usual. Again this is due in part to holidays and extended sickness of tradesmen.</p> <p>Gas – week ending 14 May we achieved 100% of properties with an up to date Gas Safety Certificate. This exceeds the Audit Commission target. The three remaining weeks of May we achieved 99.9%. This figure still exceeds the Audit Commission target. Return rate for satisfaction surveys was 43%.</p> <p>Regarding the Tarka Works review, Mick Bentley and John Sanders had met with Josh Jackson and Paul Wingard for an update on the review and progress made. The report is now finished and was due to go before the Group SMT today, 14 July, and will go to the Board on 27<sup>th</sup> July. Once the report is approved then work will begin to initiate some of the changes. Items will need to be discussed with the Panel as it will involve changes to some of our services.</p> <p>Josh Jackson added that all proposals are subject to further discussion. The final result may be slightly different to what is contained within the report.</p> <p>Peter Thompkins expressed thanks for a comprehensive Repairs Report included in the 'Report to AMUP' pack. He felt it was the best one that had been given. He did have one question – what does 'office not asked to extend' mean in the report?</p> <p>Paul Wingard explained that this is an ongoing problem we have with the tradesmen. They are aware that they must keep the office informed if they are unable to achieve the completion date of a job in order that we can extend the ticket if this is appropriate, but often they do not.</p> <p>Corporate work carried out for May was £9,056.28, giving a year to date total of £16,426.92.</p> <p>Work carried out for Westcountry Housing for May was £1,097.55, giving a year to date total of £6,858.49.</p>	
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7.	<p><b>Disabled Adaptations</b></p> <p>This item was postponed to the next meeting due to Pete Ebsworthy's absence.</p>	
8.	<p><b>Discussion of Shadowing</b></p> <p>Insurance - John Sanders stated that from the Tenant Panel meeting he can confirm that members of the Panel are treated as volunteers within the organisation which entitles them to the same insurance cover as Tarka employees. This means that members can only claim on the insurance if the accident is Tarka's fault.</p> <p>Site Inspections – John Sanders reported that he had gone to see some non-traditional properties at Winkleigh. All tenants are very happy and have no concerns. The only problem he was aware of recently concerned Pynes Lane Flats.</p> <p>Peter Thompkins reported that he had been on his first visit, but that all tenants he had seen are extremely happy. He felt that Apollo work has improved since Chubb Churchill.</p> <p>Future format – Josh Jackson had handed out a schedule for shadowing which detailed which member was visiting where and when. Members should arrive at the Tarka office at 10am on their relevant day. Tony Walker advised that on each visit they will accompany and help the surveyor.</p>	
9.	<p><b>Tarka Promises Tracking</b></p> <p>Josh Jackson advised that he had not yet seen the report for the last quarter, but could say that on the quarter before we were on target. Mick Bentley suggested this be brought forward onto next month's agenda.</p>	
10.	<p><b>Discussion on possible training for Performance Indicators and reporting</b></p> <p>Christine Scott said that the reports and statistics we are given can be quite confusing and members may not always be up to speed. Does anyone feel that they require training to understand them better?</p> <p>Mick Bentley asked would it be implemented if it was possible?</p> <p>Christine Scott asked for a show of hands if it was felt training would be helpful.</p> <p>Josh Jackson asked for clarification on what was meant by training. Are we asking for background on where the figures come from</p>	

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	<p>and what they mean? The only way to understand this would be to sit in an Officer's shoes and see how they do their role. Are we saying that we all want to know about all the service areas?</p> <p>Josh Jackson felt it would be impractical for each member to experience each service area – he felt it would be more appropriate to have a 'champion' for each area.</p> <p>Christine Scott said that we need to put our heads together and find a simple solution.</p> <p>Ben Ashfold asked do we need to take a step further back and explain why we have these indicators and who sets them? If that is understood then people can gain a good understanding of why the statistics are produced.</p> <p>Alister Gillies advised that training is available for tenants to help them understand the information that is being given to them.</p> <p>Peter Thompkins felt that a lot of what is included in the 'Report to Asset Management User Panel' could be written in plain English so that it can be understood more.</p> <p>Mick Bentley added that this is not just an issue with Asset Management; we also encounter it with the Housing Management Panel.</p> <p>Josh Jackson said he presumed the training would look at generic benchmarking.</p> <p>Christine Scott asked Alister Gillies to look into what was available and report back.</p>	A.Gillies
II.	<p><b>Any other business</b></p> <p>John Sherritt said that two years ago he asked the question 'where is the line between gardens and open spaces'. He was never given a reply, and quite often sees where people have turned their front lawns into gardens. An envelope was passed to Josh Jackson.</p> <p>Mick Bentley asked when Transco is called into a property does Tarka receive a report? Paul Wingard replied that he did not think we would. Mick Bentley then said that if we are not aware then how are we to deal with it? Paul Wingard said that if we're talking about a specific property then it needs to be discussed outside of this meeting.</p> <p>John Sanders added that as far as he was aware from the Gas Act the responsibility lies with the consumer.</p>	

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	<p>Peter Thompkins asked when are Tarka and Apollo going to get around to re-evaluating the condition of the exterior work at Chubb Churchill? Josh Jackson replied that he would check the dates with Chris Willmott and Paul Hester. It was being organised.</p> <p>Peter Thompkins asked will tenants be able to go around with the Surveyors? Josh Jackson replied that he saw no reason why not. Specific arrangements must be made with Paul Hester.</p> <p>Paul Wingard said that at the Tarka Works review meeting with Mick Bentley and John Sanders they looked at proposals for a handyman service. Paul Wingard asked to remind people connected with the Supported Housing User Group to come forward. Peter Thompkins replied that he did say he would be involved, but had not been told when the meeting was to be.</p>	J.Jackson
12.	<p><b>Feedback on how the meeting went</b></p> <ul style="list-style-type: none"> <li>• The meeting went very well</li> <li>• It was a quick meeting</li> <li>• The meeting was very constructive</li> </ul>	
13.	<p><b>Date, time and place of next meeting</b></p> <p>The next meeting will be held at Marlborough Court, on Wednesday 11<sup>th</sup> August 2010, commencing at 2pm.</p>	