



**ASSET MANAGEMENT USER PANEL**

**Marlborough Court Communal Room**

**Minutes of the Meeting held at 2.00pm  
9<sup>th</sup> June 2010**

Present: Paul Wingard, Pete Ebsworthy, Ben Ashfold, Paul Hester  
Christine Scott (Chair), John Sherritt, Mary Rowe, Tony Walker, John Sanders,  
Mick Bentley, Peter Thompkins

Minutes: Tricia Shaw

Item		Action By And Date
1.	<p><b>Apologies for Absence</b></p> <p>Josh Jackson, Chris Willmott, John Stewart</p>	
2.	<p><b>Approval of the Previous Minutes &amp; Matters Arising</b></p> <p>The minutes had been received well in advance, and they have been before the Tenant Panel, for which Christine Scott expressed thanks to Tricia.</p> <p>Page 1, Item 2, 2<sup>nd</sup> paragraph – John Sanders asked that his name be amended from Saunders to Sanders.</p> <p>Page 5 – John Sanders said he was not sure it had been agreed that he would take responsibility for putting the Tarka Standard update on changes on the agenda. He felt it was the Chair’s responsibility to do so. Ben Ashfold said it should be a standing item on the agenda.</p> <p>Page 7, Item 7 – Paul Wingard expressed thanks to Mick Bentley and John Sanders for coming on to the Focus Group. Tuesday 22<sup>nd</sup> June was suggested as a possible date for the first meeting – Paul Wingard would confirm via email.</p> <p>Peter Thompkins asked if anyone from the Sheltered Panel had volunteered yet. Paul Wingard said they hadn’t and Peter Thompkins offered to represent Sheltered.</p>	P.Wingard

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	<p>Page 8, Item 9 – Tony Walker asked if any Surveyors are involved in the shadowing – the reply was yes. Tony Walker said the minutes only say John Sanders, was Mick Bentley involved also – the reply was yes.</p> <p>Page 8, Item 9 - John Sanders asked if the actions on this section had been done. Ben Ashfold said he had not managed to speak with Worcester yet.</p> <p>Christine Scott advised of a change to the agenda for this meeting. Item 3, Declarations of Interest, had been dealt with in the April meeting, and should not be on the agenda for this month.</p>	
3.	<p><b>Tarka External Progress Update</b></p> <p>A full update was provided in the ‘Report to Asset Management User Panel’.</p> <p>Paul Hester wished to clarify that he was only reporting on External works this month, not Internal as shown on the agenda.</p> <p>Spend on External to the end of May stands at £17,500.</p> <p>We are still waiting for the Key Performance Indicators book. We plan to use last year’s book but Chris Willmott is currently looking to see if this is possible.</p> <p>Apollo now have their own in-house team. Performance, quality, tenant care, etc. have all been improved upon compared to last year. One week has been lost due to weather since the contract started.</p> <p>John Sanders said that the Copps Close finish quality was as good as at the start, and Barton Tors has improved considerably.</p> <p>Mick Bentley said work was excellent compared to what it was.</p> <p>Peter Thompkins asked about progress on Chubb Churchill. Paul Hester replied that Apollo or Tarka would appoint ‘A.N.Other’ to go back over last years work to compare the schedule with what has been done and to look at the quality. Chris Willmott had reached agreement with Apollo last week.</p> <p>Peter Thompkins asked if the garages were due to be done. Pete Ebsworthy replied that a lot of garages were missed off the original schedules. This needs to be looked into further.</p> <p>Mick Bentley said we are all aware of the situation but concerned with the fact that we are going to be walking around. Is there a</p>	

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4.	<p><b>Advantage South West</b></p> <p>date for Chubb Churchill?</p> <p>Paul Hester repeated that we need to look at the Schedule of Work to see what should have been done.</p> <p>Peter Thompkins said that surely work from the original schedule should be done before any new projects are started.</p> <p>Paul Hester replied that the issues surrounding the contractor last year are now resolved, and now we have to compare the work done with the original schedules.</p> <p>Mick Bentley asked does the original time frame/target still apply. Ben Ashfold replied that it is a cyclical target.</p> <p>Paul Hester said we have asked Apollo to bring in another team to deal with any issues they find as all external elements must be completed by the end of October without fail.</p> <p>John Sanders said that on Grenville Estate the contractors were asked to move overgrown garden stuff in order to facilitate painting – there is an issue here, is it coming out of the cyclical budget?</p> <p>Paul Hester replied that the tenancy agreement states tenants will maintain their gardens. Action will be taken whereby Housing Officers will become involved by knocking on doors, organising skips etc., and this will be service chargeable. Housing Officers should be dealing with these issues during their Estate Inspections. During January to April next year they will make sure that things are cut back and ready for the commencement of the programme.</p> <p>Christine Scott asked how do tenants pay through service charges – will they know they have to pay?</p> <p>Paul Hester said that they would receive a letter.</p> <p>Tony Walker asked what if the tenants can't afford to pay the charge? Paul Hester said that the cost will be quite minimal – only a few pence per week.</p> <p>Paul Wingard said that the point is that people's gardens should not be overgrown and full of rubbish. Housing Management should be making sure this doesn't happen.</p> <p>Ben Ashfold suggested that maybe Apollo could leave some large Hippo bags rather than getting a skip. Paul Hester said he would look into this.</p>	

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	<p>A full update was provided in the 'Report to Asset Management User Panel'.</p> <p>Pete Ebsworthy reported that Chris Willmott had received 2-3 samples and we are looking for volunteers to form a panel to carry out customer assessments of consumer units.</p> <p>Christine Scott asked if there were any volunteers – Peter Thompkins, Tony Walker and John Sherritt volunteered.</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 we are steadily installing air source heat pumps.</p> <p>Mick Bentley suggested this item be dropped and brought up at the next meeting.</p> <p>Christine Scott asked if anyone knew whether the Boiler Management results had been collated yet. Pete Ebsworthy said there was not a full return yet, and he thought there would be a winter period.</p> <p>Christine Scott said the report says it is now completed and the results will be collated. It was suggested to hold this until the next meeting.</p> <p>Ben Ashfold said he had opportunity to apply for a grant for the air source heat pumps but unfortunately he had been ill. On the day he returned the programme was cut by the new government. Christine Scott said the report states another scheme will come into force in April 2011. Ben Ashfold will look into this.</p> <p>Mick Bentley asked if grants are available from energy suppliers – we need to keep an eye open for these.</p>	B.Ashfold
6.	<p><b>Responsive Repairs</b></p> <p>Paul Wingard said that following on from the installation of the air source heat pumps we have to service them each year, and carry out unvented cylinder safety checks.</p> <p>Responsive Repairs for April –</p> <p>Emergency jobs – 100% completed on time Urgent jobs – 96.3% completed on time</p>	

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	<p>Priority jobs – 100% completed on time  Routine jobs – 97.6% completed on time  Non-urgent jobs – 100% completed on time</p> <p>Overall 98.1% of jobs completed on time, against a target of 98%.</p> <p>Mick Bentley said we are working on percentages, but we need numbers.</p> <p>Paul Wingard said he was just about to report the numbers.</p> <p>Emergency jobs – 20 out of 20 on time  Urgent jobs – 77 out of 80 on time  Priority jobs – 44 out of 44 on time  Routine jobs – 122 out of 125 on time  Non-urgent jobs – 52 out of 52 on time</p> <p>Overall 315 out of 321 jobs were completed on time.</p> <p>A new category of '45 day non-responsive repair' had been created. Mick Bentley asked for an example of these jobs.</p> <p>Paul Hester said this would be for things like fencing, installation of handrails. Jobs where the materials have to be sourced or made specially.</p> <p>Paul Wingard added that out of over 5,000 jobs done last year only 129 were 45 day jobs.</p> <p>Christine Scott asked where do the jobs go that have been generated from the Tarka Talk Team?  Paul Wingard said they are categorised according to the priorities in the Tenant's Handbook and raised in the usual way – however we would prefer the jobs to come in through the usual system.</p> <p>Mary Rowe said that sometimes the Tarka Talk Team pick up on jobs that have been reported but Tarka have not acted upon it.</p> <p>John Sanders said the Tarka Talk Team are supposed to encourage tenants to put the repair through the correct channel.</p> <p>Pete Ebsworthy reported that we are currently working through a backlog of inspections and follow-up jobs.</p> <p>Mick Bentley asked does the backlog mean that nothing has been logged? Pete Ebsworthy said the inspection will be logged but the ticket for the work may not have been produced yet.</p> <p>Paul Wingard said that it was acknowledged some months ago that inspections were building up. The Repairs Desk now</p>	

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	<p>determine from the tenant's telephone call if the request can be dealt with by Tarka Work's tradesmen or if an inspection is needed. If it requires an inspection then the appointment is made with the tenant and put straight into the diary.</p> <p>Mick Bentley said he was concerned that the Surveyors are so stretched that this situation has occurred.</p> <p>Paul Wingard said we are trying to have as few inspections as possible and are getting the tradesmen to deal with the issues direct.</p> <p>John Sanders asked what would be the timescale for the backlog to be cleared. Pete Ebsworthy said it's difficult to qualify as new calls are being dealt with. Maybe about four weeks to deal with the backlog. John Sanders said that at the next meeting we would hope to have no backlog.</p> <p>Paul Wingard returned to the Responsive Repairs report.</p> <p>Satisfaction Statistics show a 98.6% satisfaction rate. This showed only 9 dissatisfied responses out of 640 questions answered. The return rate for surveys was 55%.</p> <p>Mick Bentley asked if we follow through if a reply is not received.</p> <p>Paul Wingard said we cannot contact tenants who have not replied, we only contact those who have responded with a dissatisfied comment.</p> <p>Appointments made and kept was 94% - from 158 answers there were 10 no's.</p> <p>Repair completed on the first visit was 83% - from 149 answers there were 25 no's.</p> <p>Gas – for the past seven weeks we have achieved 100% of properties with an up to date Gas Safety Certificate. This exceeds the Audit Commission target. The last week was only 99.9% due to just one property with no access, but still exceeded the Audit Commission target.</p> <p>Paul Hester said these results are a credit to the Repairs Desk. This time last year we were only achieving about 97%.</p> <p>Paul Wingard advised that we had recently held our quarterly review meeting with Torridge District Council. They are very pleased with our performance.</p> <p>Paul Hester asked if Torridge District Council have a cyclical</p>	
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	<p>maintenance programme. Paul Wingard replied that they do, but we are currently not able to tender as we currently do not have sufficient operatives, for example we only have one painter so cannot afford for him to be on site with Torridge for long periods of time.</p> <p>Paul Wingard reported that we had recently installed a new gas heating system, for which we had come in substantially less than what we have paid contractors in the past.</p> <p>Christine Scott asked did we foresee being able to do more of these? Paul Wingard replied that hopefully yes, it was being looked at in the Tarka Works Review.</p> <p>John Sanders said the next item on the agenda under Responsive Repairs, 'Agreement for proposed changes.....', had been there for three months, but this item was agreed at the April meeting.</p> <p>Christine Scott said that she would be attending the Tarka offices and would get the agenda sorted out. John Sanders also said that items in the report were clearly written some time ago.</p>	
7.	<p><b>Disabled Adaptations</b></p> <p>A full update was provided in the 'Report to Asset Management User Panel'.</p> <p>Paul Hester said that the reporting of Voids/Externals and Adaps/Internals was to be done on alternate months.</p> <p>Christine Scott said that on page 6 of the report the details for 29 Sandford Gardens should show it to be 1 or 2 bedrooms, not ½ bedroom flat.</p> <p>Paul Hester said he could bring the plans to the next meeting. There are issues with 32 Marlborough Court for which we need to bring in a structural engineer.</p> <p>John Sanders said that 29 Sandford Gardens is still empty. Paul Hester replied that the electric, gas and water supplies will be separated and that until this is done we cannot commence the work. We are aiming for commencement to be by the end of July.</p> <p>Pete Ebsworthy said that he and Paul Hester had recently held a meeting to hand over the workload, and he was currently updating all the information on completed works. Stairlifts can go in relatively easily. If they go in with a wetroom we can do an assessment for bathing rails and other aids.</p> <p>Paul Hester reported that items from the Adaps Focus Group had</p>	

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	<p>been agreed by tenants and recently signed off by the Board. A traffic lights system has been set up, and the only red light was on advertising. Vanessa Gray is currently working on this.</p> <p>John Sanders said that regarding the Focus Group and the Disabled Adaps Policy – this hasn't been seen at this meeting. Why was it not brought here for us to look at?</p> <p>Paul Hester replied that we had invited, by letter, everyone who has had an adap done since Tarka began and a Focus group was set up. Christine Scott represented AMUP.</p> <p>John Sanders said that nothing had come to this meeting for the rest of the Panel. Ben Ashfold said it was devolved to the group that Christine Scott would represent AMUP.</p> <p>Paul Hester said the working group was derived from people who have used the service in recent years. Strategy is done at Group level.</p> <p>Christine Scott said she would check and find out why it didn't happen. It is necessary to obtain clarification on the process.</p> <p>Pete Ebsworthy said Josh Jackson needed to remove the word 'Draft' before he was able to print copies for everyone.</p>	<p>C.Scott</p> <p>J.Jackson</p>
8.	<p><b>Discussion of Shadowing</b></p> <p>John Sanders said we needed to look at the issue of the kitchen at 101 Pynes Lane.</p> <p>Ben Ashfold said that the tenant wishes to retain the larder, so he needs to speak with Apollo.</p> <p>John Sanders explained that they had gone to see the tenant, whose kitchen was finished, but who was complaining that it was too small and with only one drawer. He still had the larder cupboard, but the kitchen does not fit the minimum requirements of the Tarka Standard. The tenant had wished to retain the larder but was now complaining that the kitchen was too small.</p> <p>Tony Walker asked could we not have told the tenant that the kitchen wasn't big enough whilst at the design stage.</p> <p>Ben Ashfold said we had asked the tenant how he felt about removing the larder, but with hindsight we should have just said we were going to remove it.</p> <p>Christine Scott asked does the tenant have input into the design of the kitchen. Ben Ashfold replied yes, but in this case his</p>	

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	<p>judgement was poor.</p> <p>John Sanders reported an issue regarding clothing on site during shadowing. Footwear is an issue – steel toe-cap boots were required to comply with Apollo standards.</p> <p>Paul Hester said he would speak with Nigel Barnard and Josh Jackson.</p> <p>Tony Walker said that regarding the work that John Sanders and Mick Bentley do a lot of – is it necessary for them to go out and be a ‘sister surveyor’?</p> <p>Paul Hester replied that they are not ‘sister surveyors’ but providing feedback. Ben Ashfold added that they are an extra pair of eyes, seeing things from the viewpoint of a customer.</p> <p>Pete Ebsworthy said that sometimes it is useful for AMUP members to visit and discuss progress with the tenant because it helps to break down any barriers there may be with it being tenant to tenant rather than landlord to tenant.</p> <p>Tony Walker asked, bearing in mind the expense of safety gear, is it necessary for them to go out on all the inspections they currently do?</p> <p>Ben Ashfold replied that they go out once a month. Interaction with the contractors is really useful, and they have a different relationship with the contractors.</p> <p>Mick Bentley said that if there should be an accident on site and they are not suitably equipped then there would be insurance implications.</p> <p>Tony Walker agreed that contractors and surveyors should have safety gear, but he could not see the point of two tenants going on site inspections when there are already tenants on site.</p> <p>Tony Walker stated that at the commencement of this Group they were asked for volunteers for site inspections and everyone said they would like to do them, but no-one else has been asked. Originally it was only John Sanders going out.</p> <p>Mick Bentley said both he and John Sanders were given the opportunity and he has been written to and invited to go on inspections. In the agreement it says ‘tenant participation’ – with tenants going on inspections Tarka can say that there is tenant participation.</p> <p>Tony Walker said that four of us agreed to go on visits. Mick</p>	<p>P.Hester</p>

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	<p>Bentley went on the first one, John Sanders went on the second, but Tony had not received any notification to go on a visit.</p> <p>Christine Scott suggested there be alternate people doing visits. From a show of hands this was decided unanimously. Paul Hester said that anyone interested should see him at the end of the meeting.</p> <p>John Sanders said that this could bring up the issue of more safety equipment being required.</p> <p>Paul Hester said that on voids there would be bi-monthly visits.</p>	
9.	<p><b>Any Other Business</b></p> <p>Issues had already been discussed during the course of the meeting.</p>	
10.	<p><b>Tarka Promises Tracking</b></p> <p>This item to be brought forward to the next meeting.</p>	
11.	<p><b>Feedback on How the Meeting Went</b></p> <ul style="list-style-type: none"> <li>• The meeting went well. A big grievance has come out during discussion which can be sorted out.</li> <li>• Glad to hear someone admitting to making an error of judgement.</li> <li>• There will be times when there is minor conflict.</li> <li>• It would be nice if we had a senior officer at the meetings. We should not hold the meeting if a senior officer is not present.</li> <li>• Chair will liaise more with the officers to rectify this in the future.</li> <li>• It is nice to see we can be critical, but continue with good relations.</li> </ul>	
12.	<p><b>Date, Time and Place of Next Meeting</b></p> <p>The next meeting will be held at Marlborough Court, on Wednesday 14<sup>th</sup> July 2010, commencing at 2pm.</p>	