



ASSET MANAGEMENT USER PANEL

Marlborough Court Communal Room

**Minutes of the Meeting held at 2 pm
11 August 2010**

Present: Paul Wingard, Tricia Shaw, Pete Ebsworthy, Christine Scott (Chair), Mick Bentley, Peter Thompkins, John Sanders, Tony Walker, John Sherritt, Mary Rowe, Sue Jones (arrived at 3.05pm)

Minutes: Beccy Shaw

| Item | | Action By And Date |
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| 1. | <p><u>Apologies for Absence</u></p> <p>Apologies were received from Josh Jackson, Chris Willmott, Paul Hester and Ben Ashfold.</p> | |
| 2. | <p><u>Approval of the Previous Minutes & Matters Arising</u></p> <p><u>Page 1 – Apologies for Absence</u></p> <p>Pete Ebsworthy informed the Panel that no apologies were received in his absence at the previous meeting. He was in Newton Abbot all day and was not due back at the meeting.</p> <p><u>Page 1 – Approval of the Previous Minutes and Matters Arising</u></p> <p>Pete Ebsworthy explained that the backlog in inspections is currently being cleared. Any that are left during his annual leave will be passed on to other Surveyors to deal with. Any new tickets that are raised are being dealt with straight away to stop further backlog.</p> <p><u>Page 4 – Tarka Internal Improvements Progress Update</u></p> <p>John Sanders informed the Panel that the first sentence should read ‘Tony Walker asked who would have to deal with the dissatisfactions – would it be face to face or on the telephone.’</p> | |

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| 3. | <p><u>Declarations of Interest</u></p> <p>None.</p> | |
| 4. | <p><u>Tarka External Progress Update</u></p> <p>John Sanders reported that he went out with Paul Hester and saw the Apollo in-house team who are working well.</p> <p>The Panel were informed that the work at Barton Tors is not going well and does not look as though it has been worked on in a month. The work was not at a high standard and was very untidy. John Sanders explained that Paul Hester was angry that the work had not been fulfilled.</p> <p>Peter Thompkins stated that he went out to Barton Tors today and there were workers there. He spoke with the Licensee of the Barton Tors store who was not happy with the level of work taking place.</p> <p>Paul Wingard explained that these issues have all been noted and are being dealt with quickly.</p> <p><u>Internal – Performance Statistics</u></p> <p>John Sanders reported that there are still over 100 properties left to make decent by the end of the year and asked if Tarka will manage. Paul Wingard explained that this is Chris Willmott's and Josh Jackson's main focus and every effort is going into achieving this.</p> <p>John Sanders questioned that if Tarka have completed 63 out of 65 of the heating insulations and have not spent close to the annual budget, where is the rest of it going. Paul Wingard will ask Chris Willmott to clarify this at the next meeting. Pete Ebsworthy explained that savings have been made, but are being spent on other issues. John Sanders felt that 'actual spend to end of June' was misleading. It could mean actual amount paid but more invoices to come in.</p> <p>John Sanders reported that there are 98 refusals. Paul Wingard explained that Ben Ashfold will be looking into this and re-visiting the properties. John Sanders would like to know if some refusals were to do with the tenants needing to be moved in order for the works to take place.</p> <p>Paul Wingard stated that the overall customer satisfaction percentage was just under 99%. John Sanders said that the response rate was 50% with only 17 surveys sent back. Paul Wingard explained that people generally send back surveys if they</p> | Chris Willmott |

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| | have a complaint so this figure is good. | |
| 5. | <p><u>Advantage South West</u></p> <p><u>Solar Panels</u></p> <p>Pete Ebsworthy reported that solar panels are being evaluated at the moment. Paul Wingard explained that everyone benefits from Advantage South West as their prices are lower.</p> <p><u>Extractor Fans</u></p> <p>Pete Ebsworthy explained that the extractor fans might be changed as their silent running mode is noisy. There may be alternative products available with ASW.</p> <p><u>Aids and Adaptations</u></p> <p>An aids and adaptations meeting took place in Newton Abbot last month. Pete Ebsworthy explained that demonstrations took place with Impey and ASW. They both seem to be interested in Mira showers. Tarka have been working with ASW since 1992 as they were previously working with Torridge. Due to this Tarka receive good offers from them and they would possibly be a cheap option. A new shower design by ASW was shown and could be something to look into for the future.</p> <p>John Sherritt stated that our shower units are 9kw and are classed as the standard. The showers will only work at 9kw if the water pressure going to the shower is at 0.7. In some of Tarka's flats, the water pressure might not be the same. John Sherritt questioned if this is tested as 18 months ago a unit blew off the wall due to the pressure. Pete Ebsworthy answered that yes we do test the water pressure.</p> <p>Pete Ebsworthy took the opportunity to thank Judith McCourt for all her hard work filling in for Dean Siford while he was off. He explained that it is her last day on Friday 13 August 2010 and he wanted all her work regarding adaptations recognised.</p> | |
| 6. | <p><u>Renewable Energy Update</u></p> <p>This item was postponed to the next meeting due to Josh Jackson's absence.</p> | |
| 7. | <p><u>Responsive Repairs</u></p> <p>A full update was provided in the 'Report to Asset Management User Panel'.</p> | |

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| | <p>Responsive Repairs for June –</p> <p>Emergency jobs – 100% completed on time Urgent jobs – 98.3% completed on time Priority jobs – 97.1% completed on time Routine jobs – 93.3% completed on time Non-urgent jobs – 93.3% completed on time</p> <p>Overall 95% of jobs completed on time, against a target of 98%.</p> <p>Emergency jobs – 22 out of 22 on time Urgent jobs – 61 out of 62 on time Priority jobs – 67 out of 69 on time Routine jobs – 182 out of 195 on time Non-urgent jobs – 70 out of 75 on time</p> <p>Overall 402 out of 423 jobs were completed on time.</p> <p>Paul Wingard felt that the performance statistics for June were disappointing. He believes that this was due to staff holidays. He informed the Panel that July's figures are better.</p> <p>John Sanders stated that there was a better return rate than last months and the overall satisfaction is roughly 98%.</p> <p>Paul Wingard questioned if the 'appointments made and kept' target that was decided as a group is too high. It was thought perhaps this could be discussed at the next meeting.</p> <p>Christine Scott did not understand why the tenant of job K0157134 would not let the tradesman attend to his toilet leak. Pete Ebsworthy explained that the tenant only wanted a simple job being done and because the job was not going to be straightforward, the tenant turned down any work from taking place.</p> <p>Mick Bentley asked why so many telephone numbers are missing. Christine Scott questioned that surely the staff take down a contact number when the tenants phones in. Tricia Shaw explained that the telephone number will appear on the screen but occasionally when you follow the works through the number will disappear. John Sanders suggested updating the job ticket before it goes to the tradesmen.</p> <p>Mick Bentley queried if we send feedback forms to every property where works have taken place. Paul Wingard explained that we do but not to void properties or any garages that we have worked on, or to Block 0 properties.</p> <p>John Sanders suggested that to follow through with the 'overall</p> | |
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| | <p>satisfaction as a Housing Association' question, the Repairs team should leave the issue with the relevant Housing Officer to speak with the Tenant on their next visit. Paul Wingard felt that this was a really good idea and would look into doing this.</p> <p>Gas – Percentages are not as high as they have been with two of the four weeks producing percentages under 99.7%; although they have improved since these figures were produced.</p> <p>Paul Wingard informed the Panel that the Tarka Works Review went to the Board and was approved. The in-house heating services team will take place and we should see some positive changes.</p> <p>Tony Walker asked when this will take affect. Paul Wingard replied that the in-house team will be up and running from the 1 April 2011.</p> <p>Peter Thompkins asked if we will be able to deliver without Carillion in bad weather. Paul Wingard replied that this change will work well and will also save money.</p> <p>Grounds Maintenance will also come into effect from the 1 April 2011. Currently we are looking at different areas and how many grass cuts etc. will need to take place.</p> <p>Mick Bentley asked how we will keep on target with only four gas safe plumbers at current. Paul Wingard explained that the four plumbers are CNNI registered and lots more training is due to take place with Worcester Bosch. Carillion will still be helping with the handover process and Paul Wingard believes that around 80% of the gas and oil works that are currently taking place are being done by one man.</p> <p>John Sanders questioned if it will all be ready by 1 April 2011. Paul Wingard explained that that is the plan, however Carillion's contract can be extended if any problems occur.</p> <p>Tony Walker asked that if someone from a rural area, who currently does grounds maintenance work for the council, applied for a position here would they be appointed. Paul Wingard answered that we will be advertising internally as well as externally for these positions.</p> <p>Paul Wingard informed the Panel that Tarka will possibly be looking into supplying four wheel drive vehicles to reach difficult areas in ice and snow. Peter Thompkins asked if this would affect Tarka's charitable status. Paul Wingard replied that it will not.</p> | Paul Wingard |
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| 8. | <p><u>Voids</u></p> <p>John Sanders informed the Panel that there is a void property next to his which was advertised on the 6 August 2010 however cleaning works were still going on. Paul Wingard explained that they had to move it back a week due to problems. Christine Scott felt that we all have to make allowances.</p> <p>John Sanders informed the Panel that the start date for 29 Sandford Gardens keeps being postponed.</p> <p>Christine Scott asked again if ½ bedrooms could be changed to 1 or 2 bedrooms</p> | Chris Willmott |
| 9. | <p><u>Discuss Aids and Adaptations Leaflet</u></p> <p>Pete Ebsworthy informed the Panel that the leaflet explains to Tenants the routes which they should take for requesting alterations.</p> <p>Christine Scott asked if the version given at the meeting was of the same quality as the actual one. Pete Ebsworthy replied that he believes it is going to be smaller and will be glossy. An original copy of the leaflet will be brought to the next meeting.</p> | Pete Ebsworthy |
| 10. | <p><u>Discussion of Shadowing</u></p> <p><u>Agreement of Dates for Future Shadowing</u></p> <p>Tony Walker asked if he could be removed from the 'Proposed Calendar' as he is too busy to attend. Peter Thompkins said that he would be interested in covering his sessions. It was agreed that Peter Thompkins and Tony Walker will contact Paul Hester to re-arrange the calendar.</p> | Peter Thompkins Tony Walker |
| 11. | <p><u>Any other business</u></p> <p>John Sherritt informed the Panel that so far there have been two meetings regarding the works that are due to take place at The Mount. A letter was handed to Christine Scott and the Panel were informed it was a copy of the letter that was previously handed to Josh Jackson from a resident of The Mount. There was disappointment from the residents regarding how the meetings had been run, and that yet another delay had been announced.</p> <p>Mick Bentley suggested putting 'boundary fences' as an item for next month's agenda. The issue was raised in the Housing Management User Panel but nothing was done.</p> | |

