



Asset Management User Panel
Chubb Churchill Communal Room
Minutes of the meeting held on Wednesday 9 February 2011 at 2pm

Present: Christine Scott (Chair), Mick Bentley (Vice Chair), Katherine Russell, Peter Thompkins, John Willis, Tony Walker, John Sherritt, Janette Merrick, Edward Merrick (Residents), Chris Willmott (Property Investment Manager), Paul Wingard (Responsive Repairs and Building Manager)

Minute Taker: Beccy Shaw (Receptionist)

Item		Action By And Date
1.	<p><u>Apologies for Absence</u></p> <p>Apologies were received from Josh Jackson.</p>	
2.	<p><u>Approval of the Previous Minutes</u></p> <p>There were no amendments to the previous minutes.</p>	
3.	<p><u>Confirmation of Agreed Actions</u></p> <p><u>Page 3 – Responsive Repairs</u></p> <p>Christine Scott referred to paragraph two and informed the Panel that the Westcountry properties are leased by Tarka; so Tarka are responsible for all repairs and rent.</p> <p><u>Page 5 – Tarka Internal Improvements Progress Update</u></p> <p>Christine Scott explained paragraph three and said that Tarka have a reserved budget for unexpected voids. If the budget is not used, then it is carried forward to next year's budget. If a Tenant changes there mind after making a refusal, then they go back on to the waiting list but they do not jump ahead.</p> <p>A discussion took place regarding the internal improvements programme.</p> <p>Paul Wingard said that he has passed the information onto Information Technology (IT) Team and Josh Jackson is aware of the situation. There is no more information to give at this present</p>	

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	<p>time.</p> <p>Tony Walker informed the Panel that the issue is still not resolved regarding the Air Source Heat Pump (ASHP) and Chris Willmott said that he would ask Ben Ashfold to go back out.</p> <p>It was agreed that Beccy Shaw would send out the dates of each shadowing appointment as the previous table is difficult to understand.</p> <p>Chris Willmott informed the Panel that Pearce and Westcountry Maintenance Services (WMS) have agreed to send out letters to Tenants regarding Howden's units and they should be going out soon.</p> <p>Chris Willmott explained that he will be updating the report that is sent out monthly to simplify it. He suggested that a small Group get together to decide which figures are important to keep in the report and which bits can be taken out. Katherine Russell and John Willis put their names forward to do this.</p>	<p>Chris Willmott</p> <p>Beccy Shaw</p>
4.	<p><u>Declarations of Interest</u></p> <p>None.</p>	
5.	<p><u>Tarka External Progress Update</u></p> <p>Chris Willmott informed the Panel that Apollo are no longer part of the framework and the expansion of Tarka Works is currently in process. It has been decided that Tarka Works will take over from Apollo on the external maintenance programme.</p> <p>The Panel were informed that Tracey Rockey was appointed the role of Customer Liaison Officer for Tarka Works.</p> <p>A discussion took place regarding the Grounds Maintenance meetings with Tenants that were due to take place. Peter Thompkins was concerned that there had only been one meeting since the Group was formed. He felt that Tarka had finalised all plans without total Tenant input and that the Working Group had been wasted. Paul Wingard said that he would look into setting up another meeting to update Tenants on what is happening.</p> <p>Chris Willmott informed the Panel that we have been going around and surveying the properties that Apollo did poor work on last year. The work will be priced up and the figure will be sent to Apollo to pay. WMS have been successful in their quotation and will be carrying out all unfinished Apollo external works. All internal works have been completed.</p>	<p>Paul Wingard</p>

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6.	<p><u>Responsive Repairs</u></p> <p>Paul Wingard informed the Panel that there are two separate figures in the report for Responsive Repairs and Tarka Works.</p> <p>The acknowledgement forms have now been changed to ask 'was the work completed right the first time' as opposed to 'was the repair completed on the first visit'.</p> <p>Mick Bentley asked if Tarka go through the figures from the report and learn from it. He keeps seeing 'parts not in' for a reason why the work wasn't completed on the first visit and felt that this issue could have been resolved. Paul Wingard said that when he is the Tarka Works Manager, he will have more time to look through the report more thoroughly and hopefully improve on these results.</p>	
7.	<p><u>Voids</u></p> <p>The void report on page 14 was discussed.</p> <p>Christine Scott asked if the Void Policy had been reviewed and simplified yet. Chris Willmott explained that the Auditors are looking into reviewing it at present.</p> <p>Paul Wingard informed the Panel that Tarka Works are currently working on our void properties and it is going very well. There are a lot of void properties at present, but this is due to Tarka taking on new properties and some of our existing Tenants moving into them.</p>	
8.	<p><u>Bespoke Refurbishment and Conversion Projects</u></p> <p>Chris Willmott informed the Panel that Pearce won these properties and are currently working on them. 32 Marlborough Court will hopefully be re-let soon and 29 Sandford Gardens was re-let before Christmas.</p> <p>The Shop that is being converted into a flat at 29 Sandford Gardens is still not complete due to Tarka not getting the plans done. So the completion date will be delayed but should be done by early March 2011.</p> <p>Chris Willmott said that if anyone would like to go out and see 32 Marlborough Court or the flat at Sandford Gardens then he can arrange this for them. Everyone thought that this was a good idea.</p> <p>A discussion took place on there not being enough 4 or 5 bedroom properties to rent.</p>	Chris Willmott

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9.	<p><u>Aids and Adaptations</u></p> <p>The aids and adaptations report was explained on pages 14 and 15.</p> <p>Chris Willmott said that Priority B works are out of target and we need to concentrate more on them.</p> <p>Janette Merrick reported that the steps at The Mount were painted white with gloss, but people have been falling as they are now slippery. She suggested a ramp being put in to solve this problem. Chris Willmott explained that the aids and adaptations budget is there primarily for tenants in their properties, not for Communal Areas.</p> <p>There is an external works environmental budget that has been put aside that could be used for ramps. A meeting was held for everyone at The Mount to discuss what works could be done, but no one turned up. Two letters were sent out to promote it.</p> <p>Christine Scott informed the Panel that she went out with Peter Ebsworthy to Holsworthy and there was nothing but praise for the works that were taking place.</p>	
10.	<p><u>Community Projects</u></p> <p>Christine Scott asked that if anyone has any ideas for the money to be spent on, could they please write it down and hand it to either Chris Willmott or Becca Shaw at the end of the meeting.</p>	
11.	<p><u>Any Other Business</u></p> <p>Peter Thompkins asked if John Hadwen is doing the budget for Grounds Maintenance. Paul Wingard explained that Tarka Works cannot manage their own budget as a Contractor cannot be a budget holder. Chris Willmott's team will be working on the Tarka Works budget and John Hadwen will be working on the Grounds Maintenance and Caretaking budgets.</p> <p>Christine Scott informed the Panel that she has been Chair for over a year now and she needs to stand down. Mick Bentley suggested that until someone steps forward to receive the training to take over. Christine Scott should stay as temporary Chair. Everyone agreed to this.</p> <p>Tony Walker informed the Panel that he is resigning from the Asset Management User Panel (AMUP). Christine Scott and Chris Willmott thanked him for his contributions to the meetings.</p>	

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12.	<p><u>Feedback on how the Meeting Went</u></p> <ul style="list-style-type: none"> ➤ Informative ➤ Constructive ➤ Friendly 	
13.	<p><u>Date, Time and Place of Future Meetings</u></p> <p>Wednesday 9 March 2011 at 2pm in the Chubb Churchill Communal Room.</p>	