



ASSET MANAGEMENT USER PANEL

Chubb Churchill Communal Room

**Minutes of the Meeting held at 10 am
Wednesday 20 October 2010**

Chair: Mick Bentley

Present: Chris Willmott, Paul Wingard, Tony Walker, Peter Thompkins, John Sanders,
John Sherritt, Alister Gillies, Josh Jackson

Minutes: Dean Siford

Item		Action By And Date
1.	<p><u>Welcome, Introductions and Apologies for Absence</u></p> <p>The Chair welcomed members of the Panel and the Tarka Staff to the meeting.</p> <p>There were no new introductions made.</p> <p>Apologies were received from Katherine Russell, Christine Scott, Mary Rowe, John Willis, Flo Martin and Beccy Shaw.</p>	
2.	<p><u>Approval of the Previous Minutes & Matters Arising</u></p> <p><u>Page 2 – Tarka External Progress Update</u></p> <p>Paragraph 5 – Head Office changed to read Senior Management Team</p> <p><u>Page 7 – Grenville Estate</u></p> <p>Paul Hester is in the process of completing the feasibility study which is due by the end of October. This will then be presented to the Managing Director for approval.</p>	Paul Hester
3.	<p><u>Declarations of Interest</u></p> <p>None.</p>	

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4.	<p><u>Tarka External Progress Update</u></p> <p><u>Performance Statistics</u></p> <p>Chris Willmott informed the panel that Apollo were still working on their programme of internal improvements which, as at the end of August, showed 112 properties completed. There are an additional 50-60 properties where the actual work is complete which have not yet been signed off by Ben Ashfold. They are due to complete their programme during the first week of November.</p> <p>Chris Willmott then added that the invoices for the Apollo work would not be paid until Tarka were satisfied that all work had been completed to the required standard.</p> <p>Chris Willmott then informed the panel that the customer satisfaction was very good this year although the return rate had dropped slightly. There had only been 27% of the customer satisfaction questionnaires returned.</p> <p>Chris Willmott then informed the panel that work on the External Maintenance Programme at The Mount was progressing on schedule. There had been a few issues during this work which were due to poor communication from Tarka, these have since been addressed. As far as quality and progress were concerned, there had been no issues to report. Feedback from the leaseholders showed that there were no major issues.</p>	
5.	<p><u>Bespoke Refurbishment and Conversion Projects</u></p> <p><u>32 Marlborough Court</u></p> <p>Plans for the refurbishment were distributed to the panel members. Chris Willmott explained the plans to the panel. John Sanders noted that there were no dimensions shown on any of the drawings, this made it difficult to assess the viability of the proposal. Chris Willmott agreed that the dimensions should be added to the drawings.</p> <p>Josh Jackson explained that the layout for the refurbishment and the size of the rooms were constrained by the existing space available.</p> <p>Tony Walker asked if it were possible to use Air Source Heat Pumps as the heating source for the refurbishment rather than Night Storage Heaters. Chris Willmott explained that, due to the location of the property and the noise from the Air Source Heat Pump, Night Storage Heaters were the only available option.</p>	Paul Hester

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	<p>Mick Bentley then asked if it would be possible to produce a plan for a one bedroom refurbishment. Chris Willmott replied that this would be investigated.</p> <p>John Sanders asked if there was any information on the attached 3 bedroom property with regard to it being put on the market. Again Chris Willmott will investigate this.</p>	<p>Chris Willmott</p> <p>Chris Willmott</p>
6.	<p><u>Voids</u></p> <p>Chris Willmott explained the void statistics contained in the report to the Panel. John Sanders asked how the re-let time period was calculated. Josh Jackson replied that it was measured from the date that the keys were handed in by the outgoing tenant until the date the keys were collected by the incoming tenant.</p> <p>Mick Bentley asked if the 17 day re-let target time was sufficient to carry out all work involved. He also suggested that on occasion some work had been held over until after occupation. Chris Willmott asked Mick Bentley if he could supply further information outside of the meeting so that he could carry out some investigation of this claim.</p> <p>Paul Wingard asked for the void satisfaction statistics to be included in the report.</p> <p>John Sanders questioned the accuracy of the void satisfaction statistics; due to an individuals circumstances they may not wish to complain. Josh Jackson replied that individuals have, in the past, given very useful constructive feedback that has influenced changes in the procedures.</p>	
7.	<p><u>Responsive Repairs</u></p> <p>Paul Wingard talked through the responsive repairs statistics for the Panel. This included statistics from Tarka Works.</p> <p>Mick Bentley asked if the residents who had not returned a survey were contacted. Paul Wingard explained that it was not practical to do this however; any returns that indicated that the tenant was not satisfied were followed up with a phone call to gather further information for investigation.</p> <p>Paul Wingard then asked the Panel if they were happy with the current statistics and if the information provided was suitable. John Sanders replied that all of the information currently reported was required for the Panel to carry out its scrutiny role.</p>	

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	<p>Josh Jackson then informed the panel that the information would also be used to carry out a trend analysis over the longer term to identify problem areas.</p> <p>Tony Walker then informed the panel that a tenant had asked him to pass on their compliments for the quick turnaround of a recent void property.</p>	
8.	<p><u>Aids and Adaptations Leaflet</u></p> <p>Josh Jackson distributed the new Aids and Adaptations leaflet and confirmed that it had now been finalised and produced in the format shown. John Sanders remarked that the font size appeared slightly small. Josh Jackson confirmed that the leaflet complied with the standard Equality and Diversity font sizes.</p> <p>John Sanders then asked if there was an agreement with the Occupational Therapists over the time required to carry out their assessments. Josh Jackson explained that this was currently under review. Mick Bentley explained that as far as he understood, an agreement had been signed. Josh Jackson clarified that at present there was an agreement that had been made in principle, however this had not yet been signed.</p>	
9.	<p><u>Shadowing</u></p> <p>A revised shadowing schedule was distributed to the Panel members. Peter Thompkins mentioned that it had been suggested more people be involved in the shadowing process and also shadow different areas. Mick Bentley explained that this was not really feasible and that the schedule had been drawn up to provide continuity.</p> <p>Peter Thompkins volunteered to cover the second person on the bi-monthly Adaptations shadowing. Josh Jackson explained that Christine Scott had volunteered to fill the second person slot on the Voids shadowing.</p> <p>John Sanders asked if the shadowing would take place in the mornings or afternoons. Chris Willmott explained that the times can be arranged to suit those people involved. As a guide though, the Adaptations shadowing would be best carried out in the afternoons with the other areas being done in the morning. This programme will be started from the first week of November.</p>	
10.	<p><u>Tarka Standard</u></p> <p>Chris Willmott presented the details of changes made to the Tarka Standard during this year. He also explained that he</p>	

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	<p>needed to clarify the actual kitchen colour shown as 'g/brown'. John Sanders asked what savings were being seen due to the change in heating controls and radiators being fitted. Chris Willmott informed the Panel that overall around a 5% reduction in costs were seen.</p> <p>Josh Jackson then explained to the Panel that there is a requirement for a Local Offer to be produced by Tarka. This will require the Tarka Standard to be changed to include more detail such as component lifecycles, review criteria and an introduction.</p> <p>John Sanders asked that the lifecycles also include the national Standards so that the differences between them and the Tarka Standard are highlighted.</p>	Chris Willmott
II.	<p><u>Any Other Business</u></p> <p>Peter Thompkins asked what action was being taken regarding the problems with outstanding external work at Chubb/Churchill. Josh answered that the rectification of these problems was in hand. The current work is aimed at completion of this year's external programme. When this is complete then the rectification works would be scheduled. Peter replied that this situation had occurred due to a lack of control from Tarka. Josh answered that this was indeed the case and that this issue had been addressed in the current years work.</p> <p>Mick Bentley asked if there was a policy on snagging. Josh Jackson replied that this was actually covered under the Key Performance Indicators and reported on a Monthly basis.</p> <p>Chris Willmott then informed the Panel that the Surveyors were not present at the meeting, and would not be for the foreseeable future, due to the work commitments currently being experienced. In their absence Chris Willmott will receive a briefing on their respective areas prior to the Asset Management User Panel meeting and will be able to respond to points regarding this.</p> <p>Alister Gillies informed the Panel that he had received dates for Performance Management Training. The trainer would like to meet with the Asset Management User Panel on either the 27th, 28th October or the 3rd November to gauge the requirements for the training.</p> <p>Mick Bentley asked for dates toward the end of November as the proposed date's left little time to plan. Alister Gillies will organise alternative dates and inform the Panel accordingly.</p>	Alister Gillies

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	Alister Gillies also informed the Panel that there were planned Equality and Diversity Training sessions booked for the 17 th February 2011 to be held at the Tarka Offices. Alister will write to Panel members nearer the time to confirm attendance.	
13.	<p><u>Feedback on How the Meeting Went</u></p> <p>Mick Bentley stated that he would like to congratulate Tarka staff for their clarity and honesty within this meeting.</p>	
14.	<p><u>Date, Time and Place of Future Meetings</u></p> <p>The next meeting will be held at Marlborough Court on Wednesday 10 November 2010, commencing at 2pm.</p>	