



Asset Management User Panel
Marlborough Court Communal Room
Minutes of the meeting held on Wednesday 10 November 2010 at 2pm

Present: Christine Scott (Chair), Mick Bentley (Vice Chair), John Sanders, Katherine Russell, Peter Thompkins, John Willis, Tony Walker (Residents), Josh Jackson (Head of Asset Management), Chris Willmott (Property Investment Manager)

Minute Taker: Beccy Shaw (Apprentice Administrator)

Item		Action By And Date
1.	<p><u>Apologies for Absence</u></p> <p>Apologies were received from Mary Rowe, John Sherritt, John Stuart and Paul Wingard.</p>	
2.	<p><u>Approval of the Previous Minutes and Matters Arising</u></p> <p><u>Page 1 – Grenville Estate</u></p> <p>Chris Willmott explained that Paul Hester has completed the feasibility study and this will be discussed on the agenda.</p> <p><u>Page 2 – Bespoke Refurbishment and Conversion Projects</u></p> <p>John Sanders said that the measurements have not been done for Sandford Gardens. Chris Willmott apologised.</p> <p><u>Page 3 – Bespoke Refurbishment and Conversion Projects</u></p> <p>Josh Jackson informed the Panel that he thought the Night Storage Heater was placed to one side to make room for a fridge freezer to fit in. He will look into this and report back to the Panel.</p> <p><u>Page 3 – 29 Sandford Gardens</u></p> <p>Chris Willmott explained that the door widths have now been added to the Marlborough Court drawings and they are suitable for wheelchair use.</p>	<p>Josh Jackson</p>

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	<p><u>Page 4 – 29 Sandford Gardens</u></p> <p>Chris Willmott informed the Panel that the plans for the one bedroom property at Sandford Gardens are now done.</p> <p>The action regarding the three bedroom property has been made an agenda item.</p> <p><u>Page 4 – Voids</u></p> <p>It was noted that in the second line of the first paragraph, ‘relt’ should be changed to ‘re-let’.</p> <p><u>Page 5 – Tarka Standard</u></p> <p>Chris Willmott informed the Panel that he has not yet looked into what colour ‘g/brown’ is.</p> <p><u>Page 6 – Any Other Business</u></p> <p>Christine Scott informed the Panel that she was told that the Performance Management Training was taking place on Monday 22 November 2010 at Chubb Churchill. Some people thought that the meeting was due to take place on Tuesday 23 November 2010. Christine Scott will speak with Alister Gillies and confirm this.</p> <p><u>Page 7 – Feedback on How the Meeting Went</u></p> <p>Josh Jackson asked if the word ‘transparency’ could be changed to ‘clarity and honesty’. Mick Bentley had no objections to this.</p>	<p>Chris Willmott</p> <p>Christine Scott</p>
3.	<p><u>Declarations of Interest</u></p> <p>None.</p>	
4.	<p><u>Tarka Internal Improvements Progress Update</u></p> <p>Chris Willmott reported that our three framework Contractors initial programmes are due to finish by the end of November 2010 and at present we are on course for that.</p> <p>Josh Jackson said that we have roughly 12 properties left to complete. Chris Willmott explained that we are putting pressure on our Contractors to get all of the paper work done so that we are ready for the end of December 2010.</p> <p>Mick Bentley asked what happens if they fail to hand paper work in on time. Josh Jackson replied that we have given ourselves enough time so we will make sure that it gets done. Katherine</p>	

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	<p>Russell asked what happens regarding snagging. Chris Willmott said that they need to be at practical completion. We class that as complete but they can then go back and correct things.</p> <p>Chris Willmott went through the report and explained the first table. The first column says March 2011 as that is going by the financial year, but we are aiming for November 2010. The table shows that we still have money left.</p> <p>The table on page two shows Tarka's Promised Figures from our Promise Documents. Heating is our main concern at the present moment as there are issues with a large combination of refusals. Chris Willmott explained that Torridge District Council (TDC) had updated a number of heaters before we had our stock data. For this reason we will not meet our promised number. Josh Jackson informed the Panel that there is no need to put that many heaters in and TDC have agreed to recheck the promise.</p> <p>Mick Bentley asked what happens when a tenant refuses works. Josh Jackson explained that the tenant has to write what they do not want and why and then has to sign the sheet. We do not accept a refusal until we have it in writing, in most circumstances.</p> <p>Chris Willmott said that Customer Satisfaction is at 95.01%. The issues with Apollo at 10 Newton Road with regards to their reliability and standard of work have been resolved. Beccy Shaw contacted the resident who explained that she was unhappy with the plastering they did to her fireplace. Ben Ashfold had checked the work and felt that it was satisfactory so there was no need to go back.</p> <p>Peter Thompkins asked what was classed as satisfactory. Chris Willmott explained that there may have been a blemish but felt that it did not need to be redone again. John Willis asked that if a tenant does not think that the work is to standard and the Surveyor does, do Tarka send out someone else to decide. Chris Willmott said that we would do if anyone asked but that would be reported as a complaint.</p> <p>John Sanders informed the Panel that from the Core Group meetings he has attended he feels that tenants are not given enough information on when works will be done. Josh Jackson explained that we are revisiting our process to see if more information can be given out sooner. Chris Willmott said that we are not sure of the volume of work we will be starting in the next financial year but we aim to let residents know all information around February time.</p> <p>Josh Jackson informed the Panel that it is the Contractors responsibility to put the programme together so we cannot hand</p>	
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	<p>out any information until that is done. We will be trying to get it out sooner though. John Sanders explained that people nearer the end of the financial year need to know from December – March. They get told that their works will be carried out the following year, but they need to know dates. Josh Jackson said that we are working on Geographic's. The new IBS system will allow us to raise a whole year's works order at the start of the year and this should make it easier to give residents a more accurate date.</p> <p>John Sanders informed the Panel that the Contractors are not sending out letters to residents to say what months their works are to be done. Chris Willmott said that they should be.</p> <p>Tony Walker explained that he had a visit from a Surveyor who said he would look at the bathroom and WMS will be carrying out the works in Autumn. Josh Jackson said that it would have been to make the bathroom decent and works to the kitchen and heating system will be carried out later. Chris Willmott will double check this.</p> <p>Josh Jackson informed the Panel that we will hopefully be starting a component led cycle which will involve finishing a property completely and then moving on.</p>	Chris Willmott
5.	<p><u>Responsive Repairs</u></p> <p>Chris Willmott suggested that seeing as Paul Wingard was not at the meeting, the Panel should have a look through the report and if there are any queries with the statistics they can be raised at the next meeting.</p> <p>John Sanders felt that the statistics were still low for response. Josh Jackson explained that the amount of repairs that come through on a monthly basis is higher than the amount of improvements so it is hard to get the feedback.</p> <p>Christine Scott said that herself and Sue Jones used to have a list of recently done repairs and they used to ring around the tenants to see how they felt the works went. This was a successful exercise but unfortunately it was stopped when Alister Gillies started for Data Protection reasons. Josh Jackson said that we ring around all unsatisfied responses as we feel that we can benefit from doing it, but we do not have the time to ring around everyone.</p> <p>Katherine Russell felt that the system is very good. Josh Jackson agreed and said that it is useful for him to see how the repairs team are doing. He is concerned with the statement 'outside work, no appointment necessary' as he feels that it is necessary to make an appointment regardless of whether the works are</p>	

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	Chris Willmott explained that we would not move from our preferred suppliers as we are paying less than the average price for grab rails anyway. We wanted to negotiate our rate with Advantage South West (ASW) and this should be happening in early December 2010.	
7.	<p><u>Renewable Energy Update</u></p> <p>Chris Willmott informed the Panel on our air source heat pump (ASHP) programme that is ongoing for 18 months. The figure says we have had 21 ASHP's fitted but we may have had refusals. There are not many statistics for them at present but we will wait until Spring to see how our tenants feel they worked through the Winter period.</p> <p>Mick Bentley asked if Tarka are still asking tenants to monitor their bills. Chris Willmott replied that if a tenant has been fitted with a monitor then if they could that would be good. Chris Willmott will be keeping an eye on this. Tenants should be measuring their energy too.</p> <p>Katherine Russell asked how we work out what system is best for which property. Chris Willmott explained that to have an ASHP fitted; the property must have good insulation. We get someone out to check this and then it is up to the tenant whether they would like it. A lot of people prefer to keep their old rayburns etc. Josh Jackson said that ASHP's are good, we have had some tenants which bills have halved since they got one. Some tenants think that the ASHP is not working and that they need to turn it up, but ASW have now made a 10 minute DVD to show residents how they work. It will be useful for us to take the DVD around to residents and sit down with them to make sure they watch it and understand it.</p> <p>Chris Willmott informed the Panel that he will be producing a sheet to show how much we can save with Renewable Heat Incentives and he will feedback at the next meeting.</p> <p>Energy audits were carried out at Dartington Fields, Copps Close and Ethelwynne Brown Close to see how we can cut the costs. These figures will be reported to Nigel Barnard and reported back to the Panel.</p>	<p>Chris Willmott</p> <p>Chris Willmott</p> <p>Chris Willmott</p>
8.	<p><u>Aids and Adaptations</u></p> <p>Katherine Russell asked about the agreement with the Occupational Therapists (OT). Josh Jackson replied that the OT's have their own key performance indicators (KPI) that say after a referral they will go out within four weeks. Tarka asked if they could change it to six weeks but they still cannot reach the target.</p>	

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	<p>We need to see if we can afford in-house OT's. Mick Bentley said that this would need to be sought and looked into as it could be a private service. Josh Jackson explained that the OT's are good but they are being pulled back by their lack of resources.</p> <p>John Sanders informed the Panel that if you receive private treatment your NHS cover can stop. Josh Jackson said that OT's do not treat, they recommend through a statement of need. Members of the ASW have their own OT's and it is not a conflict.</p> <p>Christine Scott explained that a tenant phoned and said she had been referred by an OT for some changes and had been promised a phone call but never got one. Chris Willmott will raise this point with Pete Ebsworthy to resolve.</p> <p>Chris Willmott informed the Panel that our average times on completion from receiving works are good. Priority B needs to be looked at though. It was explained that priority A is urgent and so get looked into quickly, and priority C are minor adaptations so usually get done quickly as they are simple. Christine Scott asked what goes under priority B. Josh Jackson explained that it can be anything, it depends on the needs. John Sanders asked if the days are actual days, or work days. Chris Willmott replied that they are actual days and include weekends.</p>	Chris Willmott
9.	<p><u>Grenville Estate</u></p> <p>Chris Willmott informed the Panel that he is currently working on the feasibility study on Grenville Estate Crescent. They are looking at the structure of the property, the insulation, kitchens, bathrooms etc. Josh Jackson said that this information has been passed to the Property and Development Group who are busy doing work on it. John Sanders asked when we will get it back. Josh Jackson said they will have had it for a week by now and he will chase it up.</p> <p>Mick Bentley asked if the issues are to do with damp mainly. Josh Jackson said that it is not just damp, but thermal comfort and anti social behaviour (ASB) too. It would be beneficial to redevelop it.</p> <p>John Sanders asked about the works to Sandford Gardens and Marlborough Court. Chris Willmott informed the Panel that there was a contract meeting between Paul Wingard and Pearce, who are our successful contractors. They will be working on both schemes to have them done by January 2011.</p> <p>John Sanders said that he has not seen any work taking place there yet. Chris Willmott said that they may be waiting for issues to be resolved regarding power. John Sanders said that they need to push with works and a lot of tools are battery powered these</p>	Josh Jackson

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	<p>days.</p> <p>The plans to Sandford Gardens and Marlborough Court were discussed.</p> <p>John Sanders asked if there would be a communal cupboard arrangement for electrical meters at Sandford Gardens. Chris Willmott explained that they would all have their own meters. It was queried why there was a waste pipe running through the bedroom. Josh Jackson explained that he thinks it would have been an accident and we forgot to drag it across to the bathroom. John Sanders felt that it was a good use for the space but there may be some parking issues. Chris Willmott said that we will take the points raised on board.</p> <p>Changes will possibly be made to Marlborough Court and the second door that leads into the kitchen from the living room. Concerns were raised as to whether it is a requirement to have two doors or you can have one door but it must be a fire door. Josh Jackson to look into this.</p>	Josh Jackson
10.	<p><u>Discussion of Shadowing</u></p> <p>John Sanders informed the Panel that he is going out tomorrow with Ben Ashfold on his shadowing. John Willis asked if both people go out together and do they get told about it. Chris Willmott replied that the Surveyor should contact you and yes both people go out together. He will make sure Surveyors are made aware who they are going out with.</p> <p>Peter Thompkins said that he went out last Thursday and saw one void. Josh Jackson explained that Paul Hester has been very busy with externals lately and has a lot of paper work. John Sanders asked if externals will be finished soon. Josh Jackson explained that the externals contract is due to finish on the 19 November 2010 but there will still be workers on site.</p> <p>Chris Willmott reported that there are roughly 150 properties from last years programme including those at Chubb Churchill. Apollo have gone over and done surveys. Paul Hester will be going over to re-survey next week and we will get them back on site.</p>	Chris Willmott
11.	<p><u>Any Other Business</u></p> <p>Peter Thompkins informed the Panel about a firm called Rock that went bankrupt. Josh Jackson explained that we were not involved with them as we turned them down because their figures did not add up. Mick Bentley asked if Westcountry came into it and does this affect us as a group. Josh Jackson explained that it affects</p>	

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	<p>them because they had a contract with them.</p> <p>Mick Bentley asked for clarification on the lighting systems we use for our bathrooms. Chris Willmott explained that we use globe lights.</p> <p>John Willis asked about Barton Tors external works. They were supposed to be finished on 29 October 2010 and he wondered if they were. Chris Willmott replied that they were finished. John Willis said that they are not as there are a lot of upset tenants.</p> <p>The question was raised as to what was happening with the delamination of Howdens units. Josh Jackson said that he will discuss any issues after the meeting.</p> <p>Josh Jackson informed the Panel that he is making additions to the Tarka Standard and he wants help from this Panel with making decisions. We will be starting to discuss the geographical programme but this will involve some people having works done earlier than needed and others having work done later than needed.</p> <p>Josh stated that we would need flexibility of two years either way from the 15 year cycle, so some properties may go 17 years at most, but some may be done in 13 years. There would only be two years in it and it makes a lot more sense. We would never exceed the Decent Homes Standard cycle of 20 years, just the Local Standard of 15 years in some cases. Mick Bentley felt that it makes economical sense.</p> <p>Josh Jackson explained that it solves lots of issues of tenants asking why their neighbours are having works done and they are not. We need to start looking at it as it could affect years 6 – 10.</p> <p>John Willis asked if we keep records of kitchens and bathrooms that would not pass the Tarka Standard. Josh Jackson explained that every property that comes over to us will not be done to the Tarka Standard, but they are done to a Standard. No one would say that they are unacceptable. If there is a quality issue then we will look into it.</p> <p>Proposal was voted on for Tarka's ability to vary programmed works either 2 years ahead or 2 years behind the Tarka Standard element/component replacement date, for efficient work programming purposes. There was a unanimous yes vote for this to be undertaken were necessary.</p>	
12.	<p><u>Feedback on How the Meeting Went</u></p> <p>➤ Constructive</p>	

Item		Action By And Date
	<ul style="list-style-type: none"> ➤ Very good ➤ Happy with the way it is going 	
13.	<p><u>Date, Time and Place of Future Meetings</u></p> <p>Wednesday 8 December 2010 at 2.30pm in the Chubb Churchill Communal Room.</p>	