



Asset Management User Panel
Ethelwynne Brown Close Phase Two Communal Room
Minutes of the meeting held on Wednesday 12 January 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 John Stuart and Josh Jackson.</p>	
2.	<p><u>Approval of the Previous Minutes</u></p> <p><u>Page 3 – Confirmation of Agreed Actions</u></p> <p>Tony Walker asked if the third paragraph up could be changed to read 'Tony Walker explained that it was the rectangular model that was displayed at the showcases'.</p> <p>Katherine Russell informed the Panel that she has now passed on all information to Ben Ashfold regarding the improvements at Barton Tors.</p>	
3.	<p><u>Confirmation of Agreed Actions</u></p> <p>Mick Bentley felt that Customer Profiling is still not being done. Paul Wingard explained that servicing gets done on a yearly basis. Tarka send people out to carry out gas checks on certain properties, but we do not give any information besides the address. This issue has been raised with the IT department so that everybody can have access to our Tenants Equality and Diversity (E&D) information. This includes people's disabilities, dangerous animals etc. When the Repairs desk produce a job ticket, all the E&D information is included automatically, it is just servicing that does not carry across the information at present.</p> <p>Mick Bentley informed the Panel that the same issue was raised at</p>	

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	<p>the Asset Management User Panel (AMUP) at year ago. He felt that we are possibly not pressurising IT enough to get it done. Paul Wingard said that IT are waiting for IBS to get updated but he will ask them again. Peter Thompkins asked if we have a list showing when service dates are due on boilers. Paul Wingard replied that we do and we run it on a ten month cycle.</p>	Paul Wingard
4.	<p><u>Declarations of Interest</u></p> <p>None.</p>	
5.	<p><u>Responsive Repairs</u></p> <p>Responsive Repairs was moved up the agenda as Paul Wingard had to leave the meeting early.</p> <p>Paul Wingard informed the Panel that the statistics now measure Tarka Works separately to specialist Contractors. Responsive Repairs currently have seven jobs out of target which gives a figure of 98.6% which is good. Tarka Works are meeting their targets and are at 98.9% which is better. The Satisfaction Surveys are all ok. Mick Bentley said that he was glad to see that Tarka Works have gone above their target. Paul Wingard explained that completion of jobs should be kept within agreed timescales. Any that are not, are looked into.</p> <p>Christine Scott informed the Panel that her neighbour had a letter to say that Carillion would be around to service her boiler, but no one came out. Tarka got in touch with Carillion who claimed that they had been out but no one had answered the door. They had a photo of her front door to prove that they had called around. Paul Wingard said that a photo does not show them knocking on the door. He spoke to Carillion who had no answer for this and just apologised for what had happened. Paul Wingard will take this forward for the next meeting and update the Panel on what Carillion are doing.</p> <p>Mick Bentley asked that when Gas Servicing comes in-house can Tarka check the letter as it says to turn central heating off before the visit. This is not always necessary and could be dangerous for some elderly people. Paul Wingard explained that we will aim to phone people rather than send out a letter. When it comes in-house it is a chance to make it better for the Tenants.</p> <p>Mick Bentley asked if there were any reports of frozen condensing pipes shutting boilers off. Paul Wingard said yes there were and had been dealt with and lagged. Chris Willmott explained that we changed the Tarka Standard to sort the problem this year.</p>	Paul Wingard

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	<p>Paul Wingard informed the Panel that Tarka Works currently have a contract with Torridge District Council (TDC) to works to areas such as swimming pools. The target for the works is 14 days but they are currently averaging at six days which is great.</p> <p>The budget is on target and Tarka Works are still doing works for Westcountry houses in Bude. We receive roughly £32 000 for all the works we do for them as part of the expansion. Christine Scott asked if this included houses Tarka manage for Westcountry. Paul Wingard replied that Tarka manage Westward Reach etc but we work on them as if they are Tarka's properties. If Tarka Works carry out jobs on Westcountry properties with Westcountry Tenants in then they get paid for it. Peter Thompkins asked how they can be Tarka Tenants if they are Westcountry houses. Chris Willmott explained that Tarka sign the Tenants up so they are our Tenants and we manage the property for Westcountry. Christine Scott suggested that this issue be raised at the Housing Management User Panel (HMUP).</p> <p>Mick Bentley asked that if we bring the figures in as if they are Tarka's, then how do we get exact figures. Paul Wingard said that the works we do for Westcountry as a Contractor are not included in these figures. Mick Bentley felt that the figures were good.</p> <p>Paul Wingard informed the Panel that Tarka did a review on Tarka Works last year and have decided they will take on Gas and Heat engineers and will be going into Grounds Maintenance too. This is all due to start in April 2011. The aim is also to have an External Maintenance team who should be starting around the same time too. We would like to see everything come in-house in the next five years as we do not have to charge VAT to Tarka Works. Tarka want to provide a first class job as there have been problems in the past with Contractors.</p> <p>Paul Wingard explained to the Panel that his job role will be changing to directly looking after Tarka Works. The Repairs Officers will not be changing; they will just be working for Chris Willmott instead. Everyone will try to stay working together as we want to keep it positive.</p> <p>Paul Wingard thanked Peter Thompkins for his help in selecting Candidates suitable for the roles and left the meeting.</p>	
6.	<p><u>Tarka Internal Improvements Progress Update</u></p> <p>Chris Willmott informed the Panel that for the first year of Tarka's framework we had three Contractors. Now Apollo are finishing their contract with us and will no longer receive work from us from April 2011. WMS and Pearce will continue to work</p>	

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	<p>for us through the second year of the framework. Ideally, it would be nice to see both Pearce and WMS taking on 50% each of Apollo's area (Area 2), but it would be too costly as Apollo were the cheapest Contractors. We hope that Pearce and WMS will reduce their prices for this work. Hopefully they will, but if not we will have to go outside of the framework. Mick Bentley asked if it will put Tarka behind schedule if Pearce and WMS do not agree. Chris Willmott said that the cost models should be in place by February 2011 and this gives us enough time to work it out. It should not come to this though, which is good news as they are both loyal Contractors and they deserve it.</p> <p>John Sherritt said that he was surprised and shocked that Apollo were leaving as when the weather was bad, they were still out working . Chris Willmott said that most of the problems came from Apollo's Sub-Contractors with both external and internal works. Tarka did not take all of the blame as we worked hard with them. Although our management was not perfect, we did everything by the books when problems started to arise.</p> <p>Peter Thompkins said that he blames Tarka for what happened as Apollo were only doing what they were told to do. Tarka set standards and did not check them. Chris Willmott said that he agrees with that in some respects for last year, but not this year. Tarka have checked all of Apollo's unfinished work and will be billing them for it. Mick Bentley stated that he has not seen anyone about checking works.</p> <p>Mick Bentley asked if there will be a further delay now as we need to get other sources in. Chris Willmott replied that Tarka were prepared as the intensions were to re-paint in March 2011. We are around now sorting out what works will be carried out.</p> <p>Peter Thompkins said that he went out with Paul Hester but nothing else has been done since. Chris Willmott said that this issue has been raised before and it was stated then that works will be undertaken in March 2011 when the weather is better.</p> <p>Chris Willmott reported that the performance table up to the end of November 2010 will have some figures that are not included; this is because we are still waiting for some invoices back and so the budget may be slightly out. The bottom table on page two shows what Tarka promised to do when we came over from TDC. We are up on targets for kitchens and bathrooms but slightly down on heating due to a number of refusals as Tenants do not want to lose their rayburns. The DVD should help people to like the idea of the Air Source Heat Pump (ASHP).</p> <p>Christine Scott asked if Tenants could keep their rayburn and Chris Willmott was not sure due to insulation issues. Rayburns in</p>	
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	<p>kitchens interfere with improvement works and reduce the number of units you can fit into the kitchen.</p> <p>Edward Merrick asked if there is a plan that shows Tenant's when their improvements are due to take place. Chris Willmott said that we have the information in the office and we can tell anyone if they phone in.</p> <p>Chris Willmott reported that the table on page three has 99 non decent properties which are all due to refusals. Mick Bentley felt that 99 refusals was a lot. This is a concern as Nigel Barnard said that the savings go into next year's budget. So if 99 people decided that they would have the improvements one year, could we afford it. Chris Willmott replied that we probably would not have enough money for 99 properties but there will be more refusals. Mick Bentley said that if they became void then we would have to renew them. Chris Willmott explained that Tarka always put a sum of money back for improvements and voids that are unexpected. This situation is unlikely to happen but we will have to think about it.</p> <p>Peter Thompkins asked if Tenants decide they would like the improvements, then will they be fitted in quickly. Chris Willmott said that there are no guarantees, especially with the new geographical plans, but as they would be non-decent we would not be able to leave them too long. We would have to wait for a budget to fit them in though.</p> <p>Chris Willmott informed the Panel that despite poor performance from Apollo, they still had good Customer Satisfaction Survey results. Christine Scott asked what the figures were to get the percentages. Chris Willmott said that he did ask Dean Siford, but he must have forgotten. He will make sure they are in the report for the next meeting.</p>	Chris Willmott
7.	<p><u>Voids</u></p> <p>Chris Willmott informed the Panel that Asset Management have done 70 voids up to November 2010. He explained that void properties are always a challenge to keep low, especially now with the Devon Home Choice system. We count the maintenance days from when we receive the keys to when we hand them back. The results are quite good at around 13.56 days.</p> <p>Mick Bentley said that the overall figures will affect this and asked if Tarka keep the two figures separately. Chris Willmott explained that the void period is out of Asset Management's control. We try to get Paul Hester into the properties as soon as possible. The overall total for this last quarter has crept up but generally the figures have stayed the same throughout the year.</p>	

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8.	<p><u>Bespoke Refurbishment and Conversion Projects</u></p> <p>Chris Willmott explained that two properties became empty a year ago and one of them was a Warden's property. We discussed turning 29 Sandford Gardens into flats but decided to keep it how it was. Pearce took work on for this property and 32 Marlborough Court. 29 Sandford Gardens completion date may slip due to some issues that have arisen, but 32 Marlborough Court should be complete by February 2011.</p> <p>Mick Bentley queried whether 29 Sandford Gardens would be staying exactly the same. Chris Willmott said that he thinks so. Both the house and the flat will stay as General Needs properties. Mick Bentley asked to be kept updated and Chris Willmott said that he will find out.</p>	Chris Willmott
9.	<p><u>Aids and Adaptations</u></p> <p>Chris Willmott explained to the Panel that the Disabled Funds Grant (DFG) allows Residents to make claims to get works done. From £250 000 that we put aside each year, Pete Ebsworthy still has £60 000 to spend. An ASHP was fitted and we are currently monitoring it to see how it works.</p> <p>Christine Scott asked how an ASHP could be a disabled adaptation. Chris Willmott explained that it was a Resident that had a problem which meant he needed the property to be kept at a certain temperature. There was a medical reason for doing it and it was not in the programme for the year, so it was put in as a disabled adaptation. Peter Thompkins asked if the £60 000 would go across to next year's budget. Chris Willmott said that we still have until April 2011 and will most likely spend it by then.</p> <p>Mick Bentley asked how we assess the need for a ramp. Chris Willmott explained that an Occupational Therapist (OT) will go out and assess the Residents needs.</p> <p>Tony Walker said that another ASHP was fitted last year and lots of work needed to be done to it as lots of problems arose. The Tenant wanted a switch put on it so that he could turn it on and off and threatened to go to the Journal with his problems. Chris Willmott said that he would check to see if this work had been completed.</p> <p>Chris Willmott reported that targets have been reached for all priority levels, but more work could be done with priority B as it is on the line. Customer Satisfaction was at 95.4% but has since gone up to 98.1% for the month of November 2010.</p>	Chris Willmott

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	<p>Chris Willmott informed the Panel that the policy has now changed and Peter Ebsworthy is putting together a workshop to explain it to Tarka Staff. He feels that it would be a good idea to share this information with the AMUP members and will include them when he knows more.</p>	
10.	<p><u>Discussion of Shadowing and Core Group</u></p> <p>Christine Scott informed the Panel that as John Sanders is no longer with Tarka Housing there is a vacancy on the internal visits alongside Ben Ashfold and John Willis. Katherine Russell asked what it would involve. Christine Scott explained that the person would go out and look at different internal works.</p> <p>John Willis informed the Panel that the next outing is Thursday 17 February 2011 and you need to be at the Tarka Offices for a 10am start. He explained that they will be looking at kitchens and bathrooms. Katherine Russell said that she was interested in taking part. Everyone agreed for Katherine Russell to take John Sanders place. Beccy Shaw will update the table and send everyone another copy.</p> <p>Peter Thompkins informed the Panel that the Surveyors do not make any contact before the shadowing date. Chris Willmott said that he would try and resolve this issue.</p> <p>Mick Bentley felt that if everyone sticks to one area e.g. internals / externals, then they will not have a varied knowledge of how everything is run. Chris Willmott said that if anyone else wants to attend different shadowing areas then that is fine. It cannot get overcrowded though.</p>	<p>Beccy Shaw</p> <p>Chris Willmott</p>
11.	<p><u>Community Projects</u></p> <p>Chris Willmott informed the Panel that this year there was a sum of £25 000 put aside for community projects and asked the Panel if they had any ideas as to what it could be used for.</p> <p>Mick Bentley said that this was brought up at the HMUP meeting and the Panel were agreed that there would be a consultation with Paul Raeburn and he would bring it back to them. Nothing else was said on the subject but he feels that it is a HMUP issue more than an AMUP one.</p> <p>Chris Willmott explained that they have had showcases for this and it was mentioned at a Morwenna Park Road event. He thought it would have been a better idea for Housing Management to look into it and then Asset Management do it.</p> <p>Peter Thompkins felt that it would be a good idea to have salt</p>	

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	<p>bins on every estate for Tarka's land. Edward Merrick said that there used to be a salt bin near his house but a lorry took it away. He thought it would be a good idea to have someone look after the keys for it. Chris Willmott said that there are a lot of health and safety issues around gritting roads and if Tarka put the salt bins out then they are liable.</p> <p>Tony Walker asked if the Grounds Maintenance workers will go out and shovel the paths when it goes in-house. Chris Willmott was not sure but said you would presume they would not be too busy in that weather so possibly. Mick Bentley said that there are no laws against people clearing their own footpaths and any grit bins that are provided are only to be used for roads and not footpaths. He said that there are a lot of rules for what you can and cannot do in these situations and they are found on the government website.</p> <p>Tony Walker suggested using the money on a stand pipe in the Buckland Brewer allotments as there currently is not one and Residents have to bring their own water up to their patches. Chris Willmott said that he would have to look into this as he is not sure if the pipe would be Tarka's responsibility if it broke.</p> <p>Christine Scott asked everyone to think about options and bring their ideas to the following meeting.</p> <p>Mick Bentley asked where Grounds Maintenance is going to lie, Asset Management or separate. Chris Willmott replied that they will be managed and budgeted by Tarka, but technically they will be a Contractor. Jon Hadwen will hold the Grounds Maintenance budget and would provide work for the Tarka Works team.</p>	All
12.	<p><u>Any Other Business</u></p> <p>Mick Bentley informed the Panel that out of five Tenants with delamination issues, only one let him pass on the information to Staff. They said that they did not want to cause problems. He feels that work needs to be done to tell Tenant's that it is fine to complain with any issues. Christine Scott said that it was discussed at the last meeting to send letters out to Tenants regarding the Howden's units. Chris Willmott thought it was a good idea and will send out the letters.</p> <p>Peter Thompkins asked if the AMUP meetings can be at Chubb Churchill Communal Room all the time. Chris Willmott said that this was fine and it was agreed that Beccy Shaw will try and book every meeting into the calendar for Chubb Churchill.</p> <p>Chris Willmott asked if anything had taken place regarding Alister Gillies performance training. Christine Scott said that there has</p>	Chris Willmott Beccy Shaw

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	<p>been one meeting so far and they are waiting for more. It was agreed that Mick Bentley would bring everything that was discussed to the next meeting. Mick Bentley felt that the meeting helped to show different ways to simplify tables.</p>	Mick Bentley
13.	<p><u>Feedback on How the Meeting Went</u></p> <ul style="list-style-type: none"> ➤ Good ➤ Brilliant, learnt lots ➤ The meeting went well today ➤ Excellent, good to see new faces 	
14.	<p><u>Date, Time and Place of Future Meetings</u></p> <p>Wednesday 9 February 2011 at 2pm in the Chubb Churchill Communal Room.</p>	