

extent of the work needed. However the operative will be able to raise a job with the tenant to get the necessary work done whilst on site.

Volunteers for trail:

Ron, Keith, Irene, John R, Viv. These trails will be reviewed on time, quality and cost.

Staffing for the project will include; handyperson, caps, plasters. No additional staffing costs will be incurred. Work will be done via areas. Looking mid summer 2010 for actual start of the programme. Review will take place after the first quarters MOT's.

John S commented that MOT's would flag up if other problems are occurring in a property and then the appropriate agencies can be put in place to assist.

Elaine asked what arrangements would be made for tenants who work nights.

Mark said that they would ensure that suitable access times for the tenant are made.

Irene asked if tenants get a copy of the MOT certificate. Mark confirmed that this could be the case.

John S asked how the satisfaction rate would be monitored for the MOT's?

Mark noted that there was concern over satisfaction over-load, so may not do any surveys.

5. Recharge Policy

Mark noted that BCH were weak on this area. This has been reviewed and awaiting final draft report.

6. Repairs Priorities

The proposed reduction of the priorities to 3 was approved by all present and this will be taken forward for wider consultation.

7. Any Other business

Ron asked when tenants are viewing properties can they be shown where the stop tap is? SG has forwarded this suggestion to the new home SIP

Next meeting Friday 16th July 2010

2pm Conference Progress House, room to be determined