

**MINUTES OF THE REPAIRS FOCUS GROUP MEETING
HELD ON FRIDAY 24th SEPTEMBER 2010
AT PROGRESS HOUSE CONF ROOM 6**

Present:
Ray Masson
Chris Lovelock
Ron Whittaker
Trevor Clayton
Ian Butterworth BCH
Mark Humphries BCH
Sandy Grundy BCH (*minutes*)

ITEM		ACTION
	<p><u>Repairs, Planned Maintenance and Gas leaflet review</u> Tenants present were asked if they would prefer separate leaflets or a single large booklet with information condensed into it. All present voted that they would like 1 large booklet with a separate maintenance guide.</p> <p>The new service standards will be included into the new documents. Standards need to be measureable and we can also benchmark against them. Also the TSA local offers to be developed and put into the new document. This will include property MOT's.</p> <p>All noted that they were fine for the day to day service standards to be put in the new document.</p> <p><u>Aids and Adaptations (disabled people home adaptations and aids)</u> Check phone numbers are correct and use the council's route for recognising those who qualify for work. Flow chart to be used (care and repairs) to be put into doc. Check time lines for works to be done in.</p> <p><u>Condensation</u> No changes. This information to be included in the main booklet. Remove page 3 – condensation strips can be taken out of paragraph 2. Add in extractor fans already fitted should not be disconnected. Page 4 humidistat fan – add what it is Page 5 – insulation carbon monoxide change from lethal and put in can kill.</p> <p><u>Repairs and Maint</u> Duplication issues be aware. Page 3 phone numbers add in out of hours contact.</p> <p><u>Service standards</u> Supplicate issues – check number here also And revised lettable standard inserted here.</p> <p>* check all numbers and also gas/elec services available to this local geog area.</p> <p><u>Ian G.</u> Decent homes guide has been re-written already. Home maintenance guide is also part of this doc. *Ensure that all info on Connaught is removed. Both booklets are to be combined. But to be kept separate from the overall</p>	

booklet.

Need to have maintenance guide in repairs handbook as well.

Asbestos

Put this in main handbook. Include info on a 'black cistern'.

Gas

All agreed that other agencies/Govt info can be given out i.e. HSE leaflets.

Gas safety

Top go in main handbook

*check all phone number and email addresses.

Summary

All agreed on a large repairs leaflet and maintenance guide which will reduce the leaflets to 2 leaflets.

AOB

Ron praised the trial property MOT's undertaken in his home.

Trevor asked if property MOTs would be available to leaseholders. Possibly at a cost.