

**MINUTES OF THE REPAIRS FOCUS GROUP MEETING  
HELD ON FRIDAY 3<sup>rd</sup> December 2010  
AT PROGRESS HOUSE CONF ROOM 2**

**Present:**

**Irene Bishop  
Keith Edwards  
Maurice & Elaine Christian  
Peter Rowbotham  
John Scholey  
Al Blandford  
Ray Masson  
Ron Whittaker  
John Raine  
Pauline Richmond  
Brenda Giles  
Sandy Grundy (minutes)  
Ian Butterworth BCH  
Mark Humphries BCH**

**Apologies:**

**Carol Thornber  
Martin Lawless & Viv Critchley  
Chris Lovelock**

ITEM		ACTION
	<p style="text-align: center;"><b><u>Introductions and apologies</u></b></p> <p><b><u>Matters Arising from Previous Minutes</u></b> The future of the decent homes programme of work has not been confirmed yet. This will be announced to customers as and when BCH management are informed. Others items covered by the agenda.</p> <p><b><u>Property M.O.T.'s – Update</u></b> These will be going live in 2<sup>nd</sup> week of Dec 2010 commencing at the Queens Park estate initially. This area was chosen due to large number of door and windows and will benefit the greatest from the M.O.T programme. Mark thanked those who volunteered to be the 'guinea pigs' trialing the M.O.T.'s.  John R asked for a copy of the report done as a trial on his home. IB to provide.</p> <p><b><u>Local Offers</u></b> Responsive repairs have carried out an extra survey to add to the local offers. * All results and information will be available at the next meeting.</p> <p><b><u>Repairs priority proposal</u></b> These will change from 5 to 3 at the start of the new financial year. (April 2011). This group will look at the 28 day priority later in the year, (post April 1<sup>st</sup>) to decide if this needs amending. Ian B noted that they may look at a traffic light system to indicate when a repairs is out of priority.</p>	

### **Builder Supplies**

Partnership to help provide DIY products to customers at trade prices. Mark asked if the group agreed that this discount should be promoted to all customers. Average discount will be around 10%.

Ray asked if items would be delivered to customers homes?

This can be arranged.

Ray asked if we could arrange for our decorating vouchers to come from building supplies rather than B&Q.

Mark noted we are in discussion at present with building supplies regarding this.

**\* All members agreed that this should be taken forward.**

### **Future agenda items**

Consider any items to be discussed in this next year.

- Batching jobs. i.e. putting similar jobs together to be worked on, such as paving and flagging. This will save money and be more time effective.
- Look at the working day for responsive repairs, i.e. now at 8am – 6pm. Do we alter this?

Peter noted that we need to look at where resources are being drained from and maybe reprioritise from here.

### **Any other Business**

Ray asked; Can the Tenant Project Fund be reallocated to assist with funding the decent homes outstanding works? SG to make note of this suggestion.

### **Time and date of next meeting**

Friday 4<sup>th</sup> February. Venue to be arranged.