

**MINUTES OF THE REPAIRS FOCUS GROUP MEETING  
HELD ON FRIDAY 21<sup>st</sup> October 2010  
AT PROGRESS HOUSE CONF ROOM 2**

**Present:**

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

**Apologies:**

**Mr Lawless  
Mrs Critchley  
Carol Thornber  
Mrs Richmond  
Chris Lovelock**

ITEM		ACTION
	<p style="text-align: center;"><b><u>Introductions and apologies</u></b></p> <p><b><u>Points from last meeting</u></b></p> <ul style="list-style-type: none"> <li>• Mr Whittaker was missed off the attendance.</li> </ul> <p><b><u>Matters Arising from Previous Minutes</u></b></p> <ul style="list-style-type: none"> <li>• None to report</li> </ul> <p><b><u>Property M.O.T's – progress to date and feedback</u></b></p> <ul style="list-style-type: none"> <li>• Will be taken to senior management team for their approval.</li> <li>• Staffing the project is yet to be determined. No new staff will be taken on, existing staff will be moved over to manage the MOT works.</li> <li>• Start date for implementation will be early new year.</li> </ul> <p><b><u>Tenant Conference</u></b></p> <p>Feedback given regarding the empty home survey undertaken at the conference. There will be a focus group to ask the same questions and also ad-hoc sampling of customers 10%-15% who have received day to day repairs recently.</p> <p><b><u>Repairs priorities update</u></b></p> <p>There will now be 3 priorities for booking day to day repairs: 24hrs emergency, 5 days priority and 28 days routine work. The previous 7 – 3 day priorities will be incorporated into the 5 day priority. The 28 days reference refers to 28 calendar days and not working days. All members in favour of reducing priorities from 5 to 3.</p> <p><b><u>Service standards</u></b></p> <p>Discussion was undertaken to complete these standards. These will measure and monitor the services and will highlight any improvements needed. This will also include the work the voids inspectors undertake. All members approved the standards.</p>	

**Recharge Policy**

There has been a further round of consultation on this policy with general needs tenants and supported services (sheltered).  
All members at the meeting approved the policy.

**Any other Business**

It was asked that all BCH staff are made aware of where the work on the decent homes programme of work is up to so that if asked they can advise tenants.

**Time and date of next meeting**

- Friday 3<sup>rd</sup> December 2.30pm to be determined.