

**MINUTES OF THE REPAIRS FOCUS GROUP MEETING
HELD ON FRIDAY 16TH JULY 2010
AT PROGRESS HOUSE CONF ROOM 1**

Present:
Ron Whittaker
Irene Bishop
Chris Lovelock
John Raine
John Scholey
Keith Edwards
Mrs Richmond

Apologies:
Mr Lawless
Mrs Critchley
Mr Newton
Mr Bratby
Mrs Giles
Mr/s Christian
Ray Masson

ITEM		ACTION
	<p>Ian Butterworth opened the meeting and welcomed everyone present</p>	
1	<p><u>Points from last meeting</u></p> <ul style="list-style-type: none"> • All agreed previous minutes correct • The recharge policy has gone out to consultation • A.O.B – BCH cleaners leave a leaflet in all empty properties with information on regarding where the stop taps are etc 	
2	<p><u>Matters Arising from Previous Minutes</u></p> <ul style="list-style-type: none"> • None to report 	
3	<p><u>Void Lettable Standard</u></p> <ul style="list-style-type: none"> • IB handed out a copy to everyone as it has been slightly amended due to feedback • Everyone discussed the different formats and all agreed the Sandwell Homes format is best as it is informative and easy to read. This will be amended for BCH and go to the reading panel for checking. • Also discussed need to be basic English to describe 'How to Do' in the standard pack 	
4	<p><u>Property M.O.T's – progress to date</u></p> <ul style="list-style-type: none"> • IB handed out 4 menus which will be trailed and reviewed on time, quality and cost. This will be discussed at the September meeting where the Final Specification will be agreed and hopefully implemented in late September. • All the M.O.T's will be on approx 6 different properties. Volunteers were decided at the last meeting 	
5	<p><u>Repairs Priority Proposal feedback</u></p> <ul style="list-style-type: none"> • There has been limited feedback to date which is believed to be due to the general consensus that it is a good proposal • The proposed new priorities are: 24 hours – Emergency, 5days – Urgent, 28 Days – Routine • BCH will carry out further benchmarking with organisations to ensure we comply with RTR Legislation 	

- Sharon explained the once the MOT comes in to place will reduce the number of routine repairs
- Voids will do the MOT automatically for 12months so the certificate is of Void date

6

TSA – Homes Standard

- IB handed a copy of the TSA to attendees
- There are 2 areas covered by the Homes Standard: **Quality of accommodation, Repairs & Maintenance**

Group Discussion

- IB discussed BCH Responsive Maintenance Performance and Empty Homes Performance. (All info on info handed out) All performance information is published in Viewpoint.
- SP – there is an average 30% customer satisfaction surveys returned. Although repairs split their appointments between AM and PM slots we do try to accommodate tenants as best we can i.e. if they have appointments or school runs
- As much as BCH want to turn the empty /void homes round as quick as possible they still do not want to reduce the quality of work.
- Decent Homes inspection could be tied in with the MOT
- All agreed the new cleaning packs are very useful and a good idea
- IRS Aerial system needs to be looked at being improved – Blackpool lifespan for aerials is 5 years where as they should be 10 – 15 years. IB did state that the high rise blocks have special hinges which last longer with there being a lot of salt in the air

IB asked what an Excellent repair is.

- Polite, have ID with them at all times, clean up after themselves, ask the tenant if they are happy with the repair while they are there/before they leave, make sure information is passed forward to the tradesperson regarding time for the tenant to answer their door, talk through with the tenant the what they have done to complete the repair, make sure the repair is complete before leaving i.e. broken shower is working correctly
- Suggestion made about maybe having a password system for tenants so they can confirm with tradesperson when they arrive they are there from BCH to carry out their repair
- Sharon suggested finding out if they could have their ID's scanned onto their PDA's as they always have them on person
- Suggested maybe if tradesmen finish a job early they can call ahead to the next repair to ask if it would be convenient to come early. Sharon explained if they finish their jobs early they do have other work to do which is set aside. And the PDA's monitor the work done by the tradesperson.

7

A.O.B

- None to report

8

Time and date of next meeting

- Friday September 3rd 2010