

**MINUTES OF THE  
PROPERTY SERVICE IMPROVEMENT PANEL**

**Held at  
2pm Conf Room 2  
PROGRESS HOUSE  
On 9/7/10**

**Present**

Maurice and Elaine Christian  
Carol Thornber  
Chris Lovelock  
Irene Bishop  
Trevor Clayton  
Jon Raine  
John Scholey  
Jim Bratby  
Ron Whittaker  
Martin Lawless  
Viv Critchley

**Staff**

Ian Grimshaw (IG)  
Mark Shepley (MS)  
Sandy Grundy (mins CIP support)  
Cyril Holland  
Peter Jefferson

<b>Item</b>		<b>Action by /before</b>
	<p><u>Welcome to meeting and housekeeping</u></p> <p><u>1. Minutes of previous meeting</u> Amendment to previous minutes John Scholey attended and was omitted from the list. Minutes accepted as true and correct record.</p> <p><u>Gas Service Standards</u> At the previous meeting Mark and Ian took the existing service standards to the SIP and asked the panel to look at reviewing them with a view to improvements.</p> <p>Service standards have been reviewed and revised in order for these to be measurable in the future. This is so we can report back to both the Board and Tenants.</p> <p>The SIP members have agreed the revised version of both sets of service standards.</p> <p>Gas Service Standards have been reduced to 6 standards.</p> <p>A general 'questions and answers session' took place around gas: Q, Aaron asked if a none access would be flagged up on our system. Mark noted that yes this was the case and we make every effort to gain access to undertake the work. Legal action can be taken as a last resort to gain access to a property. All tenants will be notified in writing 1 week prior to the check being undertaken.</p>	

Q, Irene asked if a gas check is done even if the property has no gas appliances in it?

Mark noted that a check is done regardless as there still will be a gas supply to the property and this needs checking even if it is capped. BCH has a legal duty to check gas supplies and appliances which will be done on a rolling programme. We will make 3 attempts to gain access and after this our no-access procedure will take over and ultimately include getting a court injunction to gain access to do the work.

Q, John S asked what proof do customers have that the work has been done?

Mark commented that paperwork is in triplicate and a copy left with each tenant residents in the property at the time of the inspection.

Martin L. noted that the user manuals for gas boilers are not always there when a new tenant takes over the property.

Mark noted that when test and turn on the officer should go through how to operate the system with the new tenant.

### Ian Grimshaw - Capital Improvement Programme

#### Service standards

1. Altered and is now more measurable.
2. Noted that a comfort zone is provided.
3. Altered. Accommodations available which will be local guest house as a temp decant.

Q. Irene asked about who will be eligible for this decant? BCH pays the rent but not the food etc. only very few will be decanted and is for very short term whilst major works are being completed.

4. Satisfaction survey – post work. All monitored and unsatisfied ones will be chased up and hopefully resolved.

John asked what percentage of replies are returned?

40% approx returned, this year did not include E & D data.

5. Leaseholders consulted and included into costings.  
Leaseholder to pay percentage of new improvement works done.
6. Contractors suitably qualified i.e. registered gas safe.

Viv asked if comfort zones can include pets?

Ian G. yes but will be individually assessed.

#### AOB

From the Tenant Conference locally agreement suggestions asked for password security i.e. vulnerable/elderly to help stop fraud.

Also photo identification for tradespersons also suggested.

Next meeting Fri 8<sup>th</sup> Oct 2010