

**MINUTES OF THE REPAIRS SERVICE IMPROVEMENT PANEL MEETING  
HELD ON FRIDAY 6<sup>th</sup> May 2011  
AT COASTAL HOUSE 2pm**

**Present:**

**Ron Whittaker  
Elaine and Maurice Christian  
Irene Bishop  
Carol Thornber  
Peter Rowbotham  
Al Blandford  
Keith Edwards  
Brenda Giles  
John Scholey  
John Raine  
Ian Butterworth BCH  
Ian Fairclough BCH  
Sharon Pickford BCH  
Sandy Grundy (minutes)**

**Apologies:**

**Martin Lawless & Viv Critchley  
Chris Lovelock  
Pauline Richmond**

ITEM		ACTION
	<p style="text-align: center;"><b><u>Introductions and apologies</u></b></p> <p><b><u>Welcome and introduction</u></b> Ian welcomed all to the meeting and introduced the new Ian Fairclough who will be co-ordinating the SIP and taking over Mark Humphries post.</p> <p><b><u>Matters Arising from Previous Minutes</u></b> Minutes approved as true and correct record. No matter arising.</p> <p><b><u>Performance:</u></b> <b><u>Property M.O.T.'s – Update and batched repairs</u></b> Queens Park area was used as a trail for the MOTs and regarded as very successful especially in respect of carrying out 'preventative measures'. Recruitment of staff to undertake these works is ongoing as there has been a recent restructure which has delayed the appointments. MOT's will be operational in June 2011 with new staff in place. It was formerly suggested that a 12 month cycle for MOTs but its more realistically going to be achievable on an 18 month one due to access not always being available first time. John R asked if the new member of staff coordinating this project would be leading on planned work? Ian B noted yes. A new 5<sup>th</sup> team will be undertaking batched/planned work and following up behind the MOT's. Any none access due to holidays etc can be picked up via the responsive repairs team. Properties which have had decent homes in last 12 months will be deferred from MOT's until the next years.</p> <p><b><u>Batched Repairs.</u></b> Batched repairs will include the 'wet' trades, brick work, paths, plastering and large scale works. On reporting a repair which falls into a batched</p>	

repairs the following actions will be taken:

1. Inspector will go out and access the work needed.
2. tenant will have appointment made for work to be completed within set time scales.
3. material to complete work can be pre-ordered and on site for trades to complete work
4. trades will undertake work in one single appointment, this will be within a 4 month period.

Sharon Pickford noted that due to the initial inspection any tenant issues regarding moving furniture etc and also be arranged as part of the works needed and time scale.

#### **Local Offers**

Looking at what areas we are looking at how we have performed. To be discussed at future meetings.

#### **Customer Satisfaction**

No stats available at this meeting.

#### **Service Improvements**

Report on the improvements none available for this meeting.

#### Issues for this coming year

Ian B asked if those present would like to suggest any topics/issues to be discuss and developed in this coming year.

#### Paths

Keith E asked if the group could look at paths in particular in the communal areas. Example given for Bostonway and tenants unsure which is BCH/council responsibility for maintenance as this area has a large open plan design. Question over do we flag or tarmac paved areas and the priorities for doing these was also noted. This is especially relevant for sheltered areas where the likelihood of a trip is greater.

#### Fencing

Maurice asked if fencing could be considered. He noted that it would be good to define what is classed as fencing? i.e wooden, brick, concrete, low walls etc. Also noted that there needs to be a definition of how much would be replaced once reported due to budget restrictions and also how long it would take before any work would be undertaken.

#### **Any other Business**

Next meeting to discuss the fencing policy.

Sandy to forward this document to those SIP members who were not present today for their perusal.

Ian F invited to attend an estate walkabout by Maurice.

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

To be confirmed