

**MINUTES OF THE
PROPERTY SERVICE IMPROVEMENT PANEL**

**Held at
2pm Board Room Coastal House
On 3/6/2011**

Present

Ron Whittaker
Peter Rowbotham
John Scholey
Keith Edwards
Al Blandford
Irene Bishop
Maurice Christian
Elaine Christian
Carol Thornber
John Raine
John Scholey
Ron Whittaker
Trevor Clayton

Staff

Ian Grimshaw (IG)
Mark Shepley (MS)
Sandy Grundy (mins CIP support)

Apologies

Viv Critchley
Martin Lawless
Chris Lovelock

Item		Action by /before
	<p><u>1. Welcome to meeting and housekeeping</u> Sandy noted that the SIP's will now be formalised and will have a terms of reference and code of conduct for all members to sign up to. The panels will be more strategic and allow members to discuss and scrutinize performance, and monitor local offers/service standards and ensure that these are on target and are being met and challenge accordingly. Sandy also commented of how the SIP's fit into the new Customer Involvement structure and explained how the new scrutiny assembly will function. Applications will be available on request to the Customer Involvement Team and also in Viewpoint.</p> <p><u>2. Minutes of previous meeting</u> Approved as true and correct record. Items from previous minutes: John Raine noted if there was an update on the scrapage of old boilers by Reid and Errington. Ian commented that they dispose of all items themselves as part of the agreed contract with BCH and do not use other scrap metal merchants.</p> <p><u>3. Performance</u> <u>Gas</u> 1. Gas servicing and the number of properties with a gas safety record are reported upon. In the previous quarter properties with records stood at 99.8%. Outstanding percentage had access arrangement being made or had court orders to gain access being granted.</p>	

2. Customer satisfaction. None to report back on at this present time.

Property

Four areas are reported on:

1. SAP (standard assessment procedure). End of last financial year (April 2011) was at 68.6% of homes. BCH are in the upper quartile when compared throughout England; this is in relation to efficiency of homes, i.e. heating, insulation etc.
2. Number of non-decent homes. This is at 40.7% and have items which are outside their life span i.e. kitchens and bathrooms etc. All items within a home have a set life span which indicates when they should be upgraded up.
3. Satisfaction with decent homes programme. At the end of the financial year this stood at 96.16% of customers being satisfied with work undertaken. Ian noted that this is regarded as exceptional.
4. Local levels of employment. This measures the levels of local labour employed by our contractors. This stands at 86.3% of all new jobs created on the decent homes programme were filled from local labour. This equates at 300 locally employed people working on the decent homes programme.

4. service standards

Gas have 6 standards

1. We will notify customers in writing at least 1 week before your annual service is due.
 2. We will carry out an annual gas safety check on your property providing we gain access.
 3. We will service 'tenants own' open-flue gas appliances (gas fires etc) free of charge.
 4. We will carry out repairs and maintenance to: Central Heating systems, hot water systems, BCH gas appliances.
 5. We will arrange an appointment that is mutually convenient. This includes Saturday and evening appointments.
 6. BCH will ensure that its contractors for gas maintenance comply with Gas Safety Regulations.
- We do not have legal right of access to Leaseholders homes, but as landlord we do ask they carry out an annual gas safety and supply BCH with a certificate of proof.

Property services have 6 standards

1. Give a 3 week notification consultation period before start of decent homes work.
2. Provide a comfort zone for residents as an option whilst decent home work is being carried out.
3. Provide alternative accommodation for vulnerable customers whilst improvements are made to their homes.
4. Provide opportunity to complete a satisfaction survey at the end of the improvement work.
5. Consult Leaseholders and provide advice on the work being undertaken and their percentage of the cost.
6. Ensure that all contractors are fully qualified to undertake the work.

5. Customer Satisfaction

This is measured and we will bring to the panel a sample of tenants who are both satisfied and dissatisfied.

Gas service: have one available for this meeting

Property services: Have property satisfaction returns which are used to improve the service. These also go to the Board for discussion and monitoring. This includes: notice of access for

work given, the quantity and type of works being undertaken, contractor quality of completed work. These are taken on a quarterly basis to the Board.

6. Service Improvements

Decent homes contractors, security and environmental contractors will be included in service improvement report. The environmental contact has been renewed with Fylde commencing on 13th June. It was note that due to outstanding work it will be August time before Fylde begin to make a difference in the contract and get to the new standard.

Decent homes contact is 9 million pounds which will be spent over 4 years. We have 3 contractors; Forrest, Read and Errington, Mears. Baas will no longer be part of the contractors and this will save us £600,000. This financial year will focus on kitchens and bathrooms.

7. Benchmarking

Property services bench mark with 3 star ALMO's on a quarterly basis.

Gas service bench mark with a north west forum on a quarterly basis.

8. Value for Money

Ian asked those present to consider the new range of kitchen/bathroom tiles which he would like to introduce. A former cupboard door style would cost an extra £250.00 per kitchen and he asked if all present were agreeable to removing this as it does not provide value for money are replace with another choice. Ian also proposed 6 new cupboard styles to update the previous tenant choices as some of these are now obsolete.

- Vote: All in favour for removing the costly door as a choice.
- Vote: All in favour of the 6 new cupboard front styles to replace the former ones.

Ian proposed a new range of 6 tiles for the kitchen and 6 styles for the bathroom. Average cost per meter is £4.20 and excellent value for money.

- Vote: All in favour of introducing both these selections of tiles.

9. Any Other Business

Ian thanked all those present how were Green Wardens and Tenant Inspectors for their work over the past year.

Talking switches for visually impaired customers. Keith noted that he had sourced a talking thermometer and asked if this would be useful? Ian thanked Keith for bringing the item to the group and commented that it was not British Standard and BCH could not install these in properties. They could also not be installed to the heating programme and were only battery reliant not hardwired to mains electricity.

Date and time of next meeting: To be advised.