

**MINUTES OF THE
PROPERTY SERVICE IMPROVEMENT PANEL**

Held at
2pm Conf Room 1
PROGRESS HOUSE
On 9/4/10

Present

Trevor Clayton
Maurice Christian
Elaine Christian
Chris Lovelock
D Rowbotham
P Rowbotham
John Raine
Irene Bishops

Apologies

Staff

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

Item		Action by /before
	<p><u>Welcome to meeting and housekeeping</u> Ian and Mark opened the meeting and welcomed everyone present. The aims and objectives of the panel are to work together in partnership with customer to directly influence and improve the services they receive in respect of property improvements It was noted that this panel was not for the purpose of bring individual issues to the table.</p> <p><u>1. Minutes of previous meeting</u> This was the first meeting therefore no previous minutes available.</p> <p><u>2. Stock Investment/Service Standards</u> Copy of the draft standards was issued to members. IG explained that the standards were reviewed 2 /3 years ago and we now need to look at pulling new ideas together and consider costings and value for money when we review the standards. We need to ensure that we benchmark with other similar organisations to compare our services against them. <i>Question:</i> Who are we marking ourselves against? Housing providers with a similar size stock size. <i>Question:</i> How high is our turn over of void properties each year? IG noted it was running at approx 8% of our stock in a 12 month period. <i>Question:</i> Do we recharge for damages done to the property by a tenant or former tenant? Yes we do recharge and if a former tenants wishes to take up another tenancy with us those former arrears will go back onto their account for payment.</p>	

3. Stock Investment

IG gave an overview of the decent homes standard and noted that each property is held in a database telling us its condition and when items (windows, kitchens etc) are due for replacing. We are continually looking at the choices/styles of kitchens/bathrooms etc we provide and consult customers on their choices and also update these choices and new ones become available to us from manufacturers.

By improving homes and giving people a choice it is hoped that this will reduce the voids and help sustain communities as people will be happier in their homes.

IG noted that the decent homes standard we work to far exceeds the governments recommended criteria.

As part of our decent homes programme we have ensured that all our partnering contractors employ and set percentage (81.5%) of local labour (where practical). We also ask that they have Tenant Liaison Officers who support our tenants throughout the improvement works in their homes.

4. Gas Safety

MS gave an overview of the gas team. We carry out a annual service of every BCH gas appliance as per the manufacturer's instructions. We provide full repairs and maintenance service for central heating and hot water installations, offering time set appointments for the customer's convenience and have a 24hr call out service for emergencies.

We have a legal requirement to carry out an annual gas safety check to every BCH property with a live gas supply.

We are at 99.8% access, with a 100% target each year.

Gas Safe has now taken over from Corgi as the regulatory body for gas safety.

5. Team Plan

IG explained that each section has an overarching team plan which determines the tasks/goals to be achieved and who is responsible for what. Action items from this group will be feed into the team plan. Team plans then feed into the main business plan.

Q & A session

IG handed out service standards for members to look at for the next meeting and make any improvement suggestions.

Sections 7/8/9 in the standards are relevant to this group.

IG will provide the group with key performance indicators for the next meeting.

Next meeting 9th July 2010 Progress House