

**MINUTES OF THE REPAIRS SERVICE IMPROVEMENT PANEL MEETING
HELD ON FRIDAY 4th February 2011
AT ARGOSY COMMUNITY CENTRE 2pm**

Present:

**Ron Whittaker
Elaine and Maurice Christian
Irene Bishop
Annette Avis
Carol Thornber
Chris Ivelock
Peter Rowbotham
AL Blandford
Keith Edwards
Pauline Richmond
Brenda Giles
Sandy Grundy (minutes)
Ian Butterworth BCH
Mark Humphries BCH
John Scholey**

Apologies:

Martin Lawless & Viv Critchley

ITEM		ACTION
	<p><u>Introductions and apologies</u> Mark welcomed all to meeting and undertook housekeeping notices.</p> <p><u>Matters Arising from Previous Minutes</u> Minutes approved as true and correct record. Matters arising. Query about decorating vouchers being distributed by west coast rather than B & Q? BCH are still in discussions with west coast on this issue. We will put this on the agenda when a decision has been made. Others items covered by the agenda.</p> <p><u>Performance</u> <u>Property M.O.T.'s – Update and batched repairs</u> MOT's will begin on 1st April. These will be undertaken by the planned response team. BCH has trailed approx. 200 MOT's on the Queens Park area to evaluate delivery time and costing. Tenants were asked for their feedback and these were all very positive. MOT's are expected to save money and it is projected that through undertaking these there may be a 1/3 reduction of repairs being reported. The work will be area based and the town will be split into 12 areas and then 4 sections covering 3 of the areas in each section. Mark asked for those present to vote on the 12 month service programme with a slippage of up to 18 months, due to it being a new programme and at present it is very trial and error. * VOTE all in favour via show of hands. Chris asked that this slippage 12-18 month period for project be written into the documents. MOTs will help to flag up as an early warning system any other tenancy issues and these can be forwarded to the housing offices. Each of the 12 areas will have a monthly cycle and this will also include undertaking any batched repairs and MOT's. To also ensure efficiency MOT's will be undertaken whilst any kitchen and bathroom improvements</p>	

are being undertaken. Mark and Ian will be liaising with planned maintenance staff.

Batched Repairs.

Batched repairs will included items such as: paths, ground work, render, brick work, plastering.

Batch work will come under the day to day works and done in a 4 month rota following the MOT's. Prior to batch work being done an inspector will look at each job and determine the exact works needed and be able to give a specific appointment to the tenant when on site for the work to be completed. This should ensure that all work will be done within the single appointment slot.

Ron queried if a firm can be employed to remove any large wall mounted TV's if plastering needs doing and reinstall these again. There is concern about the cost of TV's and trade persons braking these when removing to undertake work.

Peter asked if all tenants will have MOT's?

Yes every property will undertake these within each 12-18 month period.

Mark asked for those present to vote on undertaking batched repairs on a 4 month rota.

***VOTE all in favour via show of hands.**

Brenda asked if care and repair and the handyperson service are still available?

Mark noted that BCH have won the council tender to undertake care and repairs work in our properties. The handyperson is still available.

Local Offers

Going to the Board for final approval 15th February.

Service Improvements

Compensation for missed repairs appointments?

If we miss an appointment with a tenant they can claim a £10 for us not turning up.

Mark asked if the group would approve the discontinuation of making this payment to help with BCH financial savings. An average year we may pay out approx. £1500 in missed appointment claims. This money will be reused to improve the service we deliver.

***VOTE all except 1 member of the group were in favour via show of hands. 1 against.**

Brenda noted that tenants should also be accountable to ensure that they are in for appointments.

Peter asked if BCH respond to all complaints?

Ian responded that we did and make every effort to ensure customers are happy.

Any other Business

Ian was pleased to report that BCH has won the best DLO – direct labour organisation, is the country as voted by the national housing maintenance forum.

Time and date of next meeting

Friday 6th May 2011 2pm Coastal House