

**MINUTES OF THE  
PROPERTY SERVICE IMPROVEMENT PANEL**

**Held at  
2pm Conf Room 8  
PROGRESS HOUSE  
On 8/10/10**

**Present**

Maurice and Elaine Christian  
Keith Edwards  
Aaron Smith  
Irene Bishop  
Trevor Clayton  
Jon Raine  
John Scholey  
Ron Whittaker  
Martin Lawless

**Staff**

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

**Apologies**

Carol Thornber  
Chris Lovelock

<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 Keith Edwards and Aaron Smith attended and was omitted from the list. Minutes accepted as true and correct record.</p> <p>The recently updated service standards were agreed and approved by this group.</p> <p>E &amp; D refers to equality and diversity. Ensure that all jargon is put in full.</p> <p><u>Tenant Conference 2010</u> The main outcome of the consultation at the tenant conference in relation to gas and planned maintenance services was tenants (90%plus) that returned our survey have confirmed that BCH are already prioritising and carrying out work in the way they would prefer us to. They told us not to change the way we 'do things'. This is good value for money (VFM), as we do not have to spend more money to change our priorities or working practices.</p> <p><u>2. Gas – tenant conference information review update</u> Last 2 audit inspections we got top class results. We held C.C.L. registration and have been audited by Gas Safe the new regulatory body for gas safety.</p> <p>Martin noted = if we get a no access in a property can we pass some of the costs back onto the tenant? Mark S replied that tenants may be liable for any costs occurred as a result of non access to undertake gas checks.</p>	

Q1. do we arrange access to undertake service at an appropriate time for the tenant?

Majority of tenants said yes this happened.

Q2. Were tenants happy with service carried out?

Yes high percentage said they were very happy with the work undertaken.

Q3. What is your preferred method of being contacted by?

Majority of tenants said via letter.

Q4. How did tenants feel about the time banding slots?

They said that time banding was not important. The results did show a preference for am visits but this was not viewed as important.

Q5. Did tenants fully understand why an annual gas service needed to be carried out?

High percentage did understand the importance of it.

Please note that the above comments are strong evidence that tenants are very happy with the way BCH carry out its gas service.

### 3. Planned Maintenance and Decent homes - tenant conference information review update

Please note that the comments below are taken from responses from those who attended the conference.

Q1. Have you had decent home work done in past 2 year?

Return was 50 – 50 who said yes. Note there are still 2 years of the works to be done.

Q2. Main area of the work undertaken?

Bispham, South Shore, Queens Park areas.

Q3. Is it important to have notice before work commences?

Majority said yes this was very important.

Q4 importance of notice is work is being delays to your home?

All yes this was extremely important. Drop in sessions seem as key to continuous consultation with those having work done.

Q5. Use of a comfort zone important?

A quarter of those responded said this facility was not important. Ian commented that if it is underused this could be a financial issue and not seen as value for money. Will look at rest bite for each individual scheme.

Q6. is it important to tidy your home after work has been carried out?

Yes this is seen as very important.

Q7. Do you consider our operatives to be polite and courteous?

Yes there is a very high expectation of this.

Q8. Is it important to be shown how to operate new equipment? i.e.. boiler controls etc.

Yes majority of tenants said this was very important.

\* Ian G need to pick up how to operate new appliance for the

elderly as in a lot of cases they are struggling to work these fully on the first time of being shown.

\* Keith asked if there was a system which allowed for controls to talk to the tenant for those who are visually impaired.  
Ian G to look into this.

Q9. Need to decant rest bite accommodation.

Majority said for those who needed it, it was important. Ian G noted that again this could be a value for money issues and is looking at the potential of using a council property from stock for rest bite rather than a bed and breakfast accommodation.

Q10. How important is it for tenants to be able to feedback after schemes carried out?

100% said yes this was very important.

Q11. Is it important to consult leaseholders?

Yes this is seen as important.

Q12. if work is not right do we make it easy to tell us where we've gone wrong and to put it right?

100% yes this was important and we do this already and successfully.

Q13. Is it important to give tenants a choice of finishes and materials?

Yes the vast majority said this is important to them.

The evidence above shows that for each question asked over 90% plus stated that tenants are very happy with the way BCH carry's out its decent homes work.

Next meeting TBA