

**Repairs Panel
Wednesday 18 February 2015
10.00 a.m. Mead Park**

AGENDA

- 1. Welcome and Apologies**
- 2. Minutes and matters arising from the last meeting**
- 3. Right First Time (RFT) Report (Kier)**
- 4. RFT – Update on calls**
- 5. Complaints & Health and Safety Reports (Kier)**
- 6. KPI Reports monthly review (Kier)**
- 7. Property Services and Electrical PI's (KC)**
- 8. Update by chair of Tenant Responsibility Leaflet**
- 9. Reports to Cabinet**
- 10.A.O.B.**

Next meeting:

**Wednesday 18 March 2015
10.00am
Mead Park**

REPAIRS PANEL
Wednesday 21 January 2015
10.00 – Mead Park

ATTENDEES:

Tenants-; Jane Steer (JS), Celia Candy (CC); Shaun Russell (SR), Lucy Cooper (LC), Roy Jackson (RJ), Mike Carr (Chair), Hugh Hoad (HH)

Harlow Council – Karl Carr (KC), Anita Collopy (AI-notes), Cllr Simon Carter (Cllr SC), Zulfi Kiani (ZK)

Kier Harlow – Gina Patten (GP), Debbie Hardy (DH), Penny Phillips (PP), Tamsin Leedham (TL),

1.	Welcome and Apologies	
	Apologies: Margaret MacKenzie (MM), Mike Fulcher (MF), Maggie Hulcoop (Cllr MH), Helen Smith (HS), Glenn Monksfield (GM), Cllr Dan Long (DL), John Phillips	
2.	Minutes and matters arising from the last meeting	
	MC announced he is stepping down as Chair and will be passing his duties over to JS – He would like to thank everyone who has helped and supported him – He would also like to extend his thanks for Karl Carr for all his hard work Amendment to the previous minutes – DH did not attend	Noted Noted
	Last month's actions were reviewed and agreed with the exception those of John Phillips – JS asked that two names be noted for actions when senior staff are unlikely to regularly attend this meeting	
	Update – MC confirmed the amount of homes that have been transformed by external insulation – he confirmed that the difference it has made is unbelievable – KC has confirmed that the government have reduced the amount of budget they have awarded to this funding and that there are approximately 200 further properties that require external insulation – JS – asked how many properties do we have outstanding that require cavity wall insulation and specifically maisonette's KC to provide numbers and not percentages – JS confirmed that the flats above the stow have not had the cavity wall insulation KC to check the information above -	Noted KC KC
3.	Right First Time Report (Kier)	
	Report provided and discussed by the Panel - DH confirmed that 22 out of 28 said no to Right First Time (RFT)	

	DH to contacted all of those residents and stated that 8 calls that answered did not understand the question initially and once it had been explained to them, then they stated we were RFT 8 residents did not answer the call and the remaining 6 were vulnerable DH to call all residents who state no to RFT and give an update on findings at the Repairs Panel Meetings	DH
4.	Complaints & Health and Safety Reports (Kier)	
	<p><u>Complaints</u></p> <p>The report was presented to the group and discussed by all</p> <p>DH to present breakdown of issues for complaint analysis reported in November 2014 at next month's meet - KC raised 2 concerns that the majority of communication and all but delay/timescale complaint were upheld. DH to look into trends and present organisational learning for next month's meeting –</p> <p><u>Health and Safety</u></p> <p>Report provided and discussed by the group Kier announced that it was H & S week last week and a H & S Toolbox awareness has been communicated to all staff MC noted that he was concerned that the operatives are not aware of tiles that contain asbestos – GP to take up with the Technical Team and provide AC with an update – commentary to be provided in the next meeting KC questioned why 11-11-14 (asbestos tiles) were put into this report as they would be considered as an exceptionally low health and safety issue – TL to provide further explanation for the next meeting</p>	<p>DH</p> <p>DH</p> <p>Noted Noted</p> <p>Noted</p> <p>GP TL</p>
5.	KPI Reports Monthly Review (Kier)	
	<p>Report presented and discussed by the group KC confirmed that he received an email from Kier stating that the gas stats were 100% certs carried out – Thank you to all staff Cllr SC suggested that we publish in a press release – JS suggests that someone informs the Communications Team Zulfi to arrange the press release and send a copy to Communications</p>	<p>Noted</p> <p>ZK</p>
6.	Property Services and Electrical PI's (KC)	

	<p>The report was handed to the group and discussed SSE will be complete by the end of January 2015 ASC – on target to complete within this financial year ASC fixed prices will also outturn</p>	Noted
7.	Review of Tenant Responsibility Leaflet	
	<p>Thanks to Cllr SC for reviewing and correcting the Repairs Leaflet</p> <p>MC suggested an amendment to Repairs to DIY section – explain the void or mutual exchange process</p> <p>The group discussed and reviewed the tenant responsibility leaflet KC to review and amend the following</p> <ul style="list-style-type: none"> • Glass – recommended to add windows and doors • Provide new wording on tenant DIY • Ensure sentence for elderly and disabled is amended • Discussion took place relating to bleeding radiators – the panel suggested they would like this to be removed – KC disagreed however will review • Typing error to word disabled • Amend electrical points • Remove damage to garage doors <p>KC will the document and amend where appropriate and provide JS with a finalised copy for approval prior to publishing</p>	<p>Noted</p> <p>KC</p>
8.	Reports to Cabinet	
	Business Plan is going to Cabinet – No further agenda items	Noted
9.	A. O. B	
	ZK confirmed he has not got a Finance Panel today	Noted
	Next Meeting Wednesday 18 February 2015 – 10.00am Mead Park	