

**Repairs Panel
Wednesday 21 January 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 Report (Kier)**
- 4. Complaints & Health and Safety Reports (Kier)**
- 5. KPI Reports monthly review (Kier)**
- 6. Property Services and Electrical PI's (KC)**
- 7. Review of Tenant Responsibility Leaflet**
- 8. Reports to Cabinet**
- 9. A.O.B.**

Next meeting:

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

REPAIRS PANEL

Wednesday 17 December 2014

ATTENDEES:

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

Harlow Council – Karl Carr (KC), Aileen Illingworth (AI-notes); Cllr Simon Carter (Cllr SC), Zulfi Kiani (ZK); Cllr Dan Long (DL),

Kier Harlow –Gina Patten (GP); Debbie Hardy (DH). John Phillips (JP), Penny Phillips (PP).

Apologies: Mike Carr (Chair MC), Hugh Hoad (HH), Margaret MacKenzie (MM);Mike Fulcher(MF); Maggie Hulcoop(Cllr MH); Paul King(PK); Helen Smith (HS) , Debbie Hardy (DH). Glenn Monksfield (GM).

2. Matters arising from previous minutes

Meterplus issues with Meterplus turning up with no appointments and also no I.D. badges. --GM provided as response from contractor and advised if there are any issues in the future to provide addresses. SR gave compliments Meterplus did a good job at his address. - JP asked the group to provide addresses where there had been issues so he could take this up with the contractor.

The Panel requested a direct line contact number for Meterplus that can be called from mobiles as free phone numbers are charged on mobiles.

JP will ask for this.

SC asked that we make this part of the tender request for future contracts KC will recommend this to procurement.

JP

KC

3. Major Works Process.

The final draft was agreed by the group for the next 12 months .

As this is not a repairs issue it will no longer be reviewed by this group and will be taken forward by round table.

To be removed from agenda

Noted

AI

4. Right First Time (RFT)

Report was provided and discussed by the Panel.

After investigations by Kier out of the 28 responses stating no to RFT there were only 5 that were in fact not RFT. The breakdown of these 5 jobs showed no trends or themes running through.

Noted

Noted

	<p>The tenant's perception of RFT is very subjective to individual understanding, however each one that comes back as a not RFT is investigated and then recorded correctly.</p> <p>The group agreed this was a good overall report and should be shown in a light to reflect that this is a very small portion of all the jobs completed in the month. JP will look at adding the total job numbers done in the report to reflect this.</p>	<p>Noted</p> <p>JP</p>
<p>5.</p>	<p><u>Complaints & Health and Safety Reports</u></p> <p>Complaints: The report was provided and discussed by the group.</p> <p>The new system is in place and working well to provide feedback to Members as well as the tenant when the enquiry was originally raised by the Member.</p> <p>JS asked if Tenant Reps could be reported back in the same way JP will look into this.</p> <p>JP advised all conduct complaints are fully investigated and action taken on the findings.</p> <p>KC asked why there were Stage 3 complaints on timescales as this is unusual. GM advised problems with sub-contractors which have been addressed. JP added there are a lot of the complaints not upheld due to confusion with tenants and who is responsible for modern homes work.</p> <p>It was agreed that this could be reported in a more positive light considering the total number of repairs exceeds 34,000 a year. So reporting could include a reference to the total number done. JP to look at this.</p> <p>Health and safety(H&S): The report was provided and discussed by the group.</p> <p>JP explained the Accident and Incident rate as the number of reportable accidents compared to the size of the business. All incidents are investigated and issues addressed with training.</p> <p>LC raised issues she had experienced in reporting a Health and Safety issue at her own property that she felt was inadequately dealt with. LC requested the procedure for reporting such incidents be made clearer in the tenants leaflets (Agenda Item). GP advised all H&S issues should be reported in to the call centre for repairs and all staff are trained in H&S risk assessments and should act accordingly to the report.</p>	<p>Noted</p> <p>Noted</p> <p>JP</p> <p>JP</p> <p>Noted</p> <p>JP</p> <p>Noted</p> <p>Noted</p> <p>JP</p> <p>Noted</p>

<p>6.</p>	<p><u>KPI Reports Monthly Review</u></p> <p>Reports were provided for the group to review for October.</p> <p>Major KPI 4.8 small decrease from 99.66% to 99.08% however the increase in workload from 327 in September to 541 in October. The group agreed this was a relatively minor and praised the staff on maintaining standards with double the workload.</p> <p>Major KPI 4.11 Gas compliance update was given by JP and KC now down to one property only very good news.</p> <p>All Minor KPI's are in target</p> <p>Congratulations were given to Kier for the good standard of KPI's.</p> <p>Compliments were given by all for the pack provided by Kier and request made to continue in this format in the future. JS requested a copy produced in large print in point 14. It was agreed that the Housing report should be added to the pack as well.</p> <p>New staff member Tamsin Leedham will be attending meetings in future and will be the point of contact for all data and reports.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>PP/ GP/ DH / KC</p> <p>Noted</p>
<p>7.</p>	<p><u>Property Services PI's</u></p> <p>Report presented by KC and discussed by group</p> <p>KC advised group that SSE work had started in September and report will be available when works are completed JS requested before and after pictures.</p> <p>Compliments given by the group for good report.</p>	<p>Noted</p> <p>KC</p> <p>Noted</p>
<p>8.</p>	<p><u>Electrical Inspections PI's</u></p> <p>Discussions took place with regard to Electrical Inspections and what the group would like reported. It was agreed that the group would like to see the number of tests carried out in the month and the number that have resulted in full or partial re-wires. The group may also be able to help with any access issues.</p> <p>The Electrical Inspections will be included in the Housing report so no longer an agenda item separately</p>	<p>KC</p> <p>AI</p>

<p>9.</p>	<p><u>Review of Tenants Responsibility Leaflet</u></p> <p>The Leaflet was discussed and amendments made by SC will be emailed out to everyone.</p> <p>The group would like the telephone number for tenants to call if they have any H&S issues added to the leaflet and the direction for disabilities to be at the start.</p>	<p>AI</p> <p>AI</p>
<p>10.</p>	<p><u>Reports to Cabinet</u></p> <p>No reports</p>	<p>Noted</p>
<p>12.</p>	<p><u>AOB</u></p> <p>SR gave thanks to Kier for his window repairs.</p>	<p>Noted</p>
	<p>Next Meeting Wednesday 21 January 2014 Mead Park 10.00 – 12.00</p>	