

**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. Matters for consideration to escalate to Joint Ops meetings**
- 10. Reports to Cabinet**
- 11. A.O.B.**

Next meeting:

Wednesday 20 May 2015

10.00am

Mead Park

	<p>will be on-going. DH to produce a trend analysis for January and an action plan to be put in place. To be presented at the March meeting.</p> <p>KC stated that the RFT & Complaints reports are more strategic than operational and asked the panel if they wanted to look at just trends going forward or keep the information as it is. The consensus of the panel is that we keep the information as it is.</p> <p>The panel raised a question regarding right first time - Recall 1 Gas Breakdown – Pipe still leaking. TL to investigate and feedback asap. TL investigated and sent the response to ZK on 18th February 2015.</p>	<p>Noted</p> <p>TL</p>
4.	Complaints & Health and Safety Reports (Kier)	
	<p><u>Complaints</u> The report was presented by TL and discussed by all. KC advised that he had three main concerns relating to communications delays and timescales.</p> <p>DH to present breakdown of issues for complaint analysis reported in November 2014 at next month's meeting. TL advised that DH has looked at trends and organisational learning and has produced an action plan which will be brought to the next meeting.</p> <p>It was agreed that a report will be produced from January 2014 to date, on a monthly basis to show the trend analysis and breakdown of complaints in more detail</p> <p>TL also advised that the report will presented in a draft format for the next meeting for the panels comments on how the information is presented. JS suggested that the inclusion of a pie chart may be useful. DH/TL to review and bring to the next meeting.</p> <p>It was agreed that Capital and Third Party Works do not need to be included in this report going forward.</p> <p>The panel also requested information on why a Stage 1 complaint has escalated to a Stage 2, this information is to be provided on a monthly basis going forward. TL to provide information for the next meeting.</p> <p><u>Health and Safety</u> Report provided and discussed by the group. TL advised that there were no reportable incidents for December 2014. TL advised the panel regarding the asbestos incident raised at the last meeting.</p>	<p>DH</p> <p>DH/TL</p> <p>DH/TL</p> <p>Noted</p> <p>DH/TL</p> <p>Noted</p>
5.	KPI Reports Monthly Review (Kier)	

	<p>Report presented by TL and discussed by all. KC confirmed that he has sent an article to Communications regarding Gas servicing and he is waiting for it to be published. It was agreed at the last meeting that only Housing KPI's would be presented.</p> <p>4.14 Remove dumped rubbish within 5 working days of notification. It was raised as an issue that 1873 out of 1897 jobs were completed within target. ZK to raise with Tenancy Panel whether this needs to be included in this report as it relates to Street scene.</p>	<p>Noted</p> <p>ZK</p>
6.	Property Services and Electrical PI's (KC)	
	<p>SSE External Insulation - KC advised that 78 have been completed year to date. KC advised that this is a good news story.</p> <p>KC advised that he is on leave for the meeting in March 2015 and Dave Bonner (Statutory Testing) will attend in his place.</p>	<p>Noted</p> <p>Noted</p>
7.	Review of Tenant Responsibility Leaflet	
	The Tenant Responsibility Leaflet has been agreed and signed off and is ready to go to print.	Noted
8.	Reports to Cabinet	
	No reports to Cabinet.	Noted
9.	A. O. B	
	<ol style="list-style-type: none"> 1. Asset Management Strategy needs to be added to Forward Plan. DB to bring to next meeting. 2. Achievement of panel is included in the Annual Report. JS asked the panel for success stories over the last 12 months. High level bullet points are required. KC and JS to meet to discuss. 3. JS advised the panel of the 6 options put forward for the Options appraisal. 4. JS advised that she will be attending the Leaseholders panel tomorrow to discuss the Major Works Procedure. 5. John Philips will attend meetings on a quarterly basis. Any action points to be passed on by a designated person agreed at the meetings. 6. Have an Agenda point for points to be taken to Joint Ops meeting for so there are minutes to showing the escalations. 	<p>DB</p> <p>KC/JS</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>
Next Meeting Wednesday 18 March 2015 – 10.00am Mead Park		