

**Minutes of Maintenance Forum meeting  
Monday 24 January 2011  
At Solon Housing Association, 1 Newfoundland Street,  
St Paul Street, Bristol, BS2 8AN at 6pm.**



**Agenda  
Item**

**Action**

**2. INTRODUCTIONS:**

**Residents:** AW, KB, LC, MT, SG, SW, SL, TG (chair), VH

**Staff:** Leanne Sowersby (minutes), Andrew Tolley, Sarah Wilde

**Board Members:** ST

**APOLOGIES:** MS, Ruth Berry

**Note: in the minutes SW refers to a resident. Where Sarah Wilde has commented, her name is given in full.**

**3 Minutes of last meeting:** Agreed as accurate by those present.

**Matters Arising:** SL feels that the four people who were at the last meeting did not notice the error that his letter pointed out in the minutes of the preceding meeting. Item 6 reports SL had four of five teams at once to do snagging items, however SL said the four or five teams turned up on the same day to do the whole of the works, which led to the snagging items.

TG interrupted to ask if this was about SL's own issue and pointed out that people did not have a copy of the minutes he was referring to. SL continued.

Sarah Wilde said that this discussion was not appropriate for this time. Some other residents agreed.

KB left the meeting as she felt that it had so far been dominated by SL and did not wish to stay if this was to continue.

Sarah Wilde suggested that she and SL met on a separate occasion to work out a way forward

SL feels that is a procedural foul.

**4 Solon Standard:**

Sarah Wilde asked for the group's view on the Solon Standard. Solon want to develop a standard, which goes beyond the Decent Homes Standard, which details what a Solon home should look like.

E.g. – how old should a kitchen be (or should it be dependent on condition rather than age

Sarah Wilde suggested a survey could be sent with works orders with a pre-paid envelope.

**Agreed** – to start with a survey and assess response to decide if further work needed.

**Ideas to include:**

SW suggested any standard should have flexibility – Sarah Wilde advised that we do currently do this.

Kitchens – Sarah said we could not afford to replace all kitchens every 10 years – ST felt 15 years would be appropriate. There needs to be flexibility within this. SL expressed concerns that people on fixed term tenancies might not look after homes as well

Bathrooms

External decorations

Boilers

Windows

Doors – front & back

Security (fire alarms)

Fencing – front and back

Damp proofing

Insulation – new builds have 300mm – Solon Standard should be the same

Roofing

Ventilation

LC raised an issue related to her bathroom – LS / RB to make a note and follow up

LS/  
RB

## 5 **New Works Order:**

Examples of the current and a suggested format for a new works order were given out. Sarah Wilde explained that feedback from the contractor event was that residents wanted to know when their repair is completed, so we have suggested that the satisfaction slip be sent when we are told that the job has been finished.

AW commented that the description of the works needs to be really clear – i.e. is part of the ceiling going to be painted or the whole ceiling?

This needs to be raised with contractors that they need to be very clear about what they are going to do.

We are also working on the version of the works order that goes to contractors. They will have all the information that the resident gets, with the addition of the schedule of rates information.

SW asked if a contact name could be added to the works order. AT said that we would not always know who it is going to be doing the job. SW feels that there are problems with the processes in place at the contractors.

SW suggested running a 'test' of a real situation and see whether the contractor knows what they are supposed to do - **Agreed**

SW/  
LS

The group agreed that the principles are correct.

SL left the meeting as he feels he is unable to continue due to the abuse of the procedures above.

## 6 **Action Plan Update:**

AT gave a brief update on the KLOE (Key Lines of Enquiry) work in maintenance.

The Aids and adaptations policy has been revised, we are now re-using equipment where we can rather than throwing it away.

Are in the process of a whole re-tendering process for a new contractor. There are a number of options – the Board will decide which option they want to go ahead with.

There are a number of projects under way. For example, we are looking to use our database in a better way so that we pick up information about the resident that we need to pass on to contractors.

LS gave out copies of the action plan from the contractor event and asked if members of the group could read and feed back any comments to her.

SW suggested an amendment to action 8 to make it clearer that some action has been taken. **LS**

Action 5 – the forum agreed that this can be signed off as complete. **LS**

Action 8 – pictures and profiles of the operatives could be put up in reception and on the website. **LS**

Action 13 – there are technical issues around getting the correct number on the works order and getting old numbers deleted from the system. **LS**

**Agreed** – more time to be given to this at the next meeting

## **7 Contractor Meetings:**

Minutes of contractor meetings had been sent out with the papers. The most recent Response contractor meeting minutes were given out at the meeting.

AT commented that the contractors are not meeting a number of their targets and a great deal of time was spent discussing this and trying to work out what has been going wrong. Part of the issue is that Solon use calendar days rather than working days but there are other issues to do with their processes.

There was a discussion about the repair timescales being calendar days, and the fact that the forum had previously agreed that we should switch to working days.

**Agreed** – Should move to working days rather than calendar days.

## **8 Questions and Answers / Any Other Business:**

SW has some feedback she would like to go to the next contract meeting and asked if anyone would like to add anything.

MT – had a gate fitted but the bolts used were too weak and the gate fell off in his hands. MD came back to fix it again and it is now falling off again.

MT – left with a broken door lock – was told it was too late to get any parts and he would have to make do with what he had as the operative's wife thought he was already on the way home.

TG – had an internal kitchen door fitted, but the handle / latch mechanism on the door and frame did not meet up so the door did not close properly.

ST still has electrics showing

TG / ST / MT all have experience of operatives not being prepared to work beyond 4.15pm.

SW's kitchen was estimated to take a day and a half and took six weeks. She was left without a washing machine for four days.

There was a discussion about the earlier incident and how to deal with it. LS to draft a letter and send to the members for approval before sending. **LS**

**Prize Draw:** TG won a £10 voucher for The Mall, Bristol

**Date of next Meeting:** 21 February 2011 – Resident Forum

8 March 2011 – Maintenance Forum