

**Minutes of Maintenance Forum meeting
Tuesday 6 March 2012
At Solon Housing Association, 1 Newfoundland Street,
St Paul Street, Bristol, BS2 8AN at 6pm.**



**Agenda
Item**

Action

2. INTRODUCTIONS:

Residents: MT, VH, RM, SG, TG.

Staff: Leanne Sowersby (chair & minutes), Ruth Berry, Paul Ville (first half hour)

Board Members: Mike Smith, Sarah White

Guests: Ricky Swift, Contract Manager – Seddon Property Services, David Collis and Adam Frankling - Vinci Facilities, Andy Williams - Steve Gregor

APOLOGIES: LC, AW, Andrew Tolley

Future direction of the Maintenance Forum. PV asked if this could be discussed early in the meeting (rather than under Any Other Business) as he was keen to attend.

SW has been thinking about the Maintenance Forum, its purpose, what it does and what it could do in the future and the ways in which things that come from the Forum get to the Board. Wants to give it some 'teeth'. Handed out a list of ideas.

Recognisable identity – branding / logo etc.

Suggested possible change of name to Maintenance Action Group. Also suggested running another day-long event like the previous contractor event. Group could have its own page on the website.

TG & MT felt this is a good idea.

PV pointed out that there is now an expectation from the regulator that, residents are working with Solon to regulate and scrutinise the organisation.

Could write out to all the tenants who have complained to try and get them involved. Need to be clear what we do and how.

LS clarified – two issues, the group to discuss how they will work, and the event with contractors.

PV asked whether both things could be done on one day. SW felt that it would be better to focus on the contractors. Could mention it on the end to get opinions / recruit more people.

MS feels it will be difficult to get people together for two separate events.

PV asked when this would be?

TG suggested going out with a brand and re-launching first.

MT commented that residents tend to complain but do not come to meetings to discuss issues.

PV also asking residents to be involved in the monthly contractor monitoring meetings.

Event date provisionally set for Saturday 26 May.

LS to arrange an extra meeting to discuss Terms of Reference and branding. MS cannot do Thursdays or Fridays.

LS

LS

LS

3 Minutes of last meeting: Agreed as accurate

Matters Arising: None

4 New Contractors: Each contractor gave a brief introduction to their organisation and themselves.

Vinci Facilities - have sponsored TPAS this year to demonstrate their commitment to Resident Involvement. Someone from Vinci will come to as many meetings as possible.

Would also like to involve residents in the assessment of standards of workmanship. Would like residents to be present for discussions with tenants of how work has been done.

Would like to know what events we are running, how / if they can get involved. Can sometimes sponsor events. Will also want to talk locally with communities and local schools & colleges to look at providing work experience etc.

Stated would like to do only one visit. SW asked what would happen if unexpected problems arise. CH advised there will be an escalation procedure which will get necessary people involved very quickly. First consideration is safety of residents. Feel they are experienced enough to deal with issues that arise.

MS asked about taking on apprentices. CH said there is a sum of money on a contract that attracts trainees or apprentices – usually around £1m. This contract is £350,000. Can potentially take someone on from an apprentice pool (being run by some colleges etc). Will also be working with local office to identify opportunities for trainees. Vinci have their own training academy and will take on a number of people this year. Will look to try to employ as many new people as possible locally.

Gregor Heating - AW introduced the company, who are very much a local company - based locally in Warmley. AW advised that they already work for Solon and are committed to building an excellent service. They have already seen where they can improve the service and worked with Solon to do this. This will be their approach for the new contract, to continue to try and improve services. Gregors also work with renewable energy i.e. solar panels, and are already helping Solon with problems with these installations.

Seddons Property Services – RS gave an introduction to the organisation.

Do a lot of community days, such as regeneration of local parks and community centres. Looking to potentially offer opportunities for residents to work for them and possibly take on an apprentice.

There will be a team of five technicians working on the Solon contract. RS has hand picked these operatives and they will work only on Solon work so they will bring continuity.

SW mentioned previous experiences where the operative has done an 'it'll do' job. RS said that operatives are sent back to correct any substandard work they have done (unless resident asks this operative not to come back). Discussed the way jobs are dealt with in terms of living with the work – it may work, but be unsightly / crooked etc. RS said all operatives have core trade with the ability to do other jobs – can do additional little repairs and encourage operatives to look for these, but will not send a carpenter to do a plumbing job.

LS

Vans and uniform will be joint liveried – want to be part of Solon. RS has asked to be taken off the other contracts he manages so he can focus on Solon work – has even discussed having a desk in Solon's offices so he can feel part of the team.

RS asked about having a Seddon's representative on the Forum. To discuss at the extra meeting.

MT asked about appointments. Dominic and Rebecca will have access to systems to book appointments. RS explained the IT (Impact) system that will be used.

SW asked about satisfaction forms. Will be a way to fill out satisfaction forms on the technician's hand-held device, press send and technician cannot see it.

SW asked about evening and weekend appointments – RS said can be flexible to suit residents. Are also looking to take on the current out of hours service provider.

Seddons are already starting to receive orders from Solon – not fair to give MD any jobs they cannot commit to.

SW asked about customer care training. Customer Care team do regular training on a variety of issues. There are regular toolbox talks.

5 Performance Information: LS went through the response figures.

SW suggested that the website could link to the database so satisfaction forms could be completed on-line – link from Maintenance Action Group page...?

Cyclical have lower rates of satisfaction responses than planned, despite re-sending questionnaire – RB has asked AC to look at how many buildings the satisfaction returns represent (some will be one building with a number of residents).

SW commented on work on the bay-window – it is technically and structurally fine but aesthetically it is very patchy.

LS/RB

Aids & Adaptations – there are no figures since June, LS and RB to investigate

6 Complaints and compliments: LS went through the complaints from this year. SW suggested we write specifically to people who have complained about the service after the Terms of Reference have been agreed

LS

8 Questions and Answers: None

9 Any other business:

Discussed the idea of Seddons attending meetings regularly – it might be useful but there could be issues – e.g. people addressing individual issues. Needs to be addressed as part of looking at the Terms of Reference.

SW will produce a list of ideas for terms of reference to be circulated before the meeting.

SW

SW asked if list of cyclical works could be published. RB said that we aim to publish 60-70% of programme on the website by January for the following financial year but are behind this year. This is because we cannot always be sure of the budget as we sometimes encounter unexpected problems. When we are sure of the costs of phase one, phase two will be released (essentially to make sure we have enough money to do everything we want to do).

Prize Draw: Not done as ran out of time – to do two at next meeting.

Date of next Meeting: Tuesday 3 April – Resident Forum
Tuesday 1 May – Maintenance Forum