

Company Number 05564649  
A Company Limited by Guarantee  
Registered in England

**St Leger Homes of Doncaster Limited**

**WEST AREA BOARD MEETING  
MONDAY 14 JULY 2008 at 3:30 PM**

**Present**

Andrew Bosmans, Betty Clayton, Ian Gardner, Vimbainashe Mbedzi, Godwin Mudzimu, Rory Perrett (Chair), Cllr Beryl Roberts, Cllr Doreen Woodhouse, Lyn Ralph.

**In Attendance**

Judith Jones (Director of Customer Services), Linda Milan (Company Secretary), Maxine Newton (Personal Assistant), Paul Elliott (Assistant Director for Capital Programmes), Kevin Fisher (Planned Maintenance Business Manager), Colleen Thompson (Performance Analyst).

**Members of the Public**

Mr Ken Baron, Mr P Martin

<b>1.</b>	<b>Apologies and Quorum</b>	<b>ACTION</b>
1.1	Apologies were received from Cllr Sandra Holland and Cllr Elsie Butler.	
1.2	It was noted that a quorum was present. Rory Perrett chaired the meeting.	
<b>2.</b>	<b>Declarations of Interest by Area Board Members</b>	
2.1	Ian Gardner, Lyn Ralph and Betty Clayton declared an interest in item 12 – Estate Improvement Fund.	
<b>3.</b>	<b>Minutes of previous meeting held on 12 May 2008</b>	
3.1	The minutes of the West Area Board Meeting held on 12 May 2008 were approved as a correct record.	
<b>4.</b>	<b>Matters arising from previous minutes held on 12 May 2008</b>	
4.1	<b>From item – 4.2 – Introductory Tenancy Agreement –</b> A Member asked for an update. He was advised that SLHD had consulted with the SJC and agreed the methodology, a report will go to DMBC for	

	approval. Following approval there will be a 12 month trial period which will be followed by a review to ascertain the policy's effectiveness.	
4.2	<b>From item 4.6 – Digital TV Signals</b> – it was agreed to bring to the next meeting details of the scope and, if possible, a programme of works for the digital upgrade.	<b>RC</b>
4.3	<b>From item 5.3 – Repairs</b> – A Member raised concerns that tenants were not being offered weekend and evening appointments.  <b>R Chapple to speak with the Repairs Contact Centre.</b>	<b>RC</b>
4.4	<b>From item – 5.8 Lettable and Non-Lettable Voids training</b> – members were advised that a date had not been scheduled for the training. Members would be contacted once this was established.	<b>LM/MN</b>
4.5	<b>From item – 5.12 Complaints Received</b> – it was noted that the complaints and compliments report will be brought to the next Area Board meeting in September.	<b>JJ</b>
<b>5.</b>	<b>Batch Repairs</b>	
5.1	The Planned Maintenance Business Manager, introduced this report that informed the West Area Board of the criteria and procedure for the allocation of batched repairs.	
5.2	He explained that the Business Development Team were responsible for carrying out batched repairs (category f). The batching of the works enables the team to work in geographical areas to ensure best use of resources.	
5.3	A Member raised concerns that the onus was on the tenant when contacting the Call Centre to assist the operator to identify the correct category of the repair and asked if an assessor was sent out.  Members were informed that to overcome any difficulties a new process had been introduced to ensure that all repairs raised under this category were inspected within 5 days. The tenant is then informed if the repair is to be undertaken as routine or batched.	
5.4	Members queried how close SLHD was to the target of the 60/40 split of works in favour of planned or batched repairs.  <b>It was agreed that this would be brought to the next meeting together with the plan of how to achieve the target.</b>	<b>KF</b>
<b>6.</b>	<b>Decent Homes Progress</b>	

6.1	<p>The Assistant Director of Capital Programmes presented this report that updated Area Board members on the Decent Homes Programme.</p> <p>He highlighted that the number of properties completed on the One Hit Programme for 2007/08 was 2,560.</p> <p>The focus for this year will be:</p> <p><u>Quality of works</u> There had been a number of issues with quality by some contractors this is being robustly addressed.</p> <p><u>Time in properties</u> Work in some properties has taken longer than expected. Actions including workshops and stringent monitoring have been introduced to address these issues.</p> <p><u>Communication</u> The Communications team are currently streamlining the tenants communications pack, introducing invitation cards to launch and choice events. This has improved the return rate.</p> <p><u>Customer Satisfaction</u> There has been a slight decrease to 92.02% in March across all schemes, with a return rate of 55%. A total of 383 complaints were received on Decency during the reporting period 2007/08 equating to an approximate 4% of work. Key issues were; quality of works, outstanding repairs, poor service delivery, lack of communication and staffing issues. Staffing issues included operatives not respecting tenants and their property, SLHD had worked with contractors to enhance respect for tenants and their property by using dust sheets on floors, protecting white goods etc .</p>	
6.2	<p><u>Summary of 2008/09 Programme</u></p> <p>The budget for this period has been confirmed as £54.2m. The programme is detailed on page 17-21 of the report.</p> <p>Board members were assured everything possible was being done to manage recent incidents at Woodlands and Balby Bridge. The Chair and Vice Chair of the Board have been kept fully up to date.</p> <p><b>It was agreed that a report would be brought to the next Area Board meeting.</b></p> <p>A Member queried whether tenants had access to feedback on the results after the properties had been tested. She was advised that tenants were informed of the results and given advice re any</p>	JJ

	implications.	
6.3	<b>Capital Projects East/West</b> page 4 & 9 – it was confirmed that the reason for the difference in ‘Properties on Scheme’ and ‘Properties completed to 31/3/08’ was due to changes such as declines or a right to buy. There was also a reconciliation exercise being undertaken at the time the figures were produced.	
<b>7.</b>	<b>Tenant Nomination</b>	
7.1	The Company Secretary informed the meeting of the Main Board’s decision to ask for a nomination from the West Area Board Tenant Members to be co-opted onto the Board until the November 2008 AGM because of the recent resignation of a Tenant Board Member.  <b>Betty Clayton volunteered for the position and West Area Board Members agreed to her nomination</b>	<b>LM</b>
7.2	The Assistant Director of Capital Programmes and the Planned Maintenance Business Manager asked permission from the Chair and left the meeting.	
<b>8.</b>	<b>Nomination of Vice Chair</b>	
8.1	The Chair raised that since the departure of Cllr Ros Jones the West Area Board did not have a Vice Chair in post.  Nomination forms were tabled at the meeting and it was agreed they should be returned by Friday 22 August 2008.  A reminder email would be sent out to members.  The Company Secretary confirmed that the Main Board had agreed to postpone the normal rotational resignations until April 2009. This will facilitate SLHD reflection of the new Neighbourhood Services.	<b>ALL</b>  <b>LM/MN</b>
<b>9.</b>	<b>Performance Information</b>	
9.1	This report was to present the West Area Board with performance information for May 2008. It was confirmed that no questions had been received in advance of the meeting.	
9.2	The Chair drew members’ attention to page 3 – Repairs Contact Centre – where the average queue time of 14 seconds was well within the 25 second target, however the number of abandoned calls remained just outside of target. He commented that the correlation between the target figures appeared incompatible and asked for an explanation.	

	<b>It was agreed to investigate and give further explanation of the figures.</b>	<b>CT</b>
9.3	<b>Average Time Taken to Complete Non-Urgent Repairs – All Contractors</b> – page 17 in the comments section performance is better than KPI target, however no explanation was offered.  <b>Colleen Thomson to provide a further explanation and it was agreed that this would be included in future.</b>	<b>CT</b>
9.4	<b>Gas Servicing - % of Annual Programme Complete (Monthly Cumulative)</b> – page 18 target line to be added to the graph.  <b>Page 19 – appointment letters not received on time, investigation update to be given at the next Area Board meeting.</b>	<b>CT</b>
<b>10.</b>	<b>Receive Reports on Evictions</b>	
10.1	The Director of Customer Services presented this report that gave an analysis of evictions between 1 April 2007 to 31 May 2008.	
10.2	The report gave regular updates detailing cases of evictions for reasons other than rent arrears. .	
10.3	Members were advised of an example where, during possession hearings, a judge had suspended possession on three occasions. SLHD are keeping records to illustrate that all cases are receiving consistent judgments.	
10.4	It was confirmed that SLHD puts forward recommendations to the courts to say what's reasonable but ultimately the courts make the final decision.	
<b>11.</b>	<b>Monitor Allocations to DMBC Properties</b>	
11.1	The Director of Customer Services introduced this report that provided the Area Board with allocations made by SLHD between 1 April 2008 to 31 May 2008.	
11.2	Members were referred to the appendices in the report that detailed all allocations for the period and as requested by Area Board members highlighted those void for 2 months or over.	
11.3	She said that the Allocations Policy was being reviewed and SLHD were consulting with DMBC on recommendations for improvement.  <b>Further details would be given at the next Area Board meeting.</b>	<b>JJ</b>

11.4	Members were advised that a slight change to the bidding system had been undertaken to shorten the void period. Void properties are allocated to particular bands by a computer system. In the past if a property did not receive any bids from qualifying applicants it was advertised the following week to applicants from all bands. To avoid delays applicants are now allowed to bid on any property but priority will be given to those within the same band as that given to the property. If no qualifying bids are made within that band the bids from applicants within other bands will be considered.	
<b>12.</b>	<b>Estate Improvement Fund</b>	
12.1	The closing date of Friday 18 <sup>th</sup> July 2008 was confirmed for receipt of the Estate Improvement Fund forms. It was noted that a considerable number of forms had been received.  Members were invited to become a member of the sub-committee that had run successfully the previous year. Lyn Ralph, Betty Clayton and Ian Gardner confirmed their interest to carry on their role as sub-committee members, other members were invited to join them if they became available.	
12.2	The Director of Customer Services confirmed that information on which areas have received what funding would be available at the sub-committee meeting. This information maybe useful when approving projects for 2008/09.	
<b>13.</b>	<b>Any Other Business</b>	
13.1	The Company Secretary reminded members that the next Area Board meeting scheduled for 8 <sup>th</sup> September was due to take place at a venue to be determined in the West Area of the Borough.  <b>Members expressed a desire to hold their first “on location” meeting in the Balby area, then to alternate the venues advertising them in HouseProud. It was agreed that a venue programme would be produced.</b>	<b>LM/MN/ JJ</b>
13.2	It was agreed to ensure that a Service Level Agreement (SLA) was not in place with the Anti Social Behaviour team within DMBC, as a member advised that this team had now been absorbed within other areas.  <b>It was thought that no SLA was in place, however checks would be made.</b>	<b>JJ</b>
<b>14.</b>	<b>Date and Time of Next Meeting</b>	

14.1	Monday 8 September 2008	
	The meeting ended at 17:00hrs	