



PROPERTY AND ASSETS COMMITTEE

5 November 2018

PRESENT:

Directors

Joanne Carr (Chair)
Brenda Clelland
Eileen Gill
Helen Hall
Tracy Harrison
Leigh Kirton
Jim Turnbull

Advisers

Neil Bouch	Interim Managing Director
Phil Hogg	Head of Repairs and Maintenance
Michael Crinnion	Head of Commercial Services
Scott Straughan	Head of Planned Investment and Cyclical Works
Stuart Gibson	Governance and Risk Lead

29 MINUTES

The minutes of the last meeting of the committee held on 12 February 2018 were approved as a correct record.

Compliance and cyclical maintenance was currently the subject of a Board Task and Finish Group. Rather than duplicating information, this report had been withdrawn from consideration by this committee until the Group's work was completed.

30 PERFORMANCE AND SERVICE STANDARDS – SECOND QUARTER 2018/19

The Performance Indicator results and Service Improvement for the second quarter 2018/19 were reported.

There were currently seven Key Performance Indicators that were reported to this Committee on a quarterly basis. At the second quarter: -

- Three indicators were traffic lighted green. This showed that the annual targets for these indicators had been achieved.
- One indicator was traffic lighted amber. This showed that the target set had not been met but performance had increased on the previous year.

- One indicator was traffic lighted red. This showed that the target set had not been met and performance had decreased compared to the previous year.
- Two indicators were not yet measurable and were new for 2018/19. Performance results collected would be used to develop targets for 2019/20.

The committee was informed that the £114.25 cost of repairs at the end of the quarter was broken down between £94.94 delivery costs and £19.41 average management cost. The digitalisation of repairs reporting was progressing. As well as the other benefits, this would make savings to the management costs going forward.

The committee expressed its satisfaction that the percentage of properties that were not decent had fallen. The committee asked for a projected year end figure after the decent homes programme for year was completed and a forecast for the following year.

The committee felt that the percentage of properties that had a gas service in the last 12 months should be green given that of the 11 outstanding properties, five were at warrant stage and the other six properties could not be serviced due to asbestos in the loft space. It was noted that the Board had previously accepted that this target should always be 100%. Overall the committee felt that the Gas Servicing Team should be commended on the current result.

The committee questioned why the properties with asbestos in the loft had not been identified before now. Committee were advised that as well as addressing the issues identified this activity was informing future work programme development in advance of gas programmes.

There were currently two Service Standards reported to this committee on a quarterly basis. At the second quarter: -

- One indicator was traffic lighted green. This showed that the annual target for this indicator had been achieved.
- No indicator was traffic lighted amber.
- One indicator was traffic lighted red. This showed that the target set had not been met and performance had decreased compared to the previous year.

The HomeRepairs Call Centre and customer care team were proactively working with customers to resolve issues at first point of contact. Complaint trends continued with the main issues being operatives failing to keep to appointment times and appointments being changed without prior communication to customers.

Following testing, step one complaints were now managed in Northgate. A system was now being developed to handle the management of step two complaints. It was hoped to go live in the fourth quarter.

The delivery of repairs and maintenance in a new model, dynamic and non-dynamic (planned) would go live by the end of November 2018. Development of the planned maintenance module of Northgate continued.

The joint review completed with Savills continued to be a focus for Property and Assets with working groups established.

There were several temporary posts and acting up arrangements in place across the Property and Asset structure. The team are reviewing these posts and reviewing structures to ensure they fit the needs of the business.

RESOLVED – That the committee is satisfied with the second quarter 2018/19 Key Performance Indicator and Service Standard results.

31 HOUSING CAPITAL PROGRAMME – SECOND QUARTER 2018/19

The committee received an update on the following progress with the Housing Capital Programme at the end of the second quarter 2018/19: -

- Improvement Works
- Exceptional Extensive Works
- Catch Up and Major Future Works

The committee questioned the 50% refusal or no access rate for planned boiler replacements. It was noted that tenants could not be forced to have these replaced.

The committee made the point that residents of Grange Estate had received communication from the company saying that they could not refuse decency works. It was noted that works could not be refused when it involved rewiring. However, it was agreed that the company's current methods of communication would be reviewed on a scheme by scheme basis.

The committee was advised that major investments would not be made in high rises when the sustainability of the block was under review. Money would only be spent on the compliance and safety elements.

Equality Act Works to Adelaide, Brisbane, Melbourne and Sydney Courts had been delayed and were now hoped to be completed before the end of the year.

RESOLVED – That the committee is satisfied with the progress with the Housing Capital Programme at the end of the second quarter 2018/19.

32 NON-HOUSING CAPITAL PROGRAMME – SECOND QUARTER 2018/19

The committee received an update on progress of the Non-Housing Capital Programme and details of current and future capital projects at the end of the second quarter 2018/19.

It was agreed to clarify if 74 Valley Dene was a private dwelling. The committee felt that adaptations works to private dwellings could be a huge opportunity for the company.

The committee noted that assisted living projects were identified by the Council's Care & Wellbeing Directorate, they were designed by The Council with TGHC commissioned to build the schemes.

It was noted that the 7 x new build homes at Seymour Street were being delivered through the Housing Revenue Account and would be subject to Right to Buy.

TGHC are working with the council to review pre-construction activity and programming to ensure delivery of build activity.

RESOLVED – That the committee is satisfied with the progress made with the Non-Housing Capital Programme at the end of the second quarter 2018/19.

33 DATE AND TIME OF NEXT MEETING

The next meeting of the committee would be held on Monday, 4 February 2019 at 2pm in Room S21, Gateshead Civic Centre, Regent Street, Gateshead.