



PROPERTY AND ASSETS COMMITTEE

9 September 2019

PRESENT:

Directors

Joanne Carr (Chair)
Eileen Gill
Leigh Kirton
Jim Turnbull

Advisers

Neil Bouch	Interim Managing Director
Phil Hogg	Head of Repairs and Maintenance
Paul Taylor	Head of Service
Mark Charlton	Vacant Property Manager
Stuart Gibson	Governance and Risk Lead

Also Present

Ian McKenzie
Alan Guest

Apologies

Brenda Clelland
Helen Hall
Tracy Harrison

1 MINUTES

The minutes of the last meeting of the committee held on 13 May 2019 were approved as a correct record.

2 PERFORMANCE AND SERVICE STANDARDS – FIRST QUARTER 2019/20

The Performance Indicator and Service Improvement results for the first quarter 2019/20 were reported.

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

- Two 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 the target set had not been achieved but performance had increased on the previous year.

- Three indicators were traffic lighted red. This showed that the target set had not been met and performance had decreased compared to the previous year.
- One indicator was collected annually and not yet measurable.

The committee received further information for the reasons for failing appointments in respect of the KPI 'appointments kept as a percentage of appointments made'. It also received details of work being done to improve performance.

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

- Two indicators were traffic lighted green. This showed that the annual target for this indicator had been achieved.
- No indicators were traffic lighted amber or red.

The committee welcomed that a review would be undertaken of the company's approach to repairs satisfaction surveys, data collection and analysis to ensure the information was meaningful. It was agreed that an update would be provided on the work carried out around HomeRepairs following the results of the TLF satisfaction survey, including complaints trends.

The committee highlighted their concern regarding the approach to asbestos management linked to gas servicing. Committee were informed that a new asbestos management plan had been introduced in 2019/20 which is designed to ensure asbestos data was accurate and up to date.

- RESOLVED –
- (i) That the committee was satisfied with the first quarter 2019/20 Key Performance Indicator and Service Standard results subject to the comments on the methodology for gathering repairs satisfaction.
 - (ii) That the Board's congratulations be conveyed to the Investment Team on 100% of tenants being satisfied with improvements made to their home.
 - (iii) That the committee receive an update on progress with work carried out around HomeRepairs following the results of the TLF satisfaction survey, including complaints trends.

3 PROPERTY AND ASSET SERVICE UPDATES

The committee received a position statement on the delivery and service improvement in the following areas of Property and Assets at the end of the first quarter 2019/20: -

- Repairs and Maintenance
- Housing Capital Programme – Improvement Works
- Housing Capital Programme – Catch Up and Major Future Works
- Non-Housing Capital Programme – Current and Future Schemes
- Commercial

The committee requested further updates on the implementation of the new Minor Works section to deal with larger one-off construction schemes. The committee was informed that repairs would still be the key point of contact for customers and that performance would be monitored against current repairs and maintenance timescales.

The committee welcomed that the new Dynamic Purchasing system for Construction Contractors and Sub-contractors would mitigate some of the barriers to entry for smaller suppliers.

RESOLVED – That the committee is satisfied with the progress on the delivery and service improvements across Property and Assets service at the end of the first quarter 2019/20.

4 DATE AND TIME OF NEXT MEETING

The next meeting of the committee would be held on Monday, 11 November 2019 at 2pm in Room S21, Gateshead Civic Centre, Regent Street, Gateshead.

5 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED – That the press and public be excluded from the meeting during consideration of the remaining business in accordance with the indicated categories of the company's Access to Information Rules.