



## Ashfield Homes Limited

### Gateway Meeting

**DATE:** 25<sup>th</sup> October 2011

**TIME:** 2:00pm

**LOCATION:** Sherwood Room, Ashfield Homes - Head Office

**PRESENT:** Mr K Scott – Assistant Director of Housing Services (Chair)  
Mr P Bingham – Assistant Director of Technical Services  
Mr C Clipstone – Responsive and Voids Maintenance Manager  
Mr J Catton – Planned, Cyclical and Estates Maintenance Manager  
Mrs J Mylotte – Performance and Business Improvement Manager  
Mrs K Dhanda – Temporary Tenant Participation Officer  
Mr P Curry – Housing Management Administration Assistant (minutes)  
Mrs R Parsons – Gateway Member – Sutton  
Mrs M Gilbody – Gateway Member – Sutton  
Mr T Miller – Gateway Member – Hucknall  
Mr R Pearson – Gateway Member – Huthwaite  
Mrs D Woods – Gateway Member – Kirkby  
Mr J Marriott – Gateway Member – Kirkby  
Mrs H Sinden – Gateway Member – Hucknall  
Mrs C Wakefield – Gateway Member – Sutton  
Mr V Foster – Gateway Member – Sutton

**MEMBERS NOT PRESENT:**

Mr A Sutton – Gateway Member – Rural (resigned)  
Mrs P Weldon – Gateway Member – Sutton (resigned)  
Mr J Parry – Gateway Member – Rural  
Mrs C Kidger – Gateway Member – Kirkby

**1. Members Pre-Meeting (1.30pm)**

**2. Welcome (2.00pm)**

**3. Apologies**

Ms J Worthington – Tenant Participation Officer  
Mr K Hornsby – Tenancy Services Manager

**4. Introductions**

**5. Minutes from the previous meeting and matters arising**

The minutes from the last meeting were accepted as a true and accurate record.

Repairs and maintenance standard – This was distributed to Gateway Members.  
A finance brief was distributed to members present. Kelly Scott advised that

**ACTION**

Simon Ball, Finance Manager can provide further training if required and that he will invite him to attend the next Gateway meeting.

KS

Storage of Mobility Scooters in Ashfield Homes Head Office – Jo Mylotte advised that Gateway members are able to store their mobility scooter in the interview room, temporarily, until a permanent solution is found. Paul Bingham advised that the Company's Risk Management Team are ok with the situation, at present.

Evening and Saturday repairs appointments – Paul Bingham advised that these are publicised on the company's website, within the new repairs standard and has previously been advertised on a number of occasions within the company magazine. PB confirmed that he will make arrangements for this to be advertised again in a future magazine.

PB

Flexible Repairs Appointments – Paul Bingham advised that he and Chris Clipstone had met with their current repairs appointment software provider to discuss an additional appointment slot and they are looking at some options. Paul Bingham will provide some updates at future meetings. The issue of operatives running late was raised, Chris Clipstone advised that operatives will endeavour to call if running late, however not all operatives have mobile phones. If a new appointment slot is introduced this will have an increased importance and is to be discussed further in team meetings. Paul Bingham advised that if tenants are dissatisfied with the service they should call to advise, as this will enable the service to be improved.

PB

## 6. Performance Update

Jo Mylotte had sent the performance brief to all Gateway members prior to the meeting, the brief had been based on comments from Gateway members at previous meetings.

The figures were discussed and accepted by the Gateway.

Vincent Foster asked if a repairs operative reports a repair, does it get dealt with quicker than if a tenant reports it. Chris Clipstone advised that all repair jobs are given a set priority, regardless of who reports them. Vincent advised that he has an issue with a gate repair, Justin Catton and Chris Clipstone advised that they would look into the matter for him.

## 7. Service Update

**Chris Clipstone – Responsive and Voids Maintenance Manager**  
**Justin Catton – Planned, Cyclical and Estates Maintenance Manager**

Chris Clipstone and Justin Catton gave a presentation to the Gateway, copies of which were distributed.

## 8. Repairs and Maintenance (Discussion)

Roger Pearson asked about the provision of a Grit Bins. Justin advised that areas are gritted for tenants' safety, where possible, however this is above and beyond their remit.

Roger Pearson asked if there are any apprenticeships within the repairs

department at present. Paul Bingham advised that there are no apprenticeships at present, as there is no funding available. Miranda Hunter advised that her son had been to the repairs department on work experience, which had then been extended.

Vincent Foster asked how tenant inspectors will effect Chris Clipstone's department. Chris advised that he thinks it would be very positive, as it would give him a different perspective on the condition of void properties.

Vincent Foster asked how many vans were in the AHL fleet. Paul Bingham advised that there were currently 52.

Vincent Foster asked who pays for training undertaken by repairs operatives. Chris Clipstone advised that AHL pays for training, however there is a limited budget. Chris also stated that, where possible, contracts and tenders can include the provision of free training, such as the current contract with Baxi Boilers.

Vincent Foster asked if AHL carry out the Gas Safety Inspections. Justin stated that they are predominantly carried out by Tomlinsons, the Company's nominated partner, however if someone requests AHL carry this out, it can be. Vincent asked when this contract was due to expire. Justin advised that he will be re-tendering at the end of 2012.

Miranda Hunter and Christine Wakefield advised that they had recently had their fences replaced with a chicken wire type fencing. Justin advised that he would investigate why this type of fencing had been erected.

JC

Rita Parsons asked why only houses are externally painted and bungalows aren't. Paul Bingham advised that only rendered properties will be painted. Some properties do receive new rendering, however, these are typically 'hard to treat and heat properties' that have received thermal rendering.

Vincent Foster asked if materials are recycled at the depot. Chris stated that materials are recycled, where possible. Chris also stated that Moth balled properties are stripped for any usable items, however, there are limitations within the current waste transfer site and its license. Often, if items are left in empty properties and they are in good order they may be left for the new tenant, where possible.

Christine Wakefield asked if a cooker is considered as part of a property. Chris advised that AHL don't own any appliances and that it is the tenant's responsibility to remove their own cooker. Paul Bingham advised that there is a service scheme where by a washing machine point and cookers can be installed for tenants, which is limited to one per tenancy per year. John Marriott suggested that AHL could make a small charge for this service. Paul Bingham stated that this was initially done as a safety measure, but funding may be cut in the future.

Vincent Foster asked if outside contractors were used to clear out properties. Justin stated that he assists Chris' team with this, however in special cases external companies may be asked to tender for this.

Heidi Sinden raised the issue of her heaters not working, Chris Clipstone agreed to look into the matter after the meeting.

CC

John Marriott asked if the 40,000 repair appointments were all new repairs or if that included repeat visits. Chris advised that they were general figures and would include some repeat visits, but they do aim to 'first time fix' where ever possible.

## **9. Tenant Cashback Scheme**

The group discussed the scheme, there are a number of pilots currently under way and there are still a lot of unanswered questions and concerns over how the scheme may work. The matter is to be discussed further at future meetings.

## **10. Tenants Compact Update**

Kiran Dhanda gave an update on the progress of the tenants compact.

Gateway - There are currently 2 vacancies for Gateway members in the Hucknall area and due to recent resignations for 1 member for both Sutton and Rural areas.

Mystery Shoppers/Tenant Inspectors – 14 tenants have been recruited to date, 4 Mystery Shoppers and 10 Tenant Inspectors, further recruitment is to take place. Two training sessions have taken place, further training sessions are to be arranged. They should be up and running for December 2011.

## **11. Training Update**

Active Learning For Residents – Kelly Scott advised that two Gateway members have put their names forward to take part in the scheme, following the information distributed by Kevin Hornsby. Kelly asked that any other interested parties note their interest with him or Kiran Dhanda by 28/10/2011.

Information was distributed to members present regarding TPAS training. This training is delivered under the national tenant training programme and 16 members can be accommodated. If any members are interested in undertaking this training they should advise Kiran.

If Gateway members feel they would benefit from any other training, they should raise this with Kiran.

## **12. Tenants Conference Update**

The tenants conference was very successful with 80 attendees. Feedback was positive, however low numbers of negative feedback was received regarding the contents of the goodie bags and the food. There were 40 tenants that had confirmed attendance that didn't attend on the day. A discussion took place regarding in the future having smaller localised road shows. It was agreed that early in the new year the Gateway would discuss the options for the 2012 Tenants Conference.

## **13. AOB**

Mobility Scooters – Christine Wakefield asked why mobility scooters are classified differently to electric wheelchairs. Kelly Scott advised that there have been incidents where mobility scooters have caused fatalities, which has led to certain case law. Kelly advised that he is happy to discuss this further after the meeting.

Garages George Street, Hucknall – Heidi Sinden advised that there has been a spate of break ins between the hours of 12.30 and 1.30 am. Kelly Scott asked Heidi to provide him with the details after the meeting and the matter would be raised with Notts Police.

KS

Tenants Christmas Calendar – A discussion took place regarding the options for the 2012 tenants calendar. Numerous options were discussed. It was agreed by the Gateway that half the usual amount of calendars would be ordered from a value for money perspective and they would be made available at AHL offices and within communal areas at the courts. It was also agreed that due to the lead time on production, the Gateway would not be able to be consulted on the artwork/photographs within the calendar.

Annual Report – Jo Mylotte advised that a small working group had met to work on the company's annual report and that Deb Woods, Rita Parsons and Christine Wakefield will feedback to the Gateway. Deb gave an update from the first meeting and some good practice examples were distributed. The next meeting is scheduled for 04/11/2011 to discuss the content, Jo Mylotte advised that any other Gateway members are welcome to attend, however if they come to one it is beneficial that they commit to coming to all of the meetings. The annual report is scheduled for 14/12/2011.

Kelly Scott advised that the way AHL let properties is to change to a choice based lettings system in January 2011, the Gateway agreed that Phil Warrington, Lettings and Property Shop Manager be invited to the next Gateway to provide an update.

KS

#### **14. Future Meeting Dates and Times**

Tuesday 20<sup>th</sup> December 2011 at 2pm – Ashfield Homes, Head Office

#### **15. Close**