

Event: Maintenance Forum	Venue: The Create Centre, Smeaton Road, Bristol, BS1 6XN
Date: Monday 11 th June 2007 Time: 18.00 – 20.00	<p>Solon staff: Paul Ville (Director), Ruth Berry (Managing Surveyor), Steve Ward (Maintenance Co-ordinator), Julie Sneddon Greaves (R.I.C.O), Sarah Wilde (Customer Services Director)</p> <p>Board Member: Charlie Mosse, Dudley Thomas.</p> <p>Solon Resident's: JR, GMc, MG, RS, M K, MT, MW, NO.</p>

Apologies from Emmdee contractors, who were moving offices the day of the meeting and will attend the next forum.

1 Standard reporting items

A verbal report was given by RB & SJW on the progress with major repairs programme to achieve Decent Homes, repairs/day to day, completions, satisfaction performance against targets and with cyclical painting programme.

2 Maintenance Forum Action Plan

Working as a group to continue to develop the action plan by agreeing actions and target dates/deadlines.

Comments	Action Needed	Date by
What's not so good about the service?		
Prioritisation of work by Solon (What is included in 24 hour, 5 day, 20 day Reponses Timescales)	Better publicity of service standards <ul style="list-style-type: none"> ➤ Send with Rent Cards x 1 ➤ Newsletter x 1 ➤ Specialist Flyer – laminated ➤ Advertise Handbook ➤ Put on Website ➤ Told when call through ➤ Language 	Autumn
Some Operatives Untidy	Joint training – monitor <ul style="list-style-type: none"> ➤ Newsletter Article – Maintenance Page – this issue ➤ Standard of Tidiness advertised – this issue ➤ Session with New Contractor and Residents 	New Contractors Spring
Solon / Contractor slow to respond	Monitor <ul style="list-style-type: none"> ➤ More Info ➤ Prioritise pre-inspections – give target 	For next meeting in OCT
Quality of Standard Fitments i.e. Taps, Kitchens etc.	Work with residents and new contractor to select key elements <ul style="list-style-type: none"> ➤ Replace both taps ➤ With New Contractor 	Immediate Effect Spring
Communication / Chase calls	Continued training and supervision <ul style="list-style-type: none"> ➤ Named Person ➤ Staff to put notes on file ➤ Clarify what each person is responsible for 	Immediate Immediate Regular Updates
Solon update to Residents following Surveyor visits	Continued training and supervision <ul style="list-style-type: none"> ➤ Something in writing ➤ One week response 	Immediate Immediate

Not enough Post Inspections of work	Now prioritising - follow up phone calls ➤ Currently doing 90%	Now
No knowledge of what acceptable standard is	Hand out minimum standards, publish in newsletter ➤ Mail Out	Autumn newsletter
Told take it or leave it	More consultation on choice etc ➤ If not happy – take it further ➤ Advertise the process ➤ Internal Training	By October
No idea of standards, what to compare it with (i.e. Standards of other Housing Associations)	Joint get together with other Housing Associations ➤ Run another joint Training Day	Early 2008
Delays re. adaptations - advice from Solon poor / poor communication	Working with Environmental Health to have joint protocol	
Query job sheets – Works Orders not clear	panel to review job sheet with new contract	
Query understanding forms – Works Orders not clear	panel to review job sheet with new contract	
Contractors have and will cut corners i.e. only change 1 tap	Need to clarify with staff	
What ideas do you have to improve the overall maintenance service?		
Better communication on planned programmes	To be done - agreed	
More accurate feedback from operatives when attending	Yes - work with contractors	
Weekend working	New contract?	
Basic guidelines of how to carry out repairs that are residents responsibility	Handy hints in newsletter	
Inform residents clearly what are theirs / Solon's responsibility	More publicity - news	

Guidelines on how to work your boiler /setting timer on central heating / ability for instructions to be written in another language	Check with installers, part of process	
double glazing	Where appropriate, has to be programmed	
Inform residents of energy efficiency work Solon do and how Solon get funding that is available from private owners	Advertise programme - Newsletter	

3 Date and time of future meeting

Tuesday 30th October 2007, 6.00pm – 8.00pm, The Pierian Centre, 27 Portland Square, St Pauls, Bristol, BS2 8SA