

Event: Maintenance Forum	Venue: The Pierian Centre, 27 Portland Square, Bristol, BS2 8SA.
Date: Tuesday 30 th October 2007 Time: 18.00 – 20.00	Solon staff: Paul Ville (Director), Ruth Berry (Managing Surveyor), Jess Sneddon (R.I.C.O), Sarah Wilde (Customer Services Director) Solon Resident's: KL, SG, MG, JR, MW, MT, KB, SG.

Apologies: Emmdee contractors, Steve Ward (Maintenance), MR, TP, RE, NO, GA, PB, MK, LC, CM, FJ.

Maintenance Forum Action Plan

Working as a group to continue the development of the action plan by agreeing actions, target dates and deadlines. At the meeting in June we covered half the action plan, we started up again from **Delays re. adaptations - advice from Solon poor / poor communication.**

Just to review the 1st meeting the residents were asked four questions

- 1. What's good about Solon's maintenance service?**
- 2. What's not so good about the service?**
- 3. What has improved since the new contractor took over?**
- 4. What ideas do you have to improve the overall service?**

From the comments and answers to these questions the Asset Management team working together with you spend the next two meetings working on an action plan.

Three things that Solon residents said they would like to get involved in have come out of the last three forum meetings standard of letting, looking at void property letting, being on a panel of residents who would be trained first to select the new maintenance contractor, this would be happening in the spring. Also we are looking for residents to get together and make comments on the redesign on the works order. If anyone would like to get involved in any of the above please contact me.