



**MINUTES OF MAINTENANCE FORUM MEETING HELD ON MONDAY 3rd MARCH
2008 AT SOLON'S OFFICES, 1 NEWFOUNDLAND COURT, ST PAUL STREET,
BRISTOL, BS2 8AN AT 6PM.**

Agenda Item		ACTION
1.	INTRODUCTIONS:	
1.1	Residents: JR, SG, MT, RV, ST, KB, RS, MW Staff: Jess Sneddon (R.I.C.O), Paul Ville (Chief Executive), Sarah Wilde (Customer Services Director), Steve Ward (Maintenance Coordinator), Sophie Lammond (Maintenance Surveyor), Simon Godfrey (M/D Operations Director)	
2.	APOLOGIES:	
2.1	Ruth Berry (Managing Surveyor), Bev Williams (Housing Officer), Charlie Mosse (Board Member)	
3.	MAINTENANCE FORUM ACTION PLAN	
3.1	Still an issue contractor/ Solon slow to respond	
3.2	Communication between Solon and M/D needs to be clearer	
3.3	<u>Letter works well</u> Solon sending letter- then resident contacts M/D	
3.4	Quicker generation of order number on the phone - whilst looking for code not possible for staff to kept resident on phone. (controlling costs)	
3.5	Future > looking at phoning contractor direct in a couple of years – when trust has evolved.	
3.6	Complicated jobs seem to be where the slow down is. Contractor arrives, finds the job is more difficult job > this is where time delay.	
3.7	<u>Good</u> to give contractor residents mobile number, if coming early.	
3.8	Solon to keep following up / chasing calls	
3.9	Surveyor visits – still need to concentrate on follow ups.	
3.10	Post inspections – photo taken – Steve visit once a week, chased up	
3.11	Not leaving gaps example – splash back / wires / also to decorate. Notice gaps – and feel can ring Solon re gaps then can be done	

over phone

- 3.12 Paula now follows up with phone calls every week and feed back forms. M/D also does telephone polls for customer satisfaction
- 3.13 Bristol Partnership For Tenants - joint training day in maintenance with other Bristol housing associations.
- 3.14 Joint protocol with Environmental Health Officer.
- 3.15 Works order wording/content to be reviewed with new contractor.
- 3.16 Site disputes over work required – clarity required as to what residents should do.
- 3.17 One type of boiler now fitted - for the last two years.
Choice - no choice with boiler - we need to choose one or two boilers - parts easy to get hold of. Standardise some items.
Specialist gas contractor from now on - look at controls of boilers and how easy to use.
- 3.18 Ruth worked on 5 programmes of work will let people know who are having work down in next 6 months.
- 3.19 Talking to residents before work is done - Solon need to do better choices for fittings.
- 3.20 Contractor/Solon need to let residents know - what work is being done.
A4 info sheet choices what to choose from, for kitchens/bathrooms
- 3.21 Contractors must provide dust sheets
- 3.22 Contractors have come to look at loft for two residents without step ladders.
- 3.23 Residents not happy with work – must feel can ring Solon whilst contractor on site.
- 3.24 Sheets given to resident's first – info sheets
- 3.25 Housing Officer's often pick up on voids – standard letting must check that they are given out at letting.
- 3.26 Maybe weekend working > when looking at new contractor.
- 3.27 Top tips in newsletter re fitting toilet seats/ condensation etc.
- 3.28 Adjustable valves fitted to radiators – when boilers are replaced, loft insulation on a program of works.
- Water softeners in boilers – need to raise when they need replacing

3.29 – should we fit them? – need to ask new contractors.

3.30 Pressure on boilers – residents responsible – need to put info in autumn newsletter – top tips

4. RESIDENT REPRESENTATIVE – FEEDBACK FROM CHOOSING A MAJOR REPAIRS CONTRACTOR

4.1 ST feedback on experience of being involved in the process of choosing new contractors for the voids and major repair contractor.

- At the start of the process I had no idea of what I was going to be doing.
- On the site visit it would have been good to have some pointers to look out for on visits.
- Rather than our list of bullet points it would have been good to have a list of individual questions that we could have taken some guidance from.
- I really enjoyed the experience much more than I thought I would and got a lot out of the process. I would defiantly do it again.
- Avoid jargon like IT and make forms in simple English.
- Computer programs – gut feeling when in offices because have no knowledge of certain things.
- On office visit > wasn't organised, good to look behind scenes.
- Shouldn't expect, don't expect common sense – need to spell things out clearly – for example - clear out cupboards before having kitchen fitted.
- Good to mix site visits and office and asking residents what they thought. For example office visit great > site and resident visit terrible.
- Contrast between workmanship – office
- 1st visit no standards after 5th visit – understood more what was looking for.
- Hard work and learnt on the job
- Simplify Form – question forms – and induction form needed.

5.0 ANNUAL REVIEW OF MAINTENANCE FORUM – FEEDBACK FROM RESIDENTS

5.1 Good to put names to faces.

5.2 Should put time on agenda for personal issues - acknowledge and feedback given to residents after forum.

5.3 Agenda items open for a week before agenda goes out.

5.4 Very happy with the way forum going.

6. HOUSING CORPORATION AUDIT OF MAINTENANCE / ASSET

MANAGEMENT

- 6.1 Disposals of old unpopular houses which didn't have future life and using money wisely, spending on new homes.
- 6.2 There is much competition from other Housing Associations and not many grants around. Nowadays have reduced grants to built, to 40% - 50% costs, years ago 100% grant was available.
1 old unit (sold) = 3.5 new units (built)
- 6.3 Housing Associations weren't putting enough money into maintenance, this is why the stock condition survey 2010, decent home standards came about.
- 6.4 Major repairs kitchen 20 years/ bathroom 30 years standards have been set by the Housing Corporation and Government.
- 6.5 The auditors' were only here one day and they didn't come back the 2nd day, we are now waiting for waiting for written feedback.
- 6.6 Solon properties are not standard the stock is very different, not the same as estates.
- 6.7 Everything property that Solon sells would need £15,000 spending on it. Solon doesn't force its residents to move. Solon no longer buys old properties, we now spend money wisely.
- 6.8 Restructured Asset management, Solon want residents to know cyclical is every 5 years, but want residents informed to see if they feel they need work doing, transparency.

7. PRIZE DRAW & DATE OF NEXT MEETING

- 7.1 RV won a voucher for a meal for two at Teohs restaurant, enjoy your meal RV.
- 7.2 The date of the next meeting is Monday 9th June 2008 at Solons offices.