

**Minutes of the Moat Property Services Group Meeting held on
Wednesday 26th January 2011
at Mariner House, Galleon Boulevard, Crossways, Dartford, Kent DA2 6QE**

Present

Lorraine Ash (LA) - Chair
Jim Shaw (JS) - Member
David Smith (DS) - Member
Doreen Castle (DC) - Member
Robert Shanks (RS) - Member

Attending

Chris Byrne – Head of Resident Involvement
Sue Rich – Partnering Manager
Sandra Ward – Community Investment Officer

1.0 Welcome & Introduction

1.1 Chair gave welcome and introductions.

2.0 Apologies

Ian Redding
Brian Odell
Daphne Price
Mary Cox
Norman Sowerby
Terry Steeples
Bob Backhouse
Paul Ingram

3.0 Minutes of the previous Meeting 29th September 2010

3.1 Minutes were read for accuracy and confirmed as correct.

Matters arising

3.2 Item 3.7 is an agenda item at this meeting.

3.3 Windows and fencing Policies & Procedures to come back to PPSWP meeting on 7th February 2011. Voids procedure to come back to PPSWP meeting on 7th February 2011.

3.4 Item 3.11 PCL running smoothly.

- 3.5 Item 3.12 Crown Paints low take up raising concerns. SW emailed Maureen Butcher on 7th October 2010 to provide information at Christian Fields meeting. RS suggested that Neighbourhood Officers inform new residents at sign up about Crown Paints.
- 3.6 Item 3.13 ID cards a reminder has been sent out to all contractors that they must carry ID with them at all times.
- 3.7 Item 4.3 to be discussed as Agenda Item.
- 3.8 Item 5.2 information received regarding consumer units and properties to be inspected.
- 3.9 Item 7.2 Resident Inspector training completed and first inspections to run from 1st February 2011.
- 3.10 Item 8.1 Policy paper needs to be in a policy format for fencing and windows, to go to PPSWP meeting on 7th February 2011. **PI**
- 3.11 Item 3.6 DC problems with patio doors still ongoing at 14 St Lukes Close, Dartford. Four visits regarding rubber around the patio doors. Inspector called, took pictures and left, then another person called to look the door again and work has still not been carried out. SR to discuss with DC after the meeting and speak to Mears. **SR**
- 3.12 JS commented that fortunately DP was a member of this forum and able to discuss the problem at the meeting. There are many residents who are not able to attend meetings and are experiencing problems. JS experienced a similar problem with his boiler last winter, which flags up that this is still happening. SR Mears do attempt to phone to see if residents are happy with work carried out.
- 3.13 Chair – operatives should not be sent that are not able to carry out the type of repair required. SR this is not acceptable and the contractor needs to send the right person for the job.
- 3.14 RS - residents often complain to everyone else apart from Moat and need to contact Moat in the first instance.

For discussion

4.0 Election of Vice Chair

- 4.1 Chair Bob Backhouse has been successfully elected as Councillor in Tunbridge Wells and has decided to resign from MPSG. Terry Steeples has been nominated and appointed unopposed.

5.0 Area Property Service Group Updates

- 5.1 Removed from Agenda as no meetings have been held.

For Information

6.0 Local Offers

- 6.1 SR Paul Ingram circulated the paper, any comments requested.

- 6.1 RS requested clarification if local groups of residents wanted to tailor a service they will have an opportunity to do so, is this correct? Chair confirmed that this was the case. RS how do you expect this to operate. SR explained that Mears could provide something for a local community that is not being offered elsewhere.
- 6.2 Members thought that the Local Offers paper was too wordy and did not understand how local offers is applicable to them and the contracts Moat operate. They would like to know the areas that they can have any real say in.
- 6.4 JS asked what was the minimum standard? Chair there is a basic Moat service standard which covers everything. SR explained that David Rose carries out pre and post inspections, surveyors carry out 3 per week and Mears carry out their own inspections.

7.0 Gas Core Group feedback

- 7.1 Terry Steeples not present but meetings are still taking place and BSW hit 100% and are performing well. SR notice from the minutes that a report has been requested for each MPSPG meeting. Hedi Farmer will collate information and produce an update for each meeting commencing from the meeting to be held on 16th March 2011. SR to inform Heidi. **SR**
- 7.2 SR explained that at St Giles Crescent it was not the boiler that blew up it was the cylinder. Moat & Mears are reviewing the whole void process. Pressure was building up due to the adverse cold weather and the vent had frozen. Void procedure has yet to go to PPSWP. No one was hurt and measures are in place to stop this from happening again.

8.0 Mears Core Group

- 8.1 Chair attended a meeting yesterday, Mears achieved 100% of all emergency calls through the bad bouts of snow which is excellent. There is a small backlog due to the snow on 7 day and 30 day repairs, which they hope to clear by the end of the month. 96.7% YTD customer satisfaction. Hit target on nearly everything which is the first time ever. First Fix 87.2% YTD but will not hit year end target which is to be expected due to the amount of work Mears took on from predecessor. Mears have improved month on month.
- 8.2 JS - 3 Knightswood Court had a call from BSW to make an appointment to service the boiler but never turned up. When JS phoned they had the job down as a cancellation but no idea why. JS has not received £20 for missed appointment. DC also had a missed appointment and did not received £20 compensation.
- 8.3 Chair advised that residents must telephone the call centre and inform them this is an official complaint then it will be dealt with.
- 8.4 CB how does it impact on BSW figures?. SR it will not be included unless a breakdown. Information requested for cancellation and breakdowns. **SR**
- 8.5 Mears improved on voids 6.8 days against a target of 12 days significant reduction. RS concerned that it may be too rushed moving new resident in and current residents out. Chair confirmed that there had been 4 or 5 residents who have moved within 24hours, however the figures relate to when a void property is ready for a resident to move in.

9.0 Apollo forms/booklet

- 9.1 Chair has chased Paul Ingram regarding letters from Apollo and Paul agreed to have them rewritten. The member of staff who was given this task has since left. Letters to go before the PPSWP meeting on 7th February 2011 then onto the Resident Inspectors meeting on 17th February 2011 as an Agenda item. Chair asked if members would like to see the letters at the next MPSG meeting on 16th March 2011 for information only. Agreed Agenda Item 16th March 2011. **SW**

10.0 Update procurement on day to day repairs

- 10.1 Section 20 consultations with residents has finished. Now in a period of feedback to contractors informing them why they were unsuccessful. Contractors have until midnight on 31st January 2011 to challenge this. If they do not the contract will be signed by Mears by the end of Feb. Mears, Morrison and Breyer submitted bids however Morrison missed the deadline. If Mears sign the contract Moat will expect to receive an enhanced service. Mears would like more residents on the core group. SR will work with supported housing to draw up a list of properties to be visited for MOTs.

11.0 The Future of the Area Groups

- 11.1 Chair - Area group meetings are not working for various reasons so proposal to disband them and have an Agenda Item at MERA SARA Phoenix and LARA to discuss any property service related issues. If there is an issue where a group needs more input Mears can attend. LA needs to be made clear to property services if any area group requests a member of property services to attend they will.

- 11.2 Chair Area Business Managers should be attending area meetings.

- 11.3 RS Legionnaires disease appears in service charges as a cost with no explanation of how the cost is devised, what meeting would this go to. Chair still MERA and someone from Moat (Heidi Farmer) could attend to answer this sort of question.

- 11.4 CB legionnaires disease would be an issue for all areas so would come to MPSG. CB to speak to RS and answer further questions regarding Legionnaires disease after the meeting.

- 11.5 Chair has contacted Terry Steeples who is happy for SPSG to go to SARA meeting and Norman Sowerby for LAPSG to go to LARA. JS can see no major objections but will run it past MERA on Saturday and will let Chair know. [They had a meeting and said yes to EPSG meetings going into MERA.](#) **JS**

12.0 SIP / Resident Inspectors

- 12.1 CB about to launch first inspection, training completed. Inspections should take place throughout February looking at planned works, telephone surveys and smaller survey of why residents refuse to have work carried out. Draft report to go before this meeting on 16th March 2011. Agenda Item **SW**

- 12.2 Chair attended the last training day with Resident Inspectors. Any feedback from the Resident Inspectors will come to this meeting. If MPSG think that there is a problem with BSW or any other area of service we can request inspectors look at this if related to Property Services or other areas of service through MRF.

12.3 SR suggested that Mears may be able to assist with training the Inspectors and possibly swap inspectors with other organisations to inspect properties.

13.0 Update on Digital Aerials

13.1 Chair raised at the recent MRF meeting that an amendment should go at bottom of letters with disclaimer for compensation for additional sockets when resident leaves the property. SR confirmed this has been added to the letter.

13.2 DS Helpline number for digital switchover Teletext page 106 this is incorrect. Freephone number for help scheme is also incorrect in Home News. SR to action.

SR

13.3 JS what would happen if a resident wants a dish installed on a bungalow. SR to request that Heidi Farmer telephones JS to discuss.

SR

14.0 Update on Showers

14.1 SR some confusion regarding showers residents will be given the option to have shower or bath in HomeNews. Chair has discussed this with Paul Ingram who is looking into this matter as it has not been made clear what kind of showers are being offered for general needs. In the meantime it will be dealt with as and when, a shower is requested. Sheltered and supported stays the same

15.0 Equality & Diversity

15.1 All Items

16.0 Any Other Business

16.1 DC Neighbour at 13 St. Lukes Close refuses to let the contractor enter her garden to replace a fence panel at 14 St. Lukes Close. This has been going on since last year and Jane Oakes Neighbourhood Officer is looking into it. SR to discuss with DC after the meeting. DC waiting for hallway to be painted has received a letter but no notification of when this will be done. Chair explained that DC will be contacted when the Contractor is in the area as there is a list of residents who have requested this service.

16.2 RS is this group responsible for publishing policy on water meters? In the East area the resident has a contract with Moat to provide water. Is there an option to opt out of the contract have a water meter fitted and pay direct to the water supplier?

16.3 CB Resident Inspectors report due to be tabled due to short notice. Chair agreed.

17.0 Date of Next Meeting – 16th March 2011

17.1 Future meeting dates and times to be advised.