

MINUTES OF M&Y CORE GROUP - TEMPLAR

Date: 28th April 2010

Present: Chris Kelly, Gill Kelly, Elaine Stowell, David Wride,
Jean Watton, Phil Dawes, Alex Morrish & Eric Jones

Apologies: Sheila Richardson

	Comments	ACTION
	<p>MINUTES The minutes of the previous meeting held on 24th March 2010 were agreed as a true and accurate record</p> <p>MATTERS ARISING: Sheila Richardson was unable to attend the meeting and it was suggested that Jon Jackson could attend in future, as the few problems with the SSC were training issues. Jon would not be required every meeting, but perhaps every few months.</p> <p>The new format of the customers satisfaction was still not being sent so M&Y were still having to phone every resident to ascertain what and with whom the issues were. ES would chase up.</p> <p>GK informed the meeting that an electrical supervisor was starting employment on 4th May 2010 and we would hope to obtain NIEIC accreditation in about six months. In the meantime he would carry out some electrical work and would monitor McCormicks Vo's prior to additional works being agreed. Although we had brought the plumbing in house, this would not affect the Templar Contract, as we already had in house plumbers for this area.</p> <p>AM said if we needed electricians for the Templar areas, to contact Care and Repair as we may be able to sub-contract their electricians. GK would look into this.</p> <p>GK informed the meeting that the offices were up and running apart from minor teething problems which were in the process of being resolved.</p> <p>GK informed the group that the two new staff with learning issues had now been taken on as paid staff by Regenda. Emma would be doing four hours every week in the office and Ryan six hours with Denis. We could foresee Ryan doing more work in the future and a learning plan would be developed for them both.</p> <p>GK informed EJ that the together magazine printed a dictionary of abbreviations and she would forward this to him.</p> <p>GK enquired if the improvements had been carried out in Conniston Walk. DW said he would be visiting the Summerhouse shortly to see what could be done..</p>	<p>ES</p> <p>GK</p> <p>GK</p> <p>DW</p>

EJ stated that there was fencing required at Covington Place which was desperately needed. DW would look into this.

DW

SERVICE DELIVERY:

GK provided the KPI's for March 2010 - See attached.

HEALTH AND SAFETY:

ES said there were no H&S issues at present.

ANY OTHER BUSINESS

DW Wride asked why March voids were high. AM stated there was no trend as such, but due to elderly there would be tenants moving to properties with better care facilities etc.,

There followed a debate on what was classed as Insurance Work. EJ said that anything with consequential loss should come under insurance work. CK enquired as to plaster work as the majority of this work was following a leak. This is to be clarified before the next meeting by Matt Selby

MS

GK showed a comparison of 2009 and 2010 KPI's which showed efficiencies this year and stated that in future, the day to day would be split to show a percentage of other works, ie insurance work, or anything none open book.

EJ brought up a complaint about 11 Covington Place. ES and JW would look into this following the meeting and report back.

ES/JW

EJ asked about Regenda's policy on car parking as certain schemes did not have enough spaces and residents had to park elsewhere as visitors also took up spaces. AM said this was an issue throughout the Group and was being looked into. Regenda could not just put up resident only signs, and consultation with the residents was needed.

AM

Continuous Improvement:

JW presented the Mobysoft figures, and explained how she was able to take out the contractors name if it was not a contractor issue. There were only two dissatisfactions, which is why we need to sort the future customer satisfaction surveys so they are more accurate.

THE DPC course had been a success and we were hoping to carry out the first job next week.

AM wanted to thank Tom for his help in the Templar Offices when they had no hot water. This would be passed on to Tom.

CK

NEXT MEETING THURSDAY 27TH MAY 10.00 A.M. AT M&Y