

MINUTES OF M&Y CORE GROUP - TEMPLAR

Date: 24TH March 2010

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

Apologies: Sheila Richardson

	Comments	ACTION
	<p>MINUTES:</p> <p>The minutes of the previous meeting held on 27TH February 2010 were agreed as a true and accurate record</p> <p>MATTERS ARISING:</p> <p>GK informed the meeting that she and ES had sent out a new format for the customer satisfaction which would segregate complaints into SSC Issue, PSO issue, Customer Expectation and Contractor Issue. This would give a better reflection of customer satisfaction. We were awaiting a new completed satisfaction from SR. ES would email for an update following the meeting.</p> <p>EJ stated that until the customer satisfaction form itself was changed, then the response would never be very high.</p> <p>GK stated that the electricians had been given an extension as we are not able to come under the LBM Umbrella for NIEIC and this would have to be brought in house, which would take 4 to 6 months.</p> <p>Four electricians and one administrator were being TUPE'd over and they would be interviewed next week.</p> <p>GK informed the meeting that BT were currently in the office and that we were hoping to go live with the new system by May.</p> <p>SERVICE DELIVERY:</p> <p>GK provided the KPI's for January 2010 - See attached. .</p>	<p>ES</p> <p>GK</p>

GK explained that we were carrying out fire risk and other works, which were included in the KPIs but were not accounted for in the budget, so would be deducted from the final monthly accounts. From April there would be additional headings for Fire Risk, DPC etc to show the exact spend, and which would not effect the set budgets.

DW noticed that the percentage of jobs received did not "add up" so this would need looking into.

HEALTH AND SAFETY:

ES stated that she was unaware of any Health and Safety Issues, apart from the M&Y Offices during the current refurbishment, which we were trying to keep to an acceptable level.

ANY OTHER BUSINESS

GK brought up in the meeting the fact that a lot of abbreviations were used in Regenda Meetings and that it may be a good idea to compile a "Dictionary of Abbreviations" which would help those attending meetings. **EJ** said he would find this helpful, as he often had to ask in meeting to explain the meaning of abbreviations.

DW informed the Group that Regenda were trying to raise their profile and the repairs team were looking for Regenda land which was overgrown or used as a dumping ground which could be cleaned up and handed over to the tenants as their responsibility for the upkeep. Regenda would look to donating materials and some labour, to transform these areas into gardens or possibly allotments for growing fruit/vegetables. Also meeting rooms/scout huts/community centres etc which could be re-decorated.

GK stated that if the residents formed a friends group and write ca constitution then there was money available from lottery funds and sometimes police and local authorities.

EJ stated that Conniston Walk had a summerhouse which was used as a meeting room and was need of refurbishment as well as a plot of land in front of

GK

DW

GK

Flying Fields.

GK said that when the Landscape Gardeners came in house, we may be able to utilise them too.

AM said there had been a complaint concerning a Resident who had altered an appointment from a Wednesday to a Thursday and was disappointed when M&Y still turned up on the Wednesday.

ES stated that this had been investigated, and the Supervisor for this area had not been able to get back to the office on the Tuesday evening, so this appointment was still in his diary. We did have the appointment in the office altered for the Thursday so the operative would and did attend at this time.

This problem has now been addressed, and the diary is sent electronically at the end of each day to the Templar Offices, and picked up by the Supervisor.

Continuous Improvement:

JW then presented the Moby Soft customer satisfaction and we were pleased to note that there was no negative responses

**NEXT MEETING WEDNESDAY 28TH APRIL 10.00
A.M. M&Y OFFICES ST. HELENS**