



**MARITIME & TEMPLAR CORE GROUP MEETING**

**WEDNESDAY 30<sup>TH</sup> JUNE 2010**

**10.30 A.M.**

**MEETING TO BE HELD AT M & Y OFFICES**

**AGENDA**

1. APOLOGIES
2. MINUTES OF PREVIOUS MEETING
3. SERVICE DELIVERY
4. BUDGET DELIVERY
5. CONTINUOUS IMPROVEMENT
6. CUSTOMER CARE INCLUDING MOBYSOFT
7. HEALTH & SAFETY AND ENVIRONMENTAL
8. ANY OTHER BUSINESS
9. DATE AND TIME OF NEXT MEETING (29<sup>th</sup> July 2010)

## MINUTES OF M&Y CORE GROUP - TEMPLAR

**Date:** 27<sup>th</sup> May 2010

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

	<b>Comments</b>	<b>ACTION</b>
	<p><b>MINUTES</b> The minutes of the previous meeting held on 28<sup>th</sup> April 2010 were agreed as a true and accurate record</p> <p><b>MATTERS ARISING:</b></p> <p>SR stated that the tenant satisfaction in the new format would be available from 2.6.10 as it was now being passed to Admin. SR will ensure a folder is set up on the shared folders, to enable M&amp;Y to work on this at any time, rather than it being emailed over.</p> <p>EJ was still not happy with the format of the tenant satisfaction and felt that if it was altered, then Regenda would have a lot more returned.</p> <p>GK informed the meeting that the plumbers were now in house and working well, with no issues.</p> <p>GK also informed the Group that M&amp;Y now had an electrical supervisor who was striving towards NIEIC accreditation and that we would be advertising for 4 new electricians to carry out the periodic inspections for Regenda commencing 1<sup>st</sup> July. These electricians would be employed on a 9 month temporary basis. Voids would still be outsourced until our TUPE electricians had been taken on.</p> <p>GK also stated that M&amp;Y had carried out some DPC on a Regenda property and there were more forthcoming. The savings were not yet apparent as they had not yet been invoiced, but these would be brought to the next meeting.</p> <p><b>SERVICE DELIVERY:</b></p> <p>GK provided the KPI's for April 2010 - All extra works outside the budget were now separated.</p> <p><b>HEALTH AND SAFETY:</b></p> <p>ES said that here were some Health and Safety issues concerning</p>	

Asbestos in some floor tiles and artexing, which should be treated as hazardous waste. GM stated that he would ask PKL consultants to contact us as they would be able to advise which route to take.

### **ANY OTHER BUSINESS**

EJ stated that he had still not received a copy of the housing terms of abbreviations. AM said this would be forwarded to him.

EJ also asked if anything was being done re the fencing required at Covington Place which was desperately needed. DW said he would look at this following the meeting.

### **Continuous Improvement:**

SR informed the meeting that from 1<sup>st</sup> June 2010 the out of hours would be passed to "First Call", who were a call handling service. This service commences from 7.00 p.m. until 8.00 a.m

SR said she had four new trainees who had "gone live" and if we had any issues, could we address them to her.

JW presented the Moby soft figures and said that although the response was low it was positive. EJ stated that most of Templar residents were elderly and did not have mobile phones, which is why the customer satisfaction should be simplified.

**It was decided that a joint meeting with Templar would take place next meeting, as the majority of items covered were duplicated, and only the KPIs and some specific concerns were different.**

**NEXT MEETING WEDNESDAY 30<sup>th</sup> June at 10.30 A.M. AT M&Y OFFICES ST. HELENS**