

**URH Board Minutes  
12 December 2007 at 6.30pm  
LG04, Lincoln House**

**Present:**

Anton Manickim; Edith Yembra; Ann Hoad; Cllr Clive Bennett; George Pashley; Cllr Alex McKenna; Jean Slater; Cllr Clive Bennett;

**URH Staff:**

Damian Roche (CEO); Tim Mathias (Minutes); Phil Morris; Clara Odamo; Kevin Creed; Alexandra Asare

**Observers:**

Dan Howcroft (Manager – Blenheim Gardens); Lloyd Lewis (Manager – Loughborough);

**Apologies:**

Carla Pall; Mary Simpson; Selena Ellis; Helen Charlesworth-May; Maya Schram; Dilia ('Lia') Conceição; David Schwarz; John Pepin;

**1 Introduction**

1.1.0 Anton Manickim (Blenheim Gdns Rep) was introduced to Jean Slater (Loughborough Rep) and George Pashley (Independent Rep).

1.1.1 Please note Dan Howcroft that as well as managing Blenheim Gardens RMO, Dan Howcroft has also assumed responsibility for managing Waltham TMO on a part time basis.

**2 Declaration of Interest**

2.1.0 There were no declarations of interest.

**3 Minutes & Matters Arising from the meeting on 14 November 07**

**3.1.0 Minutes – 14 November 07**

3.1.1 Please note that the banner should read URH Board Minutes, 14 November 2007, NOT 10 October 2007.

**3.2.0 Matters Arising**

3.2.1 There were no other amendments. The Minutes were accepted unanimously.

3.2.2 There was only one matter arising:-

3.2.3 Action Point 1 – Present Paper – issues around target setting.

3.2.4 This is due to be presented at the January meeting.

**4 URH Equality & Managing Diversity Policy (Draft)**

4.1.0 Damian Roche presented this item.

4.1.1 Every organisation should have an Equality & Diversity Policy. Currently, the four TMOs either follow Lambeth's policy, or have adapted it to suit their organisation. This policy relates primarily to URH as an employer rather than as a service provider. It aims to cover all recent legislation. This is an early draft, Damian Roche would like comments from the board, and will present a revised version to a future meeting.

- 4.1.2 Ann Hoad pointed out that there are references to 'the RMO' throughout the document. Damian Roche stated that this Policy was prepared with a view to being adopted by the TMOs as well. These will be amended.
- 4.1.3 It was also noted that the DTI, referenced a number of times throughout the document, has been renamed the Department for Business, Enterprise and Regulatory Reform.
- 4.1.4 George Pashley asked that details on Harassment and Whistle-Blowing policies be added to the policy. (*George Pashley has now forwarded details to Patsy Douglas.*)

## **5 Voids & Re-let Process Review**

- 5.1.0 Damian Roche introduced this item.
- 5.1.1 Damian Roche reminded the meeting that URH had previously agreed a programme of service reviews. A panel was set up comprising of representatives from URH and each of the TMOs. The papers present the Project Report with a Self-assessment carried out against the HQN Re-let Toolkit. An Action Plan starts from page 41, this also outlines progress made as at November 07. The TMOs have been asked to present these Action Plans to each of their boards.
- 5.1.2 Please note that the banner at the top of the Action Plan should read Progress/ comments as at Nov 07. Additionally, under Target Date - Dec 08 should read Dec 07.
- 5.1.3 Cllr Clive Bennett stated that he had concerns about the wide variation in void costs. Damian Roche replied that void costs may vary significantly due a to number of factors, including the size of the property and the amount of work that needs to be done. Local issues also play a part – Loughborough had to significantly improve their void standard as the estate was viewed as undesirable by prospective tenants, but have recently had to reduce the average spend due to budget constraints.
- 5.1.4 Cllr Clive Bennett asked whether inter-estate lets are a real possibility. Damian Roche replied that it may be difficult to get agreement from Lambeth, but this will be investigated.
- 5.1.5 George Pashley asked whether URH are confident that the problems with the Loughborough re-let process have been addressed. Damian Roche stated that he was confident that the issues are being tackled as long as Loughborough implements the agreed Action Plan. URH has done a lot of work at Loughborough - looking at such issues as communication between staff and contractor capacity. Re-lets are now being made far more quickly.

## **6 Gas Services**

- 6.1.0 Clara Odamo introduced this topic.
- 6.1.1 Kevin Creed has been performing a manual audit of Gas Safety Certificates (CP12) at each of the TMOs. Three of the TMOs have been completed to date. The largest, Loughborough, will be completed in the near future.
- 6.2.0 **Blenheim Gardens**
- 6.2.1 For the Financial Year 2006/07 there appear to be six outstanding CP12s, and a further Certificate that had the incorrect year printed. Dan Howcroft is confident that these are a result of a capital works programme taking place on the estate, and that they have been done. Dan Howcroft is seeking to locate these.
- 6.2.2 This year's programme is on schedule with 80.67% complete for 2007/08.
- 6.3.0 **Roupell Park**
- 6.3.1 There are seven CP12s missing from 2006/07. Trevor Dailey is looking into this matter, and is trying to obtain the missing CP12s from their former contractor.
- 6.3.2 There is a significant discrepancy between the number of services Roupell Park have recorded as complete, and the number of CP12s they have. Stefan Gustav is looking into this matter. A report will be made to the next board meeting.
- 6.4.0 **Waltham**

6.4.1 There are three outstanding CP12s. The Repairs Officer is chasing their contractor to see if they have copies.

6.4.2 This year's programme is ahead of schedule, and should be completed by the end of December.

#### 6.5.0 **Loughborough**

6.5.1 This is scheduled to be completed by the end of December 07.

6.5.2 Damian Roche emphasised that it is important to reach 100% services each financial year.

### **7 URH Performance**

7.1.0 Tim Mathias introduced this item.

#### 7.2.0 **Rent Collection**

7.2.1 Tim Mathias stated that there are pressing concerns about the Rent Collection statistics at both Loughborough and Roupell Park. A meeting has been called to discuss this with Loughborough's rent team next week. There are also proposals to pilot a DIYPO scheme at Loughborough, however there is still a number of obstacles that need to be overcome before this can be put into place. Lloyd Lewis confirmed that Loughborough applies for between ten and twenty Possession Orders each week.

#### 7.3.0 **Urgent Jobs**

7.3.1 Urgent jobs are also posing a problem. Many of these jobs are raised by the Out of Hours team; the TMOs have not been informed that they have been raised. URH will arrange a meeting with the Out of Hours team as a matter of urgency.

#### 7.4.0 **Telephone Response**

7.4.1 Lambeth Council has recently installed a new telephone system; this has had problems bedding in. This is likely to have a significant effect on figures for the next month. However, it was acknowledged that, with the exception of Blenheim Gardens, the telephone response rate has been poor this year.

7.4.2 George Pashley asked whether the quality of responses is being assessed. Clara Odamo replied that a Mystery Shopping exercise has been held, and this will continue to be assessed at regular intervals.

### **8 URH Service Improvement Plan**

8.1.0 Alexandra Asare introduced this item.

8.1.1 Most actions are on-going for most TMOs.

8.1.2 A manual audit for Gas Services is under way.

8.1.3 The TMOs have also been engaged in a joint procurement exercise to secure a new Parking Contract.

8.1.4 Consultation on developing a Resident Involvement Strategy was launched last week. Twenty application forms have already been received.

8.1.5 Damian Roche stated he would be meeting with the Estate Managers soon to go over key points within the resident involvement strategy, and will feed back to the next board meeting.

### **9 Any Other Business**

#### 9.1 **Ann Hoad**

9.1.1 Loughborough has agreed to allow Ann Hoad to continue as Chair of both Loughborough EMB and URH.

#### 9.2 **Phil Morris**

9.2.1 Blenheim Gardens RMO have confirmed that they want Anton Manickim to continue as a URH representative.

