

URH Board Minutes
16 January 2008 at 6.30pm
LG04, Lincoln House

Present:-

URH Board

Cllr Alex McKenna, Maya Schram, Edith Yembra, George Pashley, David Schwarz, Jean Slater, Ann Hoad, Mary Simpson, Cllr Clive Bennett (part of meeting), Lia Conceição, Helen Charlesworth-May

URH Officers

Clara Odamo, Tim Mathias (Minutes), Phil Morris

Observers

Dan Howcroft (Manager – Blenheim Gardens & Waltham TMOs)

Apologies

Damian Roche, Carla Pall, John Pepin

1 Introduction

There were no introductions.

2 Declarations of Interest

1.1.0 There were no declarations of interest

1.2.0 URH Accounts – Tabled Paper

1.2.1 Phil Morris introduced this item. This item was tabled at this meeting, as the URH accounts have to be submitted this month. A copy of the accounts was distributed to each board member. Phil Morris stated that the auditors have gone through these accounts and have raised no objections. It was unanimously agreed that Edith Yembra should sign the board papers, along with Ann Hoad as Chair, and Damian Roche as Chief Executive. It was agreed to amend page 2 – Jason Whyatt should read Jason Wyatt. The accounts were agreed unanimously.

3 Minutes & Matters Arising from the 12th December meeting

3.1.0 Amendments

3.1.1 Paragraph 9.5.1 amended from Myatt's Field TMO to read Myatt's Field North TMO.

3.1.2 The Minutes were approved unanimously.

3.2.0 Matters arising

3.2.1 Paragraph 7.2.1 - Tim Mathias stated that due to staff leave over Christmas & the mock inspection there has only been time for one brief meeting with Loughborough income staff. This has identified some issues – principally a pressing need to improve relationships with Lambeth Legal Services.

3.2.2 Paragraph 9.5.1 - Phil Morris stated that that a proposal to settle the TMO allowance dispute had been submitted to Lambeth Council. Lambeth will be meeting on 23rd January, and it is assumed that this be part of the agenda.

4 Performance Indicators

4.1.0 As Damian Roche was unable to make this meeting, Clara Odamo introduced this item.

4.1.1 At the November meeting a discussion around target setting was held. The Board requested that a paper surrounding the use of different Performance Indicators be presented.

4.1.2 The TMOs provide a service to residents – this must be measured. Damian Roche has described various forms of Performance Indicator in the report, and how they can be utilised effectively. Pages 11 and 12 outline a suggested list of Performance Indicators for the board to amend and/or approve.

4.1.3 During the mock inspection being held this week the inspectors have asked for further details regarding such issues as anti-social behaviour and repairs.

4.1.4 Ann Hoad stated that they have not received a repair appointment card during the past year, are Lambeth doing any monitoring? TM will make enquiries.

Action Point 1	By whom	When
Check status of repair satisfaction cards	Tim Mathias	13 Feb 2008

4.1.5 David Schwarz pointed out that many contractors are required to monitor satisfaction as part of their conditions of employment. Although this has to be monitored by the Council to ensure that the results are representative, it could save the estate offices a lot of work. It was unanimously agreed to explore this option.

4.1.6 It was agreed to make the returns on BV66b, c & d monthly. These should become available from Lambeth in the near future.

4.1.7 A number of board members brought up issues such as Health & Safety and employee satisfaction, which could be considered for some sort of regular reports, but are not quantifiable and could not be classified as Performance Indicators. It was agreed to look at these topics at a future date. Board members can Email COdama@urh.org.uk with any suggestions.

5 URH Equality & Managing Diversity Policy

5.1.0 Clara Odamo presented this item.

5.1.1 It was agreed to endorse this document with changes – principally adding a whistle-blowing policy – that were agreed at the last meeting. The complete document will be circulated within the next two weeks.

6 URH Performance Report

6.1.0 Tim Mathias introduced this topic.

6.1.1 There are four main areas of concern - Rent Collection, Service Charge Collection Rate, Void turnaround at Loughborough, Urgent Appointments missed

6.1.2 Please note that Telephone Response statistics are not available this month, but remain a source of concern.

6.1.3 Following a recommendation from Helen Charlesworth-May it was agreed that URH should look at different methods of procuring legal services.

Action Point 2	By whom	When
Produce report – different methods of producing legal services	Tim Mathias	12 March 2008

- 6.1.4 Dan Howcroft suggested that since Lambeth Legal Services are good at representation but slow at processing applications, TMOs could make the decision to make the application to court themselves, and call upon Lambeth Legal Services to represent, if necessary.
- 6.1.5 A request was made to identify staff & main functions more clearly in the report. This was agreed.
- 6.1.6 Both David Schwarz & Lia Conceicao were keen to see the relationship between board and staff monitored.
- 6.1.7 A number of other issues such as estate cleaning were brought up, it was decided that although these were not a suitable subject for Performance Indicators, some sort of regular monitoring report would be helpful.

7 Any Other Business

7.1.0 Clara Odamo

- 7.1.1 A Focus Group with board members will be held tomorrow.
- 7.1.2 A feedback session, following the inspection, will be held on Monday 21st January at 2pm.
- 7.1.3 Board training sessions for Corporate Governance 2 and Risk Management still have to be arranged for February. Clara Odamo will send out invitations, avoiding any Monday dates. Another session on Equality & Diversity will also be arranged.
- 7.1.4 Feedback from the HQN inspection will be held on Monday at 2.00pm, should any board members wish to attend. Tim Mathias will send out an invitation.

7.2.0 Ann Hoad

- 7.2.1 It is understood that Lambeth will be conducting a 20% survey of properties. This will assist URH in planning major works.