

**Great Homes Team Minutes**

**Date: 18<sup>th</sup> January 2018**

**Attendees:** Peter Eddy (PE) – Chair, Joe Ferguson (JF), Tony Waddington (TW), John Body (JB), John Seaton (JS), Clive Baker (CB), Elaine King (EK), Mary Eva (ME), Jacky Dunlop (JD), Julie Cooper (JC), Jed Fitzharris (JFz), John Stevens (JS)

**Apologies received:** Carol Dixon (CD), Wendy James (WJ), Danny Keay (DK), Wendy Kirkpatrick (WK)

**Staff Attendees** – Michael Bennett (MB), Mark Reed (MR), Joanne Pascoe (JP), Jackie Thomson (JT), Bill Voyce (BV), Lyndsay Barrett (LB), Phil Gilbert (PG) – from and to points mentioned. Georgina Hayman (GH), Liz Bracelin (LB) and Fraser – from and to points mentioned.

**Purpose of the meeting**

1. Welcome & Apologies
2. Matters arising from previous meetings
3. Election of Chair and Vice Chair
4. Development Update
5. Great Homes Forward Plan 2018
6. ESIF SMARTLINE (progress update)
7. Update on Responsive Repairs Procurement
8. Asset Management Strategy 2017-2021
9. Repairs and Maintenance Strategy 2017-2021
10. Performance Review
11. Advantage South West (ASW) (update)
12. Standing Agenda Items –  
HandyLine Update  
Items for CSC  
Any other business

Date of Next Meeting – Thursday 18<sup>th</sup> April 2018 – CSL Board Room

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## **1.0 Welcome & Apologies**

The Chair welcomed all to the meeting and provided the details of the apologies received.

The minutes were agreed as a true and accurate record of proceedings.

Proposed: JC

Seconded: JD

## **2.0 Actions arising from previous meetings**

Actions are covered within the agenda of the meeting.

## **3.0 Election of Chair and Vice Chair**

**Vice Chair** - John Seaton – nominated by JC

Chair – Jed Fitzharris – nominated by CB, seconded by BE

Vote in favour for JF, unanimous decision.

Vote in favour for JS, unanimous decision.

JF thanked PE for his term as Chair of the Great Homes team. JF took over the Chair of the meeting.

## **4.0 Development Update**

Swapped to item 5. GH and LB joined the meeting at this point (1.20 pm). A presentation on development was provided including the progress for 2017/18 and new development sites. \*\*Input info regarding grants HCA etc.

Homeless project approved by planning committee. Positive comments were received by local people. The group provided positive comments towards this development.

GH, LB and Fraser left the meeting at this point (1.56 pm).

BV joined the meeting at this point (1.52 pm).

## **5.0 Great Homes 5 Plan 2018**

MB provided a refresher for the group of the forward plan for 2017. The Asset Management Strategy was deferred to the January 2018 meeting. The group then reviewed the 2018 forward plan which was issued prior to the meeting. A customer consultation decision is therefore required regarding the Asset Management Strategy at this meeting. The Board have approved the document. The group were asked if there were any amendments required. There were no amendments

suggested. The group approved the forward plan. Show of hands unanimous decision. A copy of the Forward Plan 2018 to be emailed to the following:- JS, JSt, JC, JF, BE, JD.

MR circulated a copy of the finalised Repairs and Maintenance Strategy document for perusal. An email copy of the whole documents to be emailed to those above.

## **6.0 ESIF – Smartline Update**

BV provided a presentation on the Smartline review. \*\*Include figures from presentation. Tablets issued in first week of April for 350 (approx.) to support the use of the units etc. BE had issue with monitor on the wall staying put – BV to contact Blue Flame and ask them to make good. JF and BE both raised issues regarding their television sets. BV to look into. BV left the meeting at this point (2.11 pm). Ongoing updates on the Smartline project are on the forward plan. Radon data will be linked to this also to see if there is any correlation.

## **7.0 Update on Responsive Repairs Procurement**

MR provided an update on the existing contract regarding responsive repairs. Re-procure with CSL when contract needs renewing in 2019. Staff team based across the company has been set up, including Customer Access Co-ordinator and representative from Finance and have developed a procurement plan to prepare for this.

## **8.0 Asset Management Strategy 2017-2021**

MB referred to the papers issued prior to the meeting. \*\*Insert initial para text for explanation. A copy of the finalised printed document will be brought to the group for perusal at the next meeting. TW asked regarding the look of the estates and stated that he could not see this within the document. MB advised that this is covered within the 'Refresh our Neighbourhoods' section in the document. TW raised issues of overgrown hedges causing problems on estates. CB also raised his concerns regarding this issue and mobility problems etc. MB advised that the Handyline scheme and Coastline Plus are available for assistance with trimming / cutting down hedges etc. MB referred to the Coastline website and advised the group to type 'grounds' into the search engine and you will be able to see all of the grounds maintenance maps that Coastline are responsible for.

The group approved the strategy following a unanimous show of hands.

## **9.0 Repairs and Maintenance Strategy 2017-2021**

MR referred to the papers issued prior to the meeting. \*\*Insert initial para text for explanation.

The group approved the strategy following a unanimous show of hands.

## 10.0 Performance Review

MR ran through the key performance indicators (KPIs) on the screen for the group to review. MR also advised the group of the planned maintenance statistics, including kitchens, bathrooms and re-roofing.

## 11.0 Advantage South West (ASW) update

MR provided a verbal update and stated that a viewing event took place at Ocean and 2 customers attended from Coastline and found the event very useful. A copy of the newsletter is available on request.

## 12.0 Standing Agenda Items:-

### HandyLine Update –

Handyline	UH	Service Connect	Cancelled	Total Jobs	Total Cancelled
CSL Mobile	0	29	0	55	1
Coastline Services	26	0	1		

Type of Jobs	
Blinds	1
Painting	3
Hang door	5
Shelves	4
Towel Rail	2
Hang mirror	2
Install dishwasher	1
Hang picture	2
Wardrobe	1
Cooker Installation	3
Curtain rails	1
Kitchen Units	1
Light Fitting	1
Install key safe	1
Trim door	2
Install outside plug	1
Grass Cutting	24

**Items for CSC – None.**

**Any Other Business –**

Blue Flame KPIs – PE asked why the group do not receive these anymore. MR and MB stated that these can be incorporated in the performance report in the future. PE stated that the group would like to see Gareth Jones attend a future meeting and MB will request that he attends the next meeting to provide a brief presentation.

Barry Manser, Fraser White, Chris Holding, Keith Dunstan, Ralph Retallack – MB advised that any of these could attend a future meeting to provide an update on their specific areas. Ralph to be invited to a future meeting.

MR advised that Darren Cox has joined his team and you may meet him in the near future.

MB to include a copy of the 'who's who' within the papers for the next meeting.

**Date of Next Meeting – Thursday 19<sup>th</sup> April 2018 – CSL Boardroom**

**Meeting closed at 3.50 pm.**