

THE RIVERSIDE GROUP LIMITED

**Riverside North Divisional Meeting Held at 4:30pm on
Thursday 20 November 2014 at the Royal York Hotel**

Minutes

Present:	Darren Warneford	Chair	DW
	Mark Pearson	Vice Chair	MP
	Diana Pearce	Vice Chair	DP
	Bill Barkworth		BB
	Bob Hall		BH
	Chris Leavy		CL
	Dr Nell Chang		NC
	Anne Tyrrell		AT
	Patrick Rice		PR
	Steve Ward	Director, North Division	SW
In attendance:	Bob Coffey	Assistant Director, Property Services	BC
	Carl Mitchell	Assistant Director, Operations	CM
	Julie Riseborough	Business Support Manager	JR
	Simon Aldred	Assistant Director, Finance	SA
	Justine Gore	Development Manager	JG
	Tom McGuire	Director, Mersey North Division	TM

Apologies for absence

Apologies were received from Andy Gladwin, Cllr Peter Clark, Carl Mitchell, Julie Gray, Sally Trueman.

Declarations of Interest

No Declarations of interest were received

86 Minutes of the last Divisional Board Meeting held 18 September 2014. Action

The minutes of the last meeting were agreed as a true record.

87 Matters Arising

There were no matters arising from previous minutes.

88 Property MOT presentation

TM delivered the presentation and invited questions from Board members.

TM confirmed that the main issue arising from his experience was the age of stock and emphasised that each Division will

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have a slightly different approach based on stock profile and customer base.

TM advised that the majority of customers responded very positively to the service but a minority needed additional communications to understand their obligations following completion of the MOT.

It was noted that the mobilisation of Evolve and the introduction of MOTs would need to be co-ordinated to ensure maximum benefit. However as Evolve already operate in Manchester and are familiar with the new “psychology of service” this would have a positive effect.

It was confirmed that QMOs and contractor operatives would receive training as part of the implementation plan.

It was noted that there will be additional costs in Years 1 and 2 but that eventually there should be net financial gains.

TM concluded by offering support to Riverside North during the implementation, which will be phased in from April 2015.

89 Financial Performance Report

The Board noted the contents of the financial performance report. The following points were discussed:

- a. Whilst property sales in the year to date are accurate, the forecast needs to be adjusted to reflect current predictions and the transfer of the Scunthorpe site.
- b. The draft Divisional Business Plan should be available for the March 2015 meeting.
- c. The programmed maintenance overspend referenced in Item 2.2 is starting to balance out due to prudent repairs management earlier in the year regarding boiler replacement. There is sufficient funding for replacement if required.
- d. Some additional funding has been identified for refurbishment of voids requiring major repairs investment. It is important that the funding is spent in the current financial year.
- e. The impact of Universal Credit is being closely monitored by Riverside. There are currently 52 households affected. SW is the lead Director for Income Management and has been working closely with central colleagues in Speke and the Department for Works and Pension (DWP) to ensure that

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Riverside can offer the support and guidance required by affected customers.

- f. The adverse variation on repairs exclusions was queried. SA explained that exclusions occur because they are not included in the repairs covered by the Premium Per Property. Property MOTs should contribute towards reducing exclusions. "Health and Safety" repairs are included in the reactive repairs budget. There has been a programme in communal blocks for asbestos but not for General Needs. Where asbestos issues arise in the Property MOTs the repairs will be covered by a programme.
- g. It was noted that Saltwell Road is in Gateshead, not Newcastle as stated in Item 2.8.

90 Director's Report

The Board noted the contents of the Director's report. The following points were discussed:

- a. SW advised that the expected date of transfer for Scunthorpe site is 1 December 2014.
- b. The lease on the Colshaw Farm community centre should be agreed by December 2014. Whilst the delay in refurbishment means that the benefit to Riverside will be limited, the need to maintain good working relationships with Cheshire East Council and the local community is also being taken into consideration.
- c. It was requested that the colour coded neighbourhoods referenced in the Neighbourhood Investment Strategy (NIS) would be helpful if shown on a map. SW agreed to arrange this.
- d. It was confirmed that the Neighbourhood Action Plans (NAPs) referenced in the NIS were the same as the NAPs mentioned in Agenda Item 8, Appendix Five (Community Projects Update).
- e. The decline in repairs satisfaction is consistent across the Group, except Mersey North where Property MOTs have been piloted. Contractors conduct their own satisfaction surveys, using external independent market research and the responses do not reflect the STAR survey results. BC agreed to bring information to the next Board meeting. The question wording may lead some customers to offer perceptions of service based on programmed as well as responsive repairs. The survey completed in 2014 is a condensed version and does not "drill down" to ask

SW

BC

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questions about service aspects such as operative courtesy or speed of completion. The Corporate Programme Management Office held a workshop with Evolve customers in September to look at the quality of the repairs experience. Four customers from the North Division participated. The results have not yet been published. JR confirmed that the subject of repairs satisfaction and programmed maintenance was the main topic for the November scrutiny panel meeting and had been brought forward at the request of tenants following publication of the STAR survey results.

91 Operational Reports

91.1 Operations Report

The Board noted the contents of the Operations Report. The following points were discussed:

- a. It was confirmed that the Income Manager recruitment has been successful and the new employee, Chris Todd, commences on 24 November.
- b. Board were advised that the central funding for wardens will not be continued beyond the end of this financial year. The possibility of funding from service charges had been considered but due to financial pressures on customers it was not deemed to be sustainable as the costs are £120k per year. The decision had to be taken prior to service charge letters for the next financial year being posted out to customers. The employees affected by this change have been formally notified of the decision.
- c. Board Members requested clarity on the terminology used in the Eviction and Court Action reports (for example "spo £10"). It was agreed that the report could be improved.
- d. It was noted that the legend/key for the arrears graph had been omitted.

CM

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91.2 Property Services Report

Action

The Board noted the contents of the Property Services Report. The following points were discussed:

- a. BC advised that the Property Services team were aiming to complete 100% of Health and Safety actions by the end of December 2014.
- b. Members requested an update on the mobilisation of Evolve and it was suggested that the Evolve Directors should attend the January 2015 meeting. BC agreed to arrange this.
- c. Evolve's performance against KPIs was queried. The performance in July was disappointing but it was noted that Evolve are now achieving target.
- d. BC clarified that "Chasers" for repairs are not always service failures and that there are a variety of chaser categories including customers ringing to ask if an appointment is still going ahead as planned.

BC

91.3 Asset Management Report

The Board noted the contents of the Asset Management Report. The following points were discussed:

- a. Members were advised that bids under the third and fourth rounds had also been submitted as follows:

Third Round

- £100k - Fencing
- £144k - Resurfacing of footpath and public realm
- £284k - Garage doors and roofs
- £7.5k - Voids
- £2.5k - Security Works at Lingmell

Fourth Round

- £41k - Play park resurfacing
- £81k - Voids

BC

If bids under rounds three and four are successful the funds from all rounds represent an additional £1m investment for the Division. BC to confirm outcome at January 2015 meeting.

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92 Development Report

Action

The Board noted the contents of the Development Report. The following points were discussed:

- a. JG advised that there is still a problem with underground water affecting 4 plots at Gibson Close Wakefield. A new sub-contractor has been appointed to complete final phase earmarked for completion February 2015.
- b. The pipeline programme was approved.
- c. JG was asked if there are any possible affordable housing sites in Langley. JG confirmed that there are none included in pipeline yet. A paper would be presented at the January meeting regarding two sites with Lovell and Keepmoat regarding the Langley land pooling agreements.

JG

93 Any Other Business

None

94 Date and Time of Next Meeting

The next Riverside North Divisional Board Meeting will be held on **Thursday 22 January 2015 at 4:00pm** (refreshments available from 3.45pm) at **The Royal York Hotel, Station Road, York, North Yorkshire, YO24 1AA**

Signed and Approved by Chair

Signature:

Date:

Papers shown as an Appendix to the Minutes

Minute Numbers

86 – Minutes of Divisional Board meeting held 18 September 2014

89 – Financial Report

90 – Divisional Director's Report

91 – Operational Reports

91.1 – Operations Report

91.2 – Property Services Report

91.3 – Asset management Report

92 – Development Report

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