Present: Peter Grace  (Chair person for the meeting)
        John Davies
        Rachel Spicer  (minutes taking)
        Andy Farrar
        Tom Batey
        Jean Vickers
        Nicky Harmsworth
        Brian Lee
        Lee Newton

1. Apologies:  Nigel Eaton
               Hannah Linder

2. Minutes of the last meeting
   Minutes were duly agreed and signed.

3. Matters Arising
   Action Tracker
   - Action 4 – Ongoing
   - Action 5 – completed at voids meeting
   - Action 6 – On agenda
   - Action 7 – Ongoing
   - All others have been completed

   Any works on the Planned List are still being held on file, the
   programme is currently being drawn up by Darren Toes.

4. Grounds Maintenance
   Deferred to the next meeting, more discussion needed in the
   mean time.

5. Contractor Performance
   Andy explained that at the last meeting Connaught’s report was
   looked at and a new manager (Rod Martin) was in place at
   Connaught offices. Rod has taken a keen interest in the project
   operationally and is currently reviewing the report. This will be
   available for the next meeting.

   Budgets – Andy had a meeting with Connaught regarding
invoicing on Monday, Andy made it clear to Connaught that the issues need to be addressed, April, May, June and July have been completed and has been promised that August and September invoicing will be done by the end of October. Connaught have brought in additional resources in the form of a quantity surveyor to deal with the back log period, targets have also been set for each month to monitor this. Voids spend is slightly higher than projected and responsive repairs is currently on target. Andy can start profiling with the accountant once the next set is in.

Pre-Heat – Andy explained that Pre-Heat are generally providing a good and proactive service and have had quite a few compliments coming in. Gas Safety certificates are now at 97.4%.

6. **Decent Homes Contract**
Andy explained that a meeting has been set up for 27th October at Waterford House from 9:30am - 3pm. Different suppliers will be coming along to do presentations of materials and types of kitchens. No tenant Representatives have heard of this meeting previously although they were supposed to have had an invite. Peter asked why they had not been involved before, Andy noted that this is the first stage as no costings can be done before hand, type of kitchen will need to be picked then choice of supplier, costings can then be put together.

Lee explained that a type of kitchen was already agreed this year. Andy explained that no kitchen under LHC list of contractors fits the Howden’s range. Peter noted that LHC had not been contacted while the last kitchen was being agreed which is why the change is being made now. Peter will try to attend the meeting set, agreed it would be best to pick up where we left off with the Decent Homes works, so starting in Woodley and rolling the programme from there. Bathrooms are also included in this.

Andy explained that some bathrooms may only need 1 attribute replacing such as a bath, which would be on another programme carried out by a different contractor.

7. **Eustace Crescent**
Peter explained that Eustace are now having minuted meetings but no-one has received the action tracker.

Peter noted that a lot of money is being spent on Eustace Crescent. Andy explained that some work is going through the estate improvements programme although this programme does not guarantee work.

Andy explained an action plan will be done for Eustace
Crescent, works will be completed and from there on, repairs will need to be reported through the normal channels.

Drainage – Andy explained the drainage at Eustace is old and in disrepair, CCTV surveys are being done and the drainage will need to be replaced bit by bit which will also be better on the budget.

8. **Voids**

   Lee explained void turn around times are now down to 38 days, the new voids co-ordinator is doing very well but emphasised that she will need support throughout.

   Andy has asked that Connaught separate voids and responsive repairs costs. Deana Basten is currently looking at a monthly report which can go out to all once devised.

   Andy explained that Mark Whittington and himself are looking at enamelling of baths and cost implications, Andy will be looking at costs from other suppliers as Connaught have expressed that they are not interested in doing this work.

   Lee noted that the voids action tracker should be provided to this group but no-one has received one. Andy explained that the teams within Tenant Services are now working a lot closer together on voids with the help of Julie.

   The group would like to thank Julie for her hard work since she has been in post as there has been a definite improvement on voids.

   Andy noted that Housing Officer’s are happy with the re-let standard, this now needs to be checked whether it has gone to the Tenant and Landlord Improvement Panel to be agreed.

9. **Asbestos**

   Peter noted the article in the Wokingham Times around asbestos in properties, Peter explained that this is scare mongering and does not look good on Tenant Services. Andy explained that we are not sure where the article came from.

   Andy explained that as part of the audit commission, Simon Price has worked with the service managers who have produced projects for each team, Andy has the role of looking at Gas Servicing, Decent Homes and Asbestos Management, these are reported throughout the Council to check on progress.

   Andy explained that the Asset Management team have been through asbestos awareness training and an early first draft policy has been produced which will be defined later in the month. Andy explained he would like to bring in an external specialist to refine the policy and help sign off the final draft.
Andy explained we currently have the asbestos register, however some of this information may be out of date. Andy will be looking at ongoing risk assessments to update the records regularly. Connaught have a parent company that deal with asbestos removal although not many cases have been done, the information comes into Tenant Services and a copy of the certificate is put on the house file for our records.

10. **AOB**

Staff Restructure – Andy explained that one of the proposals was that the role of Customer Liaison Officer (Dianne Smith) was to be disestablished, it is currently going through the consultation period and a re-deployment option is offered to any of those effected. Dianne Smith interviewed for the Housing Officer opening for Wokingham and was successful, Dianne will be starting as a Housing Officer on Monday. The group would like to thank her for all her hard work and wish her the best of luck in her new role.

Andy explained that Mark Whittington is now back in the office every day with shorter hours, Mark is on leave for 2 weeks at the end of October, on his return he will be back to normal hours and will slowly be getting involved with responsive repairs again. The group would like the welcome Mark back.

Communal Aerials – Andy has started this project with Mark Whittington but more discussion is needed, Agreed this item would be brought to the December's meeting.

Lee asked if tenants report that there window is broken if we could give them a phone number of someone who could fix / replace it as it is their responsibility. Peter and Andy explained that Tenant Services are not allowed to recommend any other contractor as it would make us liable for any mistakes made. Lee also asked if low level windows could be replaced with boards, Peter and Andy confirmed that this is not in the budget and low level windows are covered by the correct standards of health and safety, however if the tenants decide they would like to this themselves they can write into Tenant Services for landlords permission.

Lee noted that vinyl flooring needs to be stuck down, Andy explained that some types of vinyl can be loose laid but will check this and bring back to the next meeting.
Date of the next meeting is at 7:30pm – Shute End

Signatures

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