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Repairs Meeting
Held on Tuesday 8th July 2014
Allan Water House 10.30am

1. Present: Alex Lamb, Moira Robertson, Anna Johnston, Philomena McClung, Alex Wallace, Alexa Brown [SC] John MacMillan [Service Manager Technical Services]

Apologies: Meg Amasi, Emma Meldrum [STP] Michael Griffiths, Dolly Gemmell

2. John MacMillan outlined for us the changes that have been agreed to the structure of Stirling Council which will be introduced under the new CEO Stewart Carruth. At present there are 7 Heads of Departments and this will be reduced to 5 Directors. Housing will be combined with the Environment which includes Roads and Waste. The way the new system is structured means that some areas such as Waste could be put out to private tender. See Appendix 1
John left the meeting.

3. Update on Repairs Policy Review

Unfortunately due to Alexa not being available, the Repairs Group meeting scheduled for May 6th was cancelled, so we were unable to discuss the changes that we had proposed at the last meeting prior to it going before the Housing Advisory Group [HAG] on May 23rd but only a couple of changes to the wording were made there. Alexa didn't manage to take the document to the Housing and Environment Committee on 6th June.

At the HAG meeting concern was raised about item 5.3 *Tenants are responsible for the purchase and installation of consumable items, which includes light bulbs, batteries, decoration, plugs, floor coverings etc. Where items are difficult to obtain or install we will provide and install these at an appropriate charge.* Alexa was asked to bring back costings not only for the above but also for Tenant to Pay and Elective Repairs. The group was given a hand-out with the proposed costings which were discussed at length and it was agreed that they were all reasonable.

Elective Repairs are when the tenant has asked for permission for an installation or fitting. For some installations or fittings, HS will offer to do the work for cost but 80% of the quotation has to be paid up front. HS will quote for decoration at cost. Tenant to Pay repairs are when damage has been caused wilfully, accidentally or negligently and the tenants has accepted full liability.

This is a draft document and needs the approval of Alistair McLeod, accountant.

There will be conditions applied to permission and quotes such as 'if the tenant puts a cat flap in, the door will need to be replaced when the tenants leaves.
 HS will quote for other things and cost for variations on standard things.
 If the tenant is unable to pay for a replacement fluorescent bulb, then arrangements could be made for the money to be paid up. The starter is replaced free of charge.

Draft Cost of Works

All costs are inclusive of labour, materials and VAT [where applicable; often no VAT required]. Below you will see the costs for the main types of work we are asked to do. If you would like a quotation please call us on 0845 277 7000 and we will be happy to advise.

Gain Entry	£30.00
Gain Entry and fit new locks	£87.00
Fit new locks	£57.00
Renew an external door	£580.00
Renew an internal door	£87.00
Fit an internal door	£15.00
Fit a new letterplate/letter box	£24.00
Installation of cat flap	£53.00
Board up openings to make home secure	£36.00
Glazing window –varies according to size approx.	£72.00
Installation of a new bathroom suite	price on application
Installation of a new bathroom suite including white suite	price on application
Installation of a kitchen [doors and drawers only supplied]	price on application*
Installation of a kitchen including supply of kitchen	price on application*
*£22 a door and £15 a drawer front.	
Installation of an electric shower including new breaker, wiring and plumbing	£215.00**
Installation of a shower including shower	price on application**
** HS will not maintain a shower and this will be stated in the permission letter.	
Renew wash hand basin	£69.00
Renew a toilet bowl with seat	£80.00
Installation of a new bath	£206.00
Clear choked sink/bath or drain	£26.00
Fit an outside tap	£76.50
Pre-inspection to the existing chimney	£75.00
Connection for gas cooker or hob including up to 3mtrs of pipe work	£87.00
Installation of wooden fencing depending on design, up to 900mm high	£47.00 per metre
Installation of wooden gate	£64.00

Installation of metal fencing up to 900mm high	£67.00 per metre
Installation of metal gate	£98.00
Renew fob for close	£5.00
Supply and fit kitchen fluorescent light	£15.00***
*** the bulb costs approx. £12.00	

4.Voids

Draft Paper

Previously HS was not hitting targets on voids and after studying the reasons why not and changing the system they achieved 100% of the targets.

The Government target for voids is 28 days. Now HS are again not hitting targets and this is because although voids have doubled there is only the same amount of resources to deal with them and houses are often being left in a worse state than before and require major work. Sometimes this is because the departing tenant refused capital programme work, especially if they were elderly and did not want the upheaval.

Although HS know the reason why they are not hitting the target they have not agreed on the ways to improve the situation but are working on it.

The draft paper is going before the Housing and Environment Committee.

Work by the Allocations Team

This team is led by Neil Newlands.

The Allocations Team will be ensuring that all literature gives applicants realistic expectations regarding the lettable standard for when they are allocated a property. Alexa said that she raised expectations by putting a photo of a new build property and pristine kitchen, bathrooms etc. in the policy leaflet. It is being changed to show the reality for the majority of tenants.

The team is also writing a letter to all applicants to give an overview of what to expect when they are allocated a property, what the rules are regarding minor repairs after moving in and that they are not penalised if they refuse a property. [Some new tenants were refusing to pay rent until the repairs were completed although it was in a fit state for them to move in]

5. Charter Returns for Repairs

Lindsay Stother, Quality & Performance Manager, told us that HS was consulting on which of the 3 designs of Performance Reporting documents proposed was favoured by tenants. They have contacted the Tenant Forum, Tenant Panel, RTOs and the Repairs Group. Response forms have been sent out or tenants can respond via Survey Monkey on-line.

HS will also be informing tenants on how to get access to the Scottish Housing Regulator's report on Stirling Council's response to the Annual Charter [due out in August]. This will be on-line but there will also be written and audio options and Emma can visit. <http://www.scottishhousingregulator.gov.uk/what-we-do/how-we-regulate/information-we-require-landlords>

Lindsay handed round a Summary on the Annual Return on the Charter 2013/14 for comment at the next Repairs meeting, but because it has not been published yet, we were asked to treat it as confidential.

6. Sharing Capital Investment Programme

HS are compiling a list of streets detailing when each house had capital work done, what work was carried out and when it is due for kitchen and bathroom replacement. It will be available on SC website or by contacting HS.

7. AOCB

HS has applied for TPAS Accreditation for Landlords

<http://www.tpasscotland.org.uk/services/landlords-accreditation/>

Emma and Alexa are working together on this. It involves the whole of HS not just Technical Services.

8. Date of next meeting is Tuesday 7th October 2014 in Allan Water House at 10.30am

Draft New Housing and Environment Service structure

