

**Residents Task Force Meeting – 24 November 2022**

|  |  |
| --- | --- |
| **In attendance:**  **RTF members**  Jean McPetrie (JMcP)  Robert Alston (RA)  Marie Anderson (MA)  Colin Thomson (CT)  **Apologies:**  Maureen Naughton (MN)  Christine Wilson (CW)  Marilyn Clewes (MC)  Betty McAllister (BM) | **Staff/Observers**  Katie Blair (KB) Performance and Customer Engagement Officer |

**No. Item Action**

**1.** **Welcome and Apologies**

Members were welcomed to the meeting.

**2.** **Discussion of previous minutes**

No changes were made to previous minutes.

**3.** **Discussion of issues/challenges**

No issues

**4. Scrutiny topic**

Colin and Marie both raised issues with dampness in properties/common areas. Colin said that he has spoken to maintenance and is being told someone will come out. The issue was raised to a manger however they said that budget allocations for closes were an issue. Colin says there is mess left from tiles in his close after someone’s door had to be forced by police. There are also bubbles appearing on the wall that look like dampness. There is an issue with the close door not closing properly which QC tried to fix but this was a temporary fix and it has broken again. Colin says that the issues are not being fixed and people keep having to come back out.

KB explained the Service Level Agreement (SLA) and repairs target for percentage of repairs completed right first time. The Key Performance Indicator (KPI) for repairs competed right first time has gone down to 88% for Q2 (target as 93%). The Performance Indicator (PI) for average time to complete void repairs is 20 days (target is 15 days.) The group reviewed all PIS and KPIs. KB highlighted the sections of the SLA relating to expectations of customer service agreed between the contractor and QCHA and on how repairs are classified as routine, urgent or emergency.

JMcP suggested scrutinising the void process. This is something the group have looked at before however it was some time ago and they would like to revisit this. RA said that the number of days properties are void is going up. The group agreed this is something they would like to review.

RA explained that the group could follow the void process for a void property from start to finish and find out what the causes of any hold ups are. We would find out if there are any issues for example with getting parts to do repairs. RA suggested inspecting halfway through and again at the end. The RTF would track what progress is made against each day, showing a timeline of what happened and why. The RTF would then have an interview with staff to ask any questions they have.

MA suggested also doing a desk-based audit, finding out what the void figures are for other Housing Associations. JMcP suggested doing inspections of void properties.

**5. Updated Terms of Reference**

The RTF were happy with the updates to the Terms of Reference and had no changes.

**6. Recap of action points from meeting**

RTF will commence voids project in February 2023:

* Desk based audit to compare Voids performance with other landlords
* Void inspection at start, middle and end of process
* Interview with staff in repairs and housing to ask questions about process

**7. A.O.C.B**

The group decided they will have their next meeting in February. The group decided they prefer Tesco vouchers as a thank you this year for all their work.

**8. Meeting Close**

KB thanked everyone for attending the meeting.

**END OF MEETING**

**Next Meeting: 10.45am – 1.30pm, Thursday, 2 February 2023**