

## Minutes for PDERS meeting.

<b>COMPANY:</b>	PDERS Lifts		
<b>PURPOSE:</b>	Monthly meeting		
<b>LOCATION:</b>	Network HUB	<b>Date:</b>	.0604.17
		<b>Time:</b>	14:00
<b>PRESENT:</b>	Patrick Barrett (TMO) (PB) David Watkins (PDERS) (DW)	Contracts Manager Field Service manager	
<b>APOLOGIES:</b>	Anthony Cheney (TMO) (AC) Maria Ares (TMO) (MA) Phil Edwards (PDERS) (PE)	Head of Contract Management Technical Administrator	

ITEM	DESCRIPTION	ACTION BY
1.0	<b>Introductions</b> 1. As present.	
2.0	<b>Contractors Monthly Service Reports</b>  1. Monthly Servicing for March 2017 is now up to-date, however PB raised concerns that the engineers are not providing adequate information regarding the current condition of the lifts under their observation, PB stated that this information provides both PDERS and KCTMO of valuable information that can be monitored. 2. PB stated that he has received any Audit Inspection and that this has been requested now for some time, DW stated that he has completed some inspection and will send them next week.	DW
3.0	<b>Insurance Reports and Updated Tracker</b> 1. PB raised further concerns regarding the insurance inspection and there defects, the process of carryout these works has not been followed and we are not receive information as to if and when they have been completed, MA has issued all insurance inspection to DW for the month of March totalling to 137, DW stated that he has an issue with his emails and requested if they could be sent again, MA to provide information again, MA requested that all inspection should be done on individual sheets as they need to be filled in each individual folder on her system DW to action. 2. PB has further requested that he is still waiting for the tracker to be update with the relevant information. DW issued a template of a tracker whereby PB stated that it doesn't provide all the relevant information that we need DW to review. PB to send copy of the original tracker to DW to populate, PB relayed the importance of having this completed as it also forms part of our compliance stats, DW to action.	DW
4.0	<b>KPI's</b>  1. PB stated that the KPIs for the previous month were very poor and below standard and that this was unacceptable and that PDERS needs to improve their performance across the board, PB said that	

	<p>looking at the stats it was apparent that the out of hour calls were not hit the target times and this has had a great impact on their service delivery, PB stated that he may need to review the allocated times in the contract and use it accordingly if performance doesn't change drastically DW to look into their process on the callouts.</p> <p>2. DW confirmed that he has received a copy of Aprils KPIs and has notice that performance still needs to improve DW stated that he will ensure that the performance for this month will improve as they have increased the number of engineers on the contract MA will send April KPIs to PE/DW on 24/04/17 and PE/DW will review send them back by 28 /04/17</p>	<p><b>DW</b></p> <p><b>PE/DW</b></p>
5.0	<p><b>Operational Concerns</b></p> <ol style="list-style-type: none"> <li>1. Shutdowns have improved and calls are getting better but all shutdowns must be called through to our office at the time of it happening so we can monitor them through our call centre.</li> <li>2. DW updated PB regarding Grenfell Tower Lift H090 whereby works were carried out over the weekend DW stated that all works to the lift had been completed and the lift returned to service, he further advised that they will be taking out the other lift H091 for similar works to be carried out on the 09/04/2017 PB requested a detailed report of the works carried out</li> <li>3. Further issue highlight by DW was that the rewiring of Adair Tower whereby the lift trail flex has been delayed due to the wrong size being sent therefore will need to be reorder DW to provide date install.</li> <li>4. PB raised concerns as to the number of call outs to particular lifts over a short period of time and who monitors it and create an action plan.</li> <li>5. DW raised concerns regarding the lifts at Dartrey Tower especial Lift H008 whereby there is an issue with the second floor entrance which has gap over 6mm and could cause finger trappings. PB requested that Jim Rooney from PDERS Repairs team should carry out a survey and provide an action plan on how to address the issue DW to liaise with Jim</li> </ol>	<p><b>DW</b></p> <p><b>DW</b></p> <p><b>DW</b></p> <p><b>DW/PB/JR</b></p>
6.0	<p><b>Administration Concerns including reporting</b></p> <ol style="list-style-type: none"> <li>1. DW stated that another Engineer will be starting on 10/04/17 as a lead engineer on this contract and will be holding weekly meeting with the TMO Contract Manager to address any immediate concerns that may arise.</li> <li>2. PB stressed that insurance items must be carried out as they are a legal requirement. MA requested that an individual document per lift be provided for the insurance items as the tracker is not sufficient. PE agreed.</li> </ol>	<p><b>DW</b></p>
7.0	<p><b>Invoicing</b></p> <ol style="list-style-type: none"> <li>1. PB stated that maintenance invoices and credit notes are due for</li> </ol>	

8.0	<p>servicing, along with invoices for reactive call outs Stressed that it is the end of the financial year and this need urgent attention PE to finalise.</p> <p><b>AOB</b></p> <p>1. Next monthly meeting to take place Thursday 04/05/17 14:00pm</p>	
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