**Resources and Development Committee**

**Gas servicing review**

**Summer 2011**

**Interview of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Introduction & statement of confidentiality (Do feel free to out this in your own words)**

**Thank you for coming to see us today.**

**We hope to take no more than an hour of your time.**

**The Resources and Development Committee have undergone training for the last 6 months and we have now embarked on our first service scrutiny, which is gas servicing.**

**We want to assure you that we want to work in partnership with KHT staff to improve services for tenants and we are looking at services from a customer perspective in terms of service delivery and outcomes for customers. We know staff will have good ideas for improving services, which can help us.**

**We have signed a code of conduct to work in partnership with KHT and this includes a confidentiality clause. We will be taking notes, but these notes are just for us to remind ourselves what we heard.**

**The detail of who said what will remain with the committee and will not be discussed outside this interview with any other staff, managers or tenants. So, you can be open with us on your thoughts on the service.**

**We have prepared some questions for you based on what we believe your job entails, but if you cannot answer, don’t worry, please point us in the right direction and we will ask that person.**

**Questions (Standard) for every interviewee**

1. **Can you give us a brief overview of your role relating to gas servicing? (2-3 mins)**
2. **Can you tell us how you feel gas servicing has improved in the last couple of years?**
3. **Can you tell us what you think needs to improve on gas servicing?**
4. **For you to add**

**The last question for everyone**

**Is there anything you would like to add to what we have asked you about today that we have not given you the opportunity to say about gas servicing?**

**The closing statement**

**Thank you for your time today, it is appreciated.**

**We intend to pull together all our findings in late September and October from our research, visits to other organisations and interviews. We are presenting the report to board and asking them to come back to us with an action plan in December, which is probably when you will get your first chance to see our work.**

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