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| **IRG - LETTINGS - Tenant Questionnaire** |
| **INITIAL INFORMATION** |  |
| **Question No 1 - Are you a New tenant to Housing Hartlepool Homes** |  |
| **Answers** | **Comment/s EVIDENCE** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No – H/H | H/H Transfer - Existing Tenant | Prospective tenants must register onto the Compass System property register. They are allocated a ‘banding’ score dependant on individual requirements.The prospective tenant then has to bid on properties weekly until successful and is allocated a property they have bid on. If they stop placing bids for properties, they are taken off the system. Prospective tenants feel sceptical of the Banding System | Housing Hartlepool provides properties for successful tenants with differing needs, as prioritised & allocated via ‘Compass’ system housing need/priority banding score. There is some recognition of prospective tenants lacking IT knowledge and do require assistance plus access to training facilities for the bidding process.Tenants being unclear/misunderstand as to the banding priority allocated to their need, and those with a low priority status/score are sceptical of the bidding system. | There can be an assumption that tenants are IT literate and have access to a computer and an internet connection.Some tenants unclear/misunderstand as to the banding priority allocated to their need, and those with a low priority status/score are sceptical of the bidding system. | Apply some leniency and tolerance to Banding Zone criteria/s (widen the scope to accommodate prospective tenants circumstances to the current housing environmentRelaxation of the bureaucracy within the system |
| Yes – H/H | New tenant |
| No – H/H | Transfer - bedroom tax - Previous H/H tenant  |
| No – H/H | Home Housing. Previously HBC tenant 15yrs ago. |
| Yes – H/H | New tenant – previously living with mother – H/H  |
| Yes – H/H | Transfer - bedroom tax – Current H/H tenant  |
| Yes – H/H | Ex - Three Rivers tenant |
| Yes – H/H | Living with parents |
| Yes – H/H | Happy – over the moon |
| Yes – H/H | New Tenant - Regen |
| **Question No 2 What was your reason for choosing Housing Hartlepool Homes as you Landlord, rather than other Social Housing Landlords or the Private Rented Sector?** |
| **Comment/s EVIDENCE** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Doing a Transfer - Looked PrivatelyChose H/H because rent is better | Formally council (HBC) owned propertiesHousing Hartlepool is major landlord in Hartlepool area – better chance and choice of a suitable property becoming available for prospective tenants.Properties may be located near to family members and friends providing a ready-made support network close by.Affordable rent and prompt repair service.Helpful, approachable and knowledgeable H/O’s, providing assistance and advice to prospective tenants about to take up a tenancy.Possibility for tenants to be offered the ability to downsize if the need to move is generated by the ‘Bedroom Tax’ legislation.Public and some staff still perceive Housing Hartlepool as the L/A (Council). Fewer complaints from tenants regarding moving-in process. | Public (prospective tenants) and staff formerly perceived Housing Hartlepool as the L/A (Council). with an embedded perception of the L/A style management regime that was autocratic and dictatorial. This view is diminishing considerably to a more organic regime with H/O’s being viewed as transparent, open, & understanding, presenting a relaxed, friendly and helpful attitude with an amicable and honest approach towards the prospective tenant. Housing Hartlepool is now perceived to be the first choice option in Hartlepool area for renting a home, with suitable properties located near to family members and friends. Properties formally council (HBC) owned, landlord largest (No. of properties) in Hartlepool area. Affordable rents with no bond required, plus awareness of efficient repair service.Where possible tenants can be offered the ability to downsize if the need to move is generated by the ‘Bedroom Tax’ legislation. | Complacency within the Company of Staff adopting former Council regimes and attitudes with prospective tenants Not enough suitable smaller homes being available within the housing stock to accommodate the new ‘Bedroom Tax’ legislation and the need to downsize.. Increasing risk of larger properties becoming unlettable, whilst the demand for single and/or two bedroomed properties outstrips supply.. | Promotion of larger (difficult to re-let) properties to private sector consumersContinuation of the current ‘organic’ style of management regime.**Suggest.**Regular training and update meetings for all Housing Management Team members and adoption of future good customer management procedures. |
| Was in private house (rented) - Went onto Compass SystemChose H/H because rent and repairs are better |
| Security of tenureChose H/H because rent and repairs are better |
| Downsizing re: bedroom taxBetter rent, quicker repair service |
| Family pressures need to move out. Best rent, Good for repairs |
| Current landlord – Transfer due to bedroom tax Ex Endeavour Housing |
| Health & mobility reasons, need for adaptations, move to different area /or to move out of town |
| Work in Est/Agency – no way going private, Parents with H/H – better rents and repair service |
| Thinking any will do & H/H came up first & wanted to live on Headland |
| Regen buyout – Richardson Street |
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| **Question No 3 - Was the Property a New Property or an Existing Property? (a new-let or re-let?)** |
| **Answers** | **Comment/s EVIDENCE** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Existing | Re-let | No comment | N/A | N/A  | N/A | N/A |
| Existing | Re-let | No comment |
| Existing | Re-let | No comment |
| Existing | Re-let | No comment |
| Existing | Re-let | No comment |
| Existing | Re-let | No comment |
| Existing | Re-let | Looked fine externally |
| Existing | Re-let | Happy |
| Existing | Re-let | No comment |
| Existing | Re-let | Happy with relet |
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| **Question No 4 - What Banding were you allocated** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| 3 | OK with banding - HappyAllocated - Overcrowding | Low banding priority, means tenants have little chance or a long wait (months/years) of obtaining a property. Larger properties availability better that of Smaller properties, due to Bedroom Tax – longer wait for smaller properties. Tenants downsizing due to Bedroom Tax stipulation – loss of benefit.Prospective tenants must keep on bidding on a weekly basis to stay on ‘Compass’ system or their details will be removed. | High priority prospective tenants will be allocated a property in preference to low priority tenants.Misunderstanding of the Banding process by prospective tenants.There is an appeal system available to prospective tenants to appeal their banding score on health and family grounds.Tenants downsizing due to Bedroom Tax stipulation – loss of benefit. | Misunderstandings leading to false expectation/s between H/O’s and prospective tenants. | **NEW TENANT COMPACT** Set out an up to date explanation of tenant responsibilities. **Suggest**Promote better understanding awareness of the banding system and process, within the current housing environment to the prospective tenant. (Leaflet/Booklet prior to tenant applying for a property on Tenant / Landlord responsibilities) |
| 3 | No comment |
| 2 | No comment |
| 2 | No comment |
| 3 | Happy with Banding, (after pressure by mother for reassessment of banding) |
| 1 | Happy with Banding |
| 4 | Health & mobility reasons |
| 4 & 2 | Reassessed and moved from band 4 to band 2 (overcrowding) |
| 1 | Yes happy |
| 4 | OK with that Banding |
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| **Question No 5 - What type of property is it** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| House | 4 Bed - 3 Floors | High satisfaction - If the property offered is prospective tenants 1st choice and in the desired location. Low satisfaction – attributed if the property offered is not the prospective tenants 1st choice and not in a chosen desired location, leading to ‘transfer’ requests after a short period of time. | Tenants are highly satisfied if offered their 1st choice property in their desired location.There is some prospective tenant disappointment if the property offered is not their first choice, or in their desired area, but due to pressure combined with their need for a property there is a measure of satisfaction that they have been offered a home.Disappointment, can also produce a possibility of the ‘new’ tenant requesting a ‘transfer’ after a short period of time. | Tenant dissatisfaction of unsuccessful bids The inevitability of the tenants ‘Desperation’ and the ‘fear’ of not being offered a home, can drive and outweigh the tenants preference/s, if the property offered is not be what the prospective tenant desired, (i.e. 2nd or 3rd choices on bidding system) or in the right area’ and lead to ‘transfer’ requests after a short period of time.Extra costs associated with frequent ‘transfer’ requests from ‘new’ tenants.Lack of 1 & 2 bedroomed properties. | **Suggest**Promote better understanding awareness of the banding system and process, within the current housing environment to the prospective tenant. (Leaflet/Booklet prior to tenant applying for a property)Review of New Homes building policy/s, to accommodate new legislation in the housing sector.  |
| 1st floor 1 Bed Flat | Love it |
| House S/D |  |
| House  | Semi – End terrace |
| House End/Tce. | Happy with it |
| 1 Bed Flat | No comment |
| House Mid Tce. | OK with that |
| House End/Tce. | Happy – Exactly what/where I wanted |
| House Mid/Tce. | Nice and comfortable- very happy |
| Flat 1 Bed | Like it |
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| **Question No 6 - How easy did you find the ‘Compass’, system to understand and use? Or did staff do it for you?** |
| **Answers** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Difficult  | No | 14 months on Compass listApplied to stay active on systemFriend helped complete Compass formDifficult to get ID for 1yr/old child & 2 forms of ID for all of household | Assumption that prospective tenants were IT literate or had access to a companion or staff member to assist.For those that were IT literate the system presented little or no problem.Some dissatisfaction with the system from prospective tenants with family health or disability problems.Misunderstand the Banding process by prospective tenants.Some confusion regarding notice of failure of the bid on properties for unsuccessful prospective tenants | No problem if tenant was or had access to IT literate companion/staff member. Evidence of helpful staff members. Some research required into the possibility of funding being available for equipment and training for tenants & prospective tenants.Misunderstanding of the Banding process by prospective tenants.Unsuccessful prospective tenants bidding on Compass system are not informed of their bid failure.Currently no facility available to view bidding results – removed from Compass Bids Information Pack. | There is an assumption that tenants are IT literate and have access to a computer and an internet connection.Some tenants unclear/misunderstand as to the banding priority allocated to their need, and those with a low priority status/score are sceptical of the bidding system.Prospective tenant dissatisfaction.Notice of failure of bid - Prospective tenant holding back on bidding for more than one property, in the hope that their single bid may be successful.  | Reinstate weekly ‘Bidding’ results information in Weekly Update Booklet. |
| Easy | No | Don’t like the system itself, think it is wrong |
| Easy | No | Property disappeared from system until we complained about it |
| Easy | No | Found it OK |
| Easy | No | Brilliant – interactive section - able to get answers to questions straight away |
| Very Difficult | Yes Auto Bid | Not good with computers - Staff completed application for auto bidding on properties |
| Easy | No | Once flagged for property, unable to apply for any other property (would have preferred a bungalow) |
| Easy | No | System was alright to use, made 2-3 bids |
| Difficult | Staff | Did not understand why system was unable to process his references  |
| Easy | No | Found it easy – no help required |
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| **VIEWING AND ACCEPTANCE** |
| **Question No 7 - Did you view the property before you accepted it?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Needed lots of work | Location of property is given a higher priority over repairs requiredSome properties not fit for viewing due to state after eviction etc. properties requiring major repairs & refurbishment whilst being viewed.Evidence of prospective tenants without sufficient knowledge unable to request appropriate assistance in making judgements about repairs. No 2nd viewing of property after completion of repairs prior to sign-up and move-in. Acceptance of Property sign-up at 1st Viewing of property before repairs completed causing concerns to prospective tenants. | Some properties in very poor state for prospective tenant viewing, providing a quite disappointing opinion of the property for the prospective tenant on acceptance. Acceptance of property took place at the end of the first viewing, regardless of state of repair. Prospective tenant perceived ‘fear’ of being removed from Compass list, if they refuse to accept the property.Evidence that prospective tenants are not offered a second viewing (on completion of repairs) prior to acceptance or the sign up process.No written agreement as to what and when the repairs will be completed. | Tenant dissatisfaction Desperation’ for a home can drive and outweigh the tenants preference/s, if the property offered is not be what the prospective tenant desired, (2nd or 3rd choices on bidding system) or in the right area. Tenant disappointmentEvidence suggesting that prospective tenants feel pressurised by H/O’s to accept the property on first (only) viewing. Risk to prospective tenant and staff when viewing a property associated with previous drug abuse. (Evidence of needles and drug paraphernalia not cleared by appropriate cleansing team prior to viewings). | **NEW TENANT COMPACT** **Provisional Acceptance on 1st viewing.** WrittenRepair & Decoration schedule compiled prior to 1st viewing. A schedule of repairs and decoration required (major & minor) assessment is provided to tenant on or prior to 1st viewingProspective tenant can add to the schedule whilst viewing and agree the revised schedule with H/O & repairs inspector for all repairs & decoration required to the property.Agreement is reached as to what repairs & decoration is required before move-in and after move-in dates. An agreed timescale and a move-in date are provided. The provisional acceptance agreement is signed by both parties.  |
| Yes | Pleased about it, over the moon |
| Yes | Workmen installing kitchen & removing garden shed |
| Yes | Needed a lot of decoration |
| Yes | Canny |
| Yes | No comment |
| Yes | Unaccompanied – whilst builder in house |
| Yes | Bid on it, then viewed and accepted it |
| Yes  | Happy with house & H/O |
| Yes | Liked it |
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| **Question No 8 - Were you accompanied on a viewing visit by a member of Staff?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | She was pleasant | H/O’s accompanied prospective tenant on the first viewing of the property. Amiable H/O’s approach viewed as helpful in persuading prospective tenant into accepting property regardless of repairs required.The desperation of tenant need for a home. or fear of losing it | H/O’s accompanied prospective tenants on their first viewing of the vacant property.H/O’s amiable attitude viewed as helpful in persuading prospective tenants into accepting property regardless of its condition or the repairs required. H/O’s good rapport with prospective tenants achieved positive results – acceptance of the property. | Tenant dissatisfaction. Desperation’ for a home can drive and outweigh the tenants preference/s, if the property offered is not be what the prospective tenant desired, (2nd or 3rd choices on bidding system) or in the right area. Tenant disappointmentEvidence suggesting that prospective tenants feel pressurised by H/O’s to accept the property on first (only) viewing.  | **NEW TENANT COMPACT** No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date.Provisional acceptance removes pressure on tenants at first viewing.**Recommendation**Staff training on ‘Landlord Minimum Standards’ for voids letting. |
| Yes | Staff lovely, explained everything well |
| Yes | Nice lady |
| Yes | Very nice |
| Yes | Member of staff was lovely |
| Yes | No comment |
| No | Told it was OK to view if the builders said it was OK |
| Yes | She was lovely |
| Yes | Happy accepted straight away |
| Yes | H/O- Regen/Team very good |
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| **Question No 9 - Were you aware of the landlord ‘minimum void standard’, before viewing?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | Don’t know what that isWere informed of a std. on previous property | 80% (8 out of 10), of prospective tenants were unaware of any Housing Hartlepool ‘landlord minimum standard’ of a property for letting before the viewing the property.  | No prospective tenant were issued with any information or made aware of the Housing Hartlepool ‘landlord minimum standard’ of a property for letting prior to viewing a property.There is a requirement on registration of the Compass system that prospective tenants be supplied with a ‘Plain English (or language of choice) information pack/guide’ explaining the acquisition process for the property and their ‘rights’ through the acquisition procedure | Landlord - Failure to comply - prospective tenants were unaware of any Housing Hartlepool ‘landlord minimum standard’Inability for the prospective tenants to discuss and understand the landlord policy and how it impacts on themThere is a risk for the tenant taking the property being unaware that repairs required, have not been completed to the Housing Hartlepool ‘landlord minimum standard’ for the property. | **NEW TENANT COMPACT** No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date.**Recommendation**Staff training on ‘Landlord Minimum Standards’ for voids letting. |
| No | Not mentioned |
| No | Not mentioned |
| o | Not mentioned |
| No | Never heard of it or what it is |
| No | Was not aware |
| No | Not aware |
| Yes | Aware - Work in an estate agency |
| No | Took it over the phone and accepted it |
| Yes | Explained by Regen Team |
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| **Question No 10 - On viewing were you informed that the property met the ‘landlord minimum void standard’?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | Not mentioned but recognised work was required before to moving in.Also same work reported after moving in | Majority of prospective tenants were unaware of the Housing Hartlepool ‘landlord minimum standard’ of a property for let and were not informed that the proposed property met the Housing Hartlepool ‘landlord minimum standard’ of a property for letting. | H/O’s did not inform or provide the majority of prospective tenants of the Housing Hartlepool ‘landlord minimum standard’ of the proposed property for letting.Evidence suggests that little or no explanation/information regarding the Housing Hartlepool ‘landlord minimum standard’ or any property standard was provided at the viewing of the proposed property. | The withholding of information contained within the ‘landlord minimum standard’ from the prospective tenants prevented questioning on items relating in the standards, to the proposed property for letting.Inability for the prospective tenants to discuss and understand the ‘landlord minimum standard’ policy and how it impacts on them. | **NEW TENANT COMPACT** No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date.**Recommendation**Staff training on ‘Landlord Minimum Standards’ for voids letting. |
| No | Can’t remember |
| No | Not mentioned |
| No | Not to our knowledge |
| Yes | In a way – Housing Officer said repairs were to be done before moving in |
| No | Was not informed |
| No | Assumed it met a standard due to work being completed |
| Yes | Told it was OK |
| Yes | Informed by H/O |
| Yes | By H/O |
| **Question No 11 - If not aware of ‘landlord minimum void standard’ was this explained to you before or during the interview** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | Not mentioned | Prospective tenants were unaware of the Housing Hartlepool ‘landlord minimum standard’ of a property for letting and were not informed that the proposed property met the Housing Hartlepool ‘landlord minimum standard’ of a property for letting.The withholding of information from the prospective tenant prevented them to question items relating to the Housing Hartlepool ‘landlord minimum standard’ of the proposed property for letting. | H/O’s did not inform or provide the majority of prospective tenants of the Housing Hartlepool ‘landlord minimum standard’ of a proposed property for letting.Evidence suggests that little or no explanation/information regarding the Housing Hartlepool ‘landlord minimum standard’ or any property standard was provided at the of viewing of the proposed property | The withholding of information contained within the ‘landlord minimum standard’ from the prospective tenants prevented questioning on items relating in the standards, to the proposed property for letting.Inability for the prospective tenants to discuss and understand the landlord policy and how it impacts on them | **NEW TENANT COMPACT** No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date.**Recommendation**Staff training on ‘Landlord Minimum Standards’ for voids letting.  |
| No | Not explained |
| No | Not mentioned |
| No | Not mentioned |
| Yes | Housing Officer explained bits of it |
| No | No explanation |
| No | Not mentioned |
| No | Already aware of std. |
| Yes | By H/O |
| No | Already aware |
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| **Question No 12 - Was the property occupied when you viewed it?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | No comment | N/A | N/A | N/A | N/A |
| No | No comment |
| No | No comment |
| No | No comment |
| No | Workman doing alarms |
| No | No comment |
| No | Empty apart from workmen |
| No | Empty |
| No | Empty |
| No | Empty |
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| **Question No 13 - Were all your questions at the viewing answered effectively and satisfactorily?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | All answered OK | In the main, 100% of the prospective tenants were satisfied with the answers given to their questions by the H/O’s, but on occasion some information given was incorrect.The withholding of the Housing Hartlepool ‘landlord minimum standard’ for the letting of a property, which prevented any relevant questions relating to the Housing Hartlepool ‘landlord minimum standard’ being asked, raises concerns | H/O’s in the main answered the prospective tenants’ questions regarding the property to their satisfaction.Some updating of the information required, as some incorrect information provided.Concern to the withholding of the Housing Hartlepool ‘landlord minimum standard’ for the letting of a property, which prevented any relevant questions relating to the Housing Hartlepool ‘landlord minimum standard’ being asked | Landlord minimum standard may not be met, a prospective tenant was only informed by H/O’s what repairs were completed and those not completed. Incorrect information provided to tenants.Inability of prospective tenant to check and assess that the repairs required to the property have been completed and meet the ‘landlord minimum standard’. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date.**Recommendation**Staff training on ‘Landlord Minimum Standards’ for voids letting. |
| Yes |  Happy about things |
| Yes & No | Indifferent, wrong info given in some cases |
| Yes | Excellent |
| Yes | Good explanations given – every step explained |
| Yes | Wasn’t many questions |
| Yes | Everything explained regarding work completed |
| Yes | Very well |
| Yes | 100% happy |
| Yes | By H/O & Regen team |
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| **Question No 14 - Were you happy and satisfied with the viewing experience?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Only viewed the one property | All prospective tenants fairly satisfied with the viewing experience and delighted to have been offered a property.Pressure and desperation of the prospective tenant needing to move into a property was a major factor for many tenants.Concern that some properties were not fit for viewing due to damage and state of decor after eviction etc. Many properties in the process of requiring major repairs & refurbishment whilst being viewed.H/O’s amiable attitude viewed as helpful in persuading prospective tenants into accepting property regardless of its condition or the repairs required.  | That the majority of properties were in very poor state for viewing, it is unfair on a first viewing with a prospective tenants’ ‘desperate need’ for a new property, having to decide on their acceptance of the property presented for viewing in a poor state requiring major repair/s.  Acceptance of property at the first viewing, regardless of state of repair without the knowledge and understanding of the ‘landlord minimum standard’ is unacceptable.Prospective tenants are not offered a second viewing after the repairs are completed, prior to their acceptance of the property, or the sign up process.H/O’s good rapport with prospective tenants achieved positive results – acceptance of the property and in building relationships, thus reducing the risk of further problems during the letting experience. | Dissatisfied tenantsOngoing complaints regarding initial repairsIncreased costs for repeated call-outs | **NEW TENANT COMPACT** **Provisional Acceptance on 1st viewing.** WrittenRepair & Decoration schedule compiled prior to 1st viewing. A schedule of repairs and decoration required (major & minor) assessment is provided to tenant on or prior to 1st viewingAddresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.**Recommendation**Staff training on ‘Landlord Minimum Standards’ for voids letting.  |
| Yes | No comment |
| Yes | Hesitant yes - wrong info given in some cases |
| Yes  | Very good |
| Yes | Pleasant Housing Officer |
| Yes | Quick visit – workmen present |
| Yes | Happy |
| Yes | Housing officer lovely – answered all my questions |
| Yes | Very Satisfied |
| Yes | By H/O – very helpful |
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| **Question No 15 - Did the property match the description within the advertisement?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| N/A | Initially not on system - Property not fully described – BasicNo Photos of interior | Discrepancies in description of properties were disappointing and misleading for prospective tenants.Some properties with a photograph of a different property, or no photograph at all.Internal descriptions also contained many discrepancies. | High level of use of different photos of advertised properties.Misleading of prospective tenants to bid on wrong properties.Inaccurate descriptions of properties, both exterior and interior descriptions with inaccuracies. Insufficient and misleading information regarding the repairs required for the properties. | Company reputationH/O staff reputationDissatisfied tenantsOngoing complaints regarding initial repairsIncreased costs for repeated call-backs | Regular random ‘Quality’ checks required for the advertisement to match the property advertised. |
| Yes | No interior photos |
| Yes  | Would prefer more photos |
| Yes  | Just 1 photo |
| No | Wrong description given for property + only one photo |
| Yes | No comment |
| N/A | First heard about it on visit from Housing Officer |
| Yes | No photo just the description |
| Yes | Knew the area- used to live on Headland |
| Yes | Advert in Park Road Office & Regen Team |
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| **Question No 16 - How did you feel about the ‘overall quality’ of the property offered?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Poor Interior | Unclean, required a lot of work, cracked windows, faulty electrics, interior plastering required, damaged doors (previous tenant repair) undertaking work at own expense | Properties varying between very good, to disgusting, with the majority requiring major repair or refurbishment.There is genuine appreciation of well cared for properties by previous tenants. Evidence of prospective tenants unable to request appropriate assistance in making judgements regarding repairs without sufficient knowledge. H/O’s amiable attitude viewed as helpful in persuading prospective tenants into accepting property regardless of its condition or the repairs required.  | H/O’s good rapport with prospective tenants achieved positive results – acceptance of the property and in building relationships, thus reducing the risk of further problems during the letting experience.Evidence of poor quality repairs – major & minor.Prospective tenant requests for reusable items (left by previous tenant – carpets & curtains etc.) are ignored, not being recycled – going to landfill – costs incurred. | Company reputation.Tenant dissatisfaction Tenants viewing properties in poor state of repair.Costs associated to ongoing complaints and call-back to repairs that should have been completed before move-in.Cost incurred by reusable items (left by previous tenant) not being recycled – going to landfill. | **NEW TENANT COMPACT** No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date.**Recommendation**Staff training on ‘Landlord Minimum Standards’ for voids letting.**NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.**POLICY REVIEW**Prospective tenant requests for reusable items (left by previous tenant – carpets & curtains etc.) be considered. |
| Very Good | Really pleased with property |
| Fair | No comment  |
| OK | Needed decorating and repairs required |
| Very Poor | Discussing/Horrendous gaping hole in wall where fireplace had been |
| Good | Work continued after moving in |
| Poor Interior | Lot of decorating work to do, patch of damp in kitchen, gas pipe in middle of wall for ‘electric cooker’ – requires repositioning – request denied, told it was safe. |
| Disgusting | It was Ok before the work was done (rewire) but really left in a disgusting state after work was completed |
| Happy | But a lot of decorating to do |
| Pretty Good | House had been looked after |
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| **Question No 17 - What do you think of the condition of your property on a scale of 0 – 10 ?** |
| **Score** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| 4 | Delays, Poor interior, cracked windows, faulty electrics, interior plastering, damaged doors Undertaking work at own expense | Condition of properties variable across a scale of - well decorated, to disgusting.Condition of walls and ceilings creating abrasive and detrimental comments. Some properties suffering from excessive smoke/tobacco contamination, drug abuse or vandalism.Perception that at times advantage taken re: prospective tenants’ desperation of a need for and fear of losing a home and they can be persuaded and coerced into accepting unsuitable properties on first viewing. | Decorative condition dependant on previous tenant. Majority of properties offered in poor/exceptionally poor decorative order. Tenant perception of property coloured by state of décor and on-going major and minor repairs when viewed. Condition of walls and ceilings particularly producing adverse comments.A review of policy required regarding for basic tidying up/repair/cleaning of walls and ceilings in properties. Cases for exceptional deep cleaning where heavy smoking contamination/drug abuse and vandalism have occurred.Provision of decorative allowance welcome but at times considered inadequate. | Company reputationDissatisfied tenantsOffering of properties in exceptionally poor condition, suffering excessive smoke/tobacco contamination, drug abuse or vandalismRisk to prospective tenant and staff when viewing a property associated with previous drug abuse. (Evidence of needles and drug paraphernalia not cleared by appropriate cleansing team prior to viewings).  | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date. **Recommendation**Where risks exists regarding a property associated with previous drug abuse, and or vandalism, viewings should be restricted to only specialist cleansing team personnel until property is declared safe. |
| 8 | Floating floors (moving )- Insp. said no repair req. Housing officer Said yes – repair required |
| 6 | Dusty and Dirty – workmen not cleaning up, got a welcome pack |
| 7 | Some faults and repairs required |
| 1 | Very poor - Discussing/Horrendous  |
| 5 | Sill out-dated – even with New Kitchen & Windows installed  |
| 3 | All rooms with ‘woodchip’ covering, when removed plasterwork fell off wall – self repair to continue decorating. |
| 5 | Due to the condition of the property was left in, after the work was completed |
| 3 - 8 | Initially 3 due to quite a lot of repairs, then good when moved-in, score increased to 8. |
| 9 | Good condition |
|  |
| **Question No 18 - Were you confident about accepting the property?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes  | But a lot of work required | The need for a home was a strong driver Some concerns regarding flexible tenancies.H/O’s amiable attitude viewed as helpful in persuading prospective tenants into accepting property regardless of its condition or the repairs required at the viewing.  | Overall tenants were confident about accepting the property.Prospective tenants are not offered after the completion of major repairs, a second viewing prior to acceptance or the sign up process.H/O’s good rapport with prospective tenants achieved positive results – acceptance of the property and in building relationships, thus reducing the risk of further problems occurring during the letting experience.Ongoing complaints regarding initial repairs not completed.  | Ongoing complaints regarding initial repairs not completed.Increased costs for repeated call-backs | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date. |
| Yes | Happy with it, but a bit surprised & concerned by having to sign a 6 year contract |
| Yes | No comment |
| Yes | Happy with house, some concern regarding neighbours |
| 50% Yes | Quite Apprehensive, Only accepted when H/O explained all the work that was to be completed before moving in |
| Yes | More for the Area than the property |
| Yes | Happy with it |
| Yes | Very Confident |
| Yes | Told repairs would be completed |
| Yes | Very |
|  |
| **Question No 19 - How many properties did you view prior to this one?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| 0 | No comment  | The property viewed was the first viewing for all tenants; H/O rapport and persuasion providing 100% take up of properties for the landlord.100% take up indicative of H/O’s good rapport with prospective tenants achieved positive results – acceptance of the property and in building of relationships, reducing the risk of further problems during the letting experience. |  H/O’s amiable attitude viewed as helpful in persuading prospective tenants into accepting property, regardless of its condition or the repairs required at the viewing – creating 100% take up of properties for landlord at 1st viewing. | Ongoing complaints regarding initial repairsIncreased costs for repeated call-backs | N/A |
| 0 | No comment |
| 0 | Bid on 57 other properties |
| 0 | Bid on 2 other properties previously |
| 0 | Bid on 5 or 6 other properties |
| 0 | No comment |
| 0 | Not given an opportunity  |
| 0 | Bid on 2-3  |
| 0 | 1st bid |
| 2 | Different areas |
|  |
| **Question No 20 - How long did it take between the viewing, your acceptance and sign up?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| 2 days | Offered 1 week rent free to move in | Acceptable period of time in the majority of cases, considering the amount and type of repairs completed in the time period.Cause of concern for affected tenants and their need for a home. | Acceptable periods of time but progress was delayed, due to lack of appropriate skilled tradesmen, plus supplier delays – problem obtaining readily available items required to progress the work.Rent free periods offered where required for repair delays.Perception that at times advantage taken re: prospective tenants’ desperation of a need for and fear of losing a home and they can be persuaded and coerced into accepting unsuitable properties on first viewing. | Lack of rental incomeTenant disappointment (the overriding need to move-in and set up a new home).Delays in completion of repairsSuppliers’ inability to provide stock items required for major repairs in a timely manner. | **Review/check on current relet costings****NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date. |
| 3 days | Offered 1 week rent free to move in |
| 10 days | No comment |
| 10 days | No comment |
| 21 days | No comment |
| 7 days | Given a bit longer to downsize |
| 42 days | No comment |
| 35 days | A bit too long |
| 28 days | Spread over Xmas Holiday period |
| 2 days | Very quick |
|  |
| **Question No 21 - Were you happy with this timescale of the acceptance and Sign-up?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Had to be or couldn’t have it | Majority of tenants satisfied - 90%Due to the need to move-in (want to be in factor) any timescale was acceptable to tenant, with the exception of tradesmen and supplier failure on items required for the repairs. | Overall all tenant satisfaction with the timescale of the letting process, once offered a property.The need to move-in and set up new home (want to be in factor) was the main driver for timescale acceptance. | Reputation of Company - Repairs staff Lack of rental income for the Company caused by lengthened move-in periods.Further cost implications if void turnaround time exceeds Company targets. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date.  |
| Yes | Very happy |
| Yes | To near to Christmas to argue |
| Yes | Very happy |
| No | 1st time told it would be 2 weeks – work not completed2nd time it would be another week later (3weeks)Then 2 days to find the worker who had held onto the keys |
| Yes | Happy with this |
| No | Wanted to be settled in sooner otherwise we would be paying rent on two properties. No rent free period offered. |
| Yes | Had to be, but would have preferred to move in sooner |
| Yes | Totally |
| Yes | Definitely – Glad to be moving |
| **Question No 22 - In your mind, could any improvements be made to shorten this timescale?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | No comment | Perception of staffing and supplier problems. Slow work and problem supplies causing delays. More multi- skilled tradesmen and improved parts/stock level management would improve voids turnaround. | Overall majority of tenants were satisfied with the timescale.Review/Address the slow work and lack of sufficient and appropriate tradesmen, and/or supplier problems – unable to obtain readily available items required to progress the work. | Reputation of Company and H/O and Repairs staff Further cost implications if void turnaround time exceeds Company targets.Increased costs for repeated call-backs. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction. |
| No | No comment |
| No | Quicker kitchen installation |
| No | Happy with timescale didn’t want to be in sooner |
| Yes | Property offer shouldn’t have been on Compass system until the basic repairs were completed.  |
| No | Just about right |
| Yes | Work should be completed much quicker, especially when a property is empty. Repairs took far too long. |
| No | Can’t fault that |
| No | Timescale is right |
| No | Not in my case |
| **REPAIRS** |
| **Question No 23 - Did the property require any repairs?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Decoration every room, Poor interior, cracked windows, faulty electrics, interior plastering, damaged doors | Exceptional major repairs and some minor repairs are required across the majority of the properties to let.Lack of communication between H/O’s and repair teams.– no continuity of tradesmen/workforce (mixed skill levels) causing delays. | Major and minor repairs required across the majority of properties, creating delay .and tenant dissatisfaction.Repairs/refurbishments were perceived as a lack of continuity between the tradesmen producing a lack of efficiency and in the management of the repairs.  | Reputation of Company and Repairs staff Delayed refurbishment/repair of void propertiesDelayed turnaround of propertiesLow tenant satisfactionInability of tenant to know of their ‘rights’ to the repairs required to meet the landlord minimum void standard or the current decent homes standard.Lack of communication between H/O’s and repair teams. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date.**Recommendation**Staff training on ‘Landlord Minimum Standards’ for voids letting. |
| Yes |  Kitchen cupboard handles. Upgrade of electrical fuse box + Floating floors (moving) After moving in |
| Yes | Kitchen damp, no floor covering or paint. Condensation - Blocked vents, Shower & Toilet faults |
| Yes | Informed about repairs required |
| Yes | Lots and lots and lots |
| Yes | No comment |
| Yes | Workmen installing kitchen & fireplace, and repairs to two bedroom ceilings - Adapted property with Stair Lift |
| Yes | Full Rewire |
| Yes | Initially quite a lot – complete kitchen & bathroom and a full rewire |
| Yes | W/C severe lime scaling – everything else was fine |
| **Question No 24 - Were you told what repairs would be done before you could move in?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | But not done  | Lack of understanding between H/O’s and repair teams, differences of opinion to what repairs were required and what was completed before move-in date.H/O’s and tenants lack of knowledge/expertise of void property repairs/refurbishment standards and acceptable decoration standards.Tenant confusion and discontent, when agreed repairs not completed before move-in date. | Inconsistency of knowledge of void property repairs between H/O’s and the voids team leading to argument and disagreement, as to what work was to be completed for the property to be let.Lack of liaison between H/O’s and voids repairs team prior to viewing of property. No agreed plan of work required to bring property up to landlord standard.Agreed plan of action for repairs required on each void.Tenant confusion as to what repairs were to be completed.Lack of empathy of tenant requests from repair workforce for the (H/O’s and tenant) ‘agreed’ work to be completed before the move-in date. | Company reputation.H/O’ and void repair team discontent.Tenant dissatisfaction and discontent.Communication failure between H/O’s and Repairs Team Workforce | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date.**Recommendation**Review of inter-department communication training for H/O’s and Repairs Team Workforce |
| Yes | But not done  |
| Yes | Gap in fencing repaired, gap where removed garden shed stood to be made good with new fencing  |
| Yes | 2 fire to be repaired & repairs to water leak and gas leak |
| Yes | Happy with that list  |
| No | No comment |
| Yes | Kitchen & fireplace refurbishment, and 2 bedroom ceilings |
| Yes | Full Rewire, plus the vents on the windows |
| No | It wasn’t explained |
| No | H /O said W/C unit would be replaced |
|  |
|  |
| **Question No 25 - Were you told what repairs would be done after you could move in?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No |  | Lack of clarity from H/O’s regarding repairs to be completed ‘around the tenant’ after moving in date.Tenant disappointment, lack of choice causing inconvenience and disruption to daily routine/s. Financial loss for tenant if required to take time off from work whilst repairs completed. | 60% of sample not informed of what repairs would be completed after move-in date.Lack of clarity from H/O’s regarding repairs to be completed after moving in date.No tenant appeal process against H/O’s decision.No evidence of an agreed plan of work required to bring property up to landlord standard.Consider that the tenant has 2nd viewing to inspect repairs made to the property prior to sign -up and moving-in. | Company reputation.Dissatisfied tenants.No tenant appeal process against H/O’s decision.Costs associated with ongoing complaints regarding initial repairs.Increased costs for repeated call-backs for same job. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date. |
| Yes | Kitchen cupboard handles. After moving in Upgrade of electrical fuse box + Floating floors (moving) Insp. said repair not req. Housing officer disagreed  |
| No | Issues discovered on moving in & reported for repair |
| No | Not told, but requested repairs to floorboards, water and gas leaks, outside Porch, plastering and skirting boards |
| Yes | Happy with that list  |
| Yes | Agreed a list after moving in |
| No | Nothing mentioned apart from Stair-Lift requiring a service |
| Yes | Window vents |
| No | No comment |
| No | None, just told to report any faults |
|  |
|  |
| **Question No 26 - If so did you consider any of the above repairs (after you moved in) to be major or minor?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| N/A | No comment | Differences between tenant and H/O’s on what is considered major or minor.Lack of empathy and understanding of tenant requests by H/O’s for the status of the required repair/s.  | Some major repairs still outstanding after move-in date.Disagreements between tenants and H/O’s on what is considered major or minor’No tenant appeal process against H/O’s decision.Lack of empathy by H/O’s in disregarding tenants requests.  | Reputation of Company and H/O staff Dissatisfied tenantsNo tenant appeal process against H/O’s decision.Costs associated with ongoing complaints regarding initial repairsIncreased costs for repeated call-backs for same job | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date. **Recommendation**Development of an priority ‘appeal process’ replacing the complaint process, including penalties for delays |
| Yes Both | Floating floors (moving) - Upgrade electrical fuse box - major. Kitchen cupboard handles- minor.  |
| Yes | Secure garden perimeter fence - major |
| YesBoth | Gas & water leaks + floorboards – major - Remainder -minor |
| Yes Both | Major No fireplace, front door not locking, freezing cold home – draughty windows + lot of minor repairs  |
| Minor | Letter box, water leak, internal door, pipework boxed in, vent covered  |
| Minor | Nothing considered major |
| Major | Window vents – very cold house – having a small child the house was absolutely freezing |
| Minor | Just the fence |
| Minor | Told W/C unit would be replaced |
| **Question No 27 - Did the member of staff consider the repairs to be major or minor?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | No comment | Disagreements between tenant and H/O’s on what is considered major or minor.Lack of empathy and understanding of tenant requests by H/O’s for the status of the required repair/s | Disagreements between tenants and H/O’s on what is considered major or minorLack of empathy by H/O’s – disagreement to tenants’ requests. No tenant appeal process against H/O’s decision.Lack of priority to work/s still to be completed after move-in date. | Reputation of Company and H/O staff Dissatisfied tenants.No tenant appeal process against H/O’s decision.Costs associated with ongoing complaints regarding repairs | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date. |
| Yes | Kitchen cupboard handles- minor. Upgrade of electrical fuse box + Floating floors (moving) – major. Insp. said repair not req. Housing officer disagreed |
| Yes | Major – took photos of gaps in garden fencing. On 6 months’ timescale but repaired sooner |
| Yes | Gas & water leaks + floorboards – major - remainder -minor |
| Yes | But all classed ‘Minor’ & they would be sorted out |
| Yes | All Minor |
| No | Informed nothing to be done |
| Yes | Minor – repair not rushed – not given priority |
| Yes | Minor - Fence blown down |
| Yes | Minor |
| **Question No 28 - If repairs were required, would you have preferred to move into the property sooner and have the repairs completed after you had moved in?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | Could not have moved in the state it was in, Partner camped in house for 10 days until basic repairs completed | Prospective tenants would have preferred the work to be completedThe overriding desperation of a tenants need for a home can drive and outweigh the tenants preference/s, through the need to move-in and set up a homeThere is a desire on the H/O’s to get the prospective tenant to accept the property and move in as quickly as possible with the repairs completed whilst the home is occupied, thus providing rental income for the landlord. | The overall perception of the majority of prospective tenants would prefer to wait until the required repairs were completed prior to moving-in.The desire of the H/O’s to get the tenant to move in and start paying rent can overcome the doubts/concerns of the tenant. This could be considered detrimental to the tenants’ entitlement for the ‘landlord minimum standard’ and that some major repairs are not completed before moving in. | Reputation of Company and H/O staff Reputation of H/O staff Dissatisfied tenantsDepressive living conditions for tenant and family members, especially if the work required is considered major.  | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date. |
| No | Would have preferred to have the electrical fuse box plus the floors repaired before moving in |
| No | Definitely done before |
| Yes | That’s what we did |
| No | Should not have been offered on Compass system until repairs sorted out |
| No | Needed time to sort out |
| No | Definitely done before |
| No | Would have preferred to have all repairs completed before moving in |
| No | Would have moved in whatever |
| Yes | Because it was the W/C |
| **Continued from Page 11 - Question No 28 - If repairs were required, would you have preferred to move into the property sooner and have the repairs completed after you had moved in?**  |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| As Above (End of List)  | Depressive living conditions for tenant and family, especially if any of the work required is considered major. | Major intrusion/s for prospective tenant and family members in their home.No offer of a disturbance allowance. Landlord obligations on H/O’s for the property to be let as quickly as possible | As Above | As Above  |
| **Question No 29 - Once the repairs completed, was there any further works you considered should be attended to?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Very much so. Toilet/bathroom condition, kitchen work, faulty window installation, electrics, stair newel post, ceiling plaster, gas fireplace replacement. | Disagreement between tenant and H/O’s on further work required.Disregard of tenants needs by H/O’sLack of empathy and understanding of tenant requests by H/O’s and property Inspectors for the required work.Requirement for repairs team workforce to tidy up after repair or at end of day if job not completed. | Overall majority of prospective tenants required further work to be completed after moving in.Disagreements between tenants and H/O’s on what is considered major or minor. Better empathy with tenants.Lack of empathy by H/O’s in disregarding tenants’ requests. Desire of the prospective tenant to move-in.No tenant appeal process against H/O’s decision.Repairs team need to respect the property as a ‘home’ once tenants have moved-in. Greater empathy from workers to tenants in some cases. | Reputation of Company Reputation of repairs team workforce and H/O staff Dissatisfied tenants, if any further work required refused. No tenant appeal process against H/O’s decision.Costs associated with ongoing complaints regarding repairs and call-backs. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date.Follow-up ‘snagging’ of all repair work given priority.12 month warranty provided for all scheduled repairs & decoration work completed. |
| No |  |
| Yes | Still outstanding work to be completed – toilet still leaking |
| No | Still outstanding |
| Yes | Freezing cold home – draughty windows, heating thermostat fault + lot of minor repairs - still outstanding |
| Yes | Door lights to be replaced, glass panel, very old fashioned electric fire |
| Yes | Boiler nightmare, no floor covering in kitchen after refurbishment, loose wall plasterwork, leaking radiator, excessive condensation in kitchen (advised to open window and not to put washing on radiator) |
| No | Everything was fine |
| Yes | Repair to gas fire in living room - black fumes/smoke when first lit - ongoing |
| No | All OK - just the W/C requiring replacement |
| **Question No 30 - How long did all the repair/s to the property take? *(number of days)*** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| 125 | Still ongoing | Unacceptable timescales of the repairs required on 50% of the properties to let.Perception - Lack of efficiency and skill levels of workforce. Voids team members overriding H/O’s assessment for the repair/replacement of items.  | Some evidence of a lack of effort whilst properties empty (between letting) to complete repairs/refurbishment work.Voids team members overriding H/O’s assessment for the repair/replacement of items. Refusal to complete the work requested by H/O’s.Currently only one ‘voids’ team allocated for turnaround of voids, unable to achieve adequate turnaround of properties when void peaks occur, causing delays in repairs and turnaround of empty properties. | Lack of rental income.Company reputationPressured workforce.Unacceptable timescales.Dissatisfied tenants. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.No 2nd viewing required, on assurance of repairs & decoration schedule complete - sign off agreement prior to tenancy sign-up and move-in date.All scheduled repairs and decoration etc. to be completed within 14 days from the Provisional Acceptance date, including penalties for delays.  |
| 3 | After arguing to get repairs done |
| 94 | Still ongoing |
| 65 | Still ongoing for some repairs |
| 122 | Ongoing – Windows to be done – replacements OK’d by Inspector said around May-time for work |
| 7 | Ongoing |
| 4 | Good service but poor attitude of worker fixing radiator valve – very poor – refused to remove footwear or wear overshoes |
| 60  | Rewire 2 weeks – windows 2 months |
| 5 | On-going |
| 7 | Plumber attended & refused to do the job, said it didn’t need doing |
|  |
| **Question No 31 - Were any choices offered in the types of repairs or replacements?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | N/A | Tenant disappointment of Landlord policy of no choices offered for void repairs.H/O’s – inability to offer any choices, tenant just requested to accept the delay. | H/O’s – inability to offer any choices, tenant just requested to accept the delay. Where long delays were envisaged due to required items/goods being unavailable. Local procurement and installation of readily available duplicate or similar items/goods, would help alleviate the delay/s.Changes in procurement policies | Reputation of CompanyTenant dissatisfaction.Delay of rental income from property. | **NEW TENANT COMPACT** Compact to set out ‘offer standards’ of choices to be offered due to exceptional delay/s in procurement/supply of standard fittings & units etc.(Avoid Penalty Charges) |
| Yes | Different handles on kitchen cupboards |
| No |  |
| No | None offered |
| No | No choices offered  |
| No | No comment |
| No | Nothing offered |
| No | No choice offered |
| No | No comment |
| No | Nothing offered |
| **Question No 32 - Were the repairs done well? *(Your opinion on the quality and timeliness of the repairs completed)*** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | All considered poor, very disappointing | Some Tenant disappointment - the consensus of opinion is ‘No’ with a ‘mixed bag’ of comments on both Quality issues and the Timeliness of the repairs.Need for repairs team to respect the property as a ‘home’ once tenants have moved-in and workforce to tidy up after repair or at end of day if job not completed. | Repairs/refurbishments – no continuity of tradesmen/workforce (mixed skill levels) - creating ‘mixed bag’ on both the quality and timeliness of the work completedQuality issues and the Timeliness of the actual repairs, also delays were a factor in the mixed decisionsRequirement for repairs team to respect the property as a ‘home’ once tenants have moved-in. Greater empathy from workers to tenants in some cases.  | Reputation of Company Reputation of repairs team workforce and H/O staff.Dissatisfaction of timescale and delays. Repairs/refurbishments - no continuity of tradesmen/workforce (mixed skill levels).Costs associated with ongoing complaints regarding repairs and call-backs. | **NEW TENANT COMPACT** Compact timescales and warranties standards to be adhered to. Quality of work is subject to independent inspection in cases of dispute.**Recommendation**Multiskilling training of Voids repair staff to alleviate delays and shorten timescales. |
| Yes & No | H/H passage floor repair – very untidy not good workmanship. Contractor for remaining floors – excellent  |
| Yes & No | Poor on both counts. Some Yes & some No – several visits |
| Yes & No | Quality - Good, Timeliness - Poor |
| Yes & No | Front door still a bit knackered, some jobs sorted on 2nd visit |
| Yes | No comment |
| Yes | Quite happy |
| No | Rewire shocking- Quality of Plasterwork repairs’ windows - timeliness |
| N/A |  |
| No | Work not done - Plumber attended & refused to do the job, said it didn’t need doing  |
| **Question No 33 - Were the repairs done right first time?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | Not in the majority of cases | Some Tenant disappointment - a ‘mixed bag’ on the repairs being ‘right first time’, majority requiring a call-backConcern at repairs were at times disorganised – (mixed skill levels) no continuity of tradesmen/workforce. Lack of multi skilled tradesmen i.e. (two different tradesmen required instead of just one) – one waiting on the other, scenarios. | Not all repair work completed ‘right first time’ (no data on call –backs)Repairs viewed as disorganised, with no continuity repairs workforce (mixed skill levels) due to lack of multi skilled tradesmen i.e. (two different tradesmen required instead of just one) – one waiting on the other, scenarios. | Reputation of Company Tenant dissatisfactionIncreased costs for repeated tradesmen call-backs for same job. | **Recommendation**Multiskilling training of Voids repair staff to alleviate delays and shorten timescales**NEW TENANT COMPACT** Compact timescales and warranties standards to be adhered to. Quality of work is subject to independent inspection in cases of dispute. |
| Yes |  Very happy |
| No | Toilet still leaking, Garden not cleared of rubble & broken glass |
| Yes | Happy |
| Yes/No | Some workmen brilliant – some weren’t (poor attitude) |
| Yes | No comment  |
| No | Problem with gas boiler nightmare(3 visits from 3 different engineers & 3 different opinions) some poor attitude. |
| No | Not satisfactorily  |
| N/A |  |
| No | Work not done - Plumber attended & refused to do the job, said it didn’t need doing  |
|  |
| **Question No 34 - Did you consider this a reasonable timescale?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | Not good | Some tenant disappointment as the work required at least 1 call-back visit (to majority of properties) to complete the repair. Poor work attitude of some tradesmen, lack of urgency to complete repair.Inconvenience for Tenant, had to make themselves available for appointment time of planned 2nd repair visit. At times workers just turned up without any appointment.Financial loss for tenant if required to take time off from work. | Majority indicating that the completion of the work required at least 1 call-back visit to finish the repair.Room for improvement to address the lack of urgency or desire for completion of the repair work by tradesmen. Some tenants attempting self-repairs for work previously considered (agreed) by H/O’s to be essential repair for voids team.Customer Service training refresher course required for some repairs staff. | Reputation of Company and Repairs TeamIncreased costs for repeated tradesmen call-back visits for same job. Tenant dissatisfaction.Health & safety issues for tenants completing self-repairs on previously considered essential repairs.  | **NEW TENANT COMPACT** Compact timescales and warranties standards to be adhered to. **Recommendation**Multiskilling training of Voids repair staff to alleviate delays and shorten timescales |
| Yes | Very good - happy |
| No | Still ongoing |
| Yes | Happy |
| Yes/No | Window repair & fireplace installation overrun.  |
| Yes | No comment |
| Yes | No comment |
| No | Rewire OK – windows far too long |
| Yes | No comment |
| N/A | Work not done - Plumber attended & refused to do the job, said it didn’t need doing  |
|  |  |
| **Question No 35 - Do you know which repairs are the landlords responsibility?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | Not explained – no list | Varying degrees of knowledge, ranging from unaware, to very limited, to well-informed and confident. Tenant may attempt a self-repair and cause a breach of, or failure of current legislation. | Tenants possessing knowledge of their own responsibilities and those of the landlord differed immensely.Tenants require an explanation/information booklet/leaflet clearly setting out the landlord and tenant responsibilities, in plain English (or the equivalent translation into the language of the tenant). – Web Site?  | Landlord/Tenant - Breach of, or failure to comply with current legislation.Injury to tenant and damage to property.Tenant may attempt a self-repair and bodge the repair, creating a risk of unit failure or excessive damage, through lack of knowledge.Cost incurred to rectify tenant repair. | **NEW TENANT COMPACT** Set out an up to date explanation of tenant responsibilities. **Recommendation**A property ‘work completed’ schedule (log book) of work completed at the property to be developed and all future repairs etc. entered by tradesman and retained by tenant. |
| No | Aware of main responsibilities – gas water, electrics etc. |
| Yes | Aware of most |
| No | Not totally aware |
| Yes | Aware of most |
| Yes | No comment |
| Yes | Very aware |
| No | Not totally aware |
| Yes & No | Common sense |
| Yes | Given pack listing everything |
|  |  |
| **MOVING IN** |
| **Question No 36 - Would you rather have preferred that all the repairs had been completed before you moved in?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Even if it meant taking longer to move in. Also would have preferred more time to move out of previous home  | 100% Yes. All tenants would have preferred the repairs completed before move-in date.Some concern and apprehension that some repairs would be completed after they had moved-in. Mainly around the timeliness and timeline extension issues, for the completion of the outstanding repairs. No disturbance allowance offered. | All tenants preferred to have the repairs completed before their move-in date.Some concern and apprehension around the timeliness and timeline for the completion of the repairs outstanding.No disturbance allowance offered to compensate for any unjustifiable tenant inconvenience and disruption. | Reputation of Company Reputation of repairs team workforce and H/O staff.Health and safety of tenant and family | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.**Recommend**Penalty clauses for delays to agreed moving-in date with repairs schedule ‘work not completed’ written into Compact alongside Priority Appeals process. |
| Yes | Floors and electrical fuse box upgrade |
| Yes | Definitely 100% |
| Yes | Definitely |
| Yes | Definitely – especially the major items |
| Yes | Stressful enough without having repairs |
| Yes | Definitely |
| Yes | Definitely |
| Yes | Timescale was perfect - great |
| No | No major repairs required – not worried, consider W/C problem – minor but essential |
|  |
| **Question No 37 - Were you offered a choice? (when the repairs were done?)** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | No comment | Tenants not offered any choice.Tenant disappointment, lack of choice causing inconvenience and disruption to daily routine/s and family life. Financial loss if tenant is required to take time off from work. |  Some Inconsistency and lack of clarity by H/O’s on choices available to tenants regarding repair timelines or timeliness of all the repairs required.Risk of some financial loss if tenant is required to take time off from work. | Reputation of Company and H/O’sTenant disappointment. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction. |
| No | Fault with floors not noticed on viewing visit |
| No | No comment |
| No | Some essential repairs would be done |
| No | Once signed Ten/Agreement. Only given 3 days to move in with repairs not completed – told no other choice a available |
| No | No comment |
| No | No comment |
| No | None offered |
| No | No comment |
| N/A | Regen |
|  |
| **Question No 38 - Was any incentive or assistance offered for you to move in, prior to any repairs being completed?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | 1 week rent free – but deducted from decoration allowance | Some tenant disappointmentThe overriding anxiety of the prospective tenants need to move-in and set up a home can drive them to accept whatever offer made to them. Tenant requests for items left by previous tenant to be retrained for future use by incoming tenant, not noted or passed on by H/O’s. | No incentive or allowance offered H/O’s employing a more robust attitude, using the anxiety of the prospective tenants need for a home, for prospective tenants to accept low or zero offers of any incentive or assistance to move into the property. | Reputation of CompanyTenant disappointmentHealth & Safety of tenant and family members moving into a home with outstanding repairs. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Penalty clauses for delays to agreed moving-in date and repairs schedule ‘work not completed’ written into Compact alongside Priority Appeals process.  |
| Yes | Decorating allowance |
| No | No comment |
| No | Wanted work completing first before moving in |
| No | No comment |
| No | No comment |
| No | Nothing offered |
| No  | Nothing offered |
| No | No comment |
| Yes | Regen scheme paid for removals and some furniture |
|  |
| **Question No 39 - Would an incentive have altered your preference, as to when the repairs are undertaken?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | No comment | Perception – The overriding desperation and anxiety of the majority tenants need to set up a home outweighed the necessity for any incentive to be offered.The need to move-in and set up new home (want to be in factor). | No incentive or allowance offered Although any incentive would have been helpful to tenants, for the majority of tenants the need to set up a home outweighed the necessity for any incentive to be offered. | Reputation of Company – moving tenants into homes requiring major repairs.Health & Safety risk to tenant and family members moving into a home with outstanding major repairs | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction. Penalty clauses for delays to agreed moving-in date and repairs schedule ‘work not completed’ written into Compact alongside Priority Appeals process. |
| Yes | No comment |
| No | No comment |
| No | No comment |
| Yes | Tentative Yes/Maybe |
| Yes | No comment |
| No | Definitely not |
| No | Probably not |
| Yes | Would have moved in |
| No | Wanted to be in |
|  |
| **Question No 40 - What, if anything would have helped you to move in quicker?** |
| **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Provision of a large skip | All repairs completed, with the property in good basic decorative order and cleaned prior to tenant moving-in.Tenant requests for items left by previous tenant to be retrained for future use by incoming tenant, (protected & left in situ), passed onto and respected by voids clearance teams. Increased tenant satisfaction results and landlord reputation.Voids turnaround time shortened and more voids available for rent sooner to meet housing demand. | Better planning and work scheduling, specific targeting and monitoring of major repair item/s (supply & install), plus completion dates for all voids.Review of procurement system, (reduce the stock delays incurred from current suppliers).Increase void turnaround by prioritising void repairs and strengthening void team/s from general repairs workforce - diverted to void works, when number of voids outstrips the capacity of current void team/s. | Loss of rental income for landlord | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Compact in place will shorten turnaround period |
| Nothing |
| Couldn’t have moved in any quicker |
| Assistance with removal to move quicker, carpeting assistance |
| Could have offered heaters. If the house wasn’t in such a bad state of (major) repair, could have moved in quicker,  |
| Help towards removal costs |
| Getting the repairs required done quicker |
| Don’t think so |
| No |
| Moved in very quickly – within 3 days |
|  |
| **Question No 41 - Were any ‘agreed’ repairs not completed, before moving in?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Toilet/bathroom condition, kitchen work, faulty window installation, electrics, stair newel post, ceiling plaster, gas fireplace replacement. | Tenant disappointment if minor repairs not completed, but distress and delusion especially if major repair items not completed before moving-in.Health & Safety risk to tenant and family members moving into a home with existing sanitary problems.Lack of confidence in H/O’sReputation of Company. | Failure of void team to complete agreed work before move-in date. Reviewing of H/O property inspection policies.to avoid tenant disappointment.More efficient inspections, planning and scheduling of the work required will eliminate the impact on the tenants and increase confidence in H/O’s and void team/s workforce. | Reputation of CompanyLack of confidence in H/O’s and void team/s workforceTenant disappointment regarding minor repairs, but distress and delusion if major repair not completed.Health & Safety risk to tenant and family members moving into a property with existing sanitary problems. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Penalty clauses for delays to agreed moving-in date and repairs schedule ‘work not completed’ written into Compact alongside Priority Appeals process.**Recommendation**Address Health & Safety risks |
| No |  |
| Yes | Kitchen floor, Toilet etc. |
| Yes | Kept their word |
| Yes | Fireplace, windows, door, skirting boards, light fitting/s |
| No | No comment |
| No | No comment |
| No | All OK |
| No | None to be done |
| No | Already agreed W/C replacement |
| **Question No 42 - If so when were they completed?** |
| **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Still awaiting completion (125 days) | Tenant disappointment if minor repairs not completed, but distress and delusion especially if major repair items not completed before moving-in. Some tenants experiencing extensive delays with some agreed work still outstanding to date, but pleased and satisfied when the work is completed.Perception of being ignored once Tenant Agreement has been signed. | Agreed work should be completed before move-in date. Failure of void team/s and H/O inspections. Tenant concerns not prioritised.Tenant disappointment and distress could be avoided by reviewing H/O property inspection policies.More efficient inspections, planning and scheduling of the work required, eliminating the impact on the tenants and increase confidence in H/O’s and void/repairs teams. | Reputation of CompanyLack of confidence in H/O’s and void team/s workforceTenant disappointment regarding minor repairs, but distress and delusion if major repair not completed.Health & Safety risk to tenant and family members moving into a property with existing sanitary problems. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.**Recommendation**Address Health & Safety risks |
| N/A |
| Kitchen floor completed mid-January |
| N/A |
| Some still outstanding, some done within last 2 weeks |
| N/A  |
| N/A |
| N/A |
| N/A none required |
| N/A |
|  |
| **Question No 43 - Were you given a choice for time of day for the repairs?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | With some, otherwise an early morning knock on door | Variation within answers, overall the tenants accept repair appointment difficulties and are pleased and satisfied to have the work completed. | Post void repairs are endeavoured to be done on an appointment basis. Tenants accept the current Ad-Hoc appointment system. | Reputation of CompanyVulnerability that Ad-Hoc appointment system could mean that some jobs will be overlooked and create complaints  | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction. |
| Yes | For the flooring repair |
| Yes | Happy with times offered |
| Yes | Offered choice |
| No | No choice offered, got letter stating an appointment time |
| Yes | Stuck to it |
| No | Told couldn’t give a time – just between 8am – 4pm |
| Yes | Appointments for window repairs |
| N/A | see above |
| No | No choice of times |
| **Question No 44 - Was the property clean and tidy when you moved in** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Smelt nice, but not cleaned effectively | Overall tenant satisfaction but with reservations on some properties, with comments ranging from disgusting to unsanitary.Where adequate cleaning had taken place tenants were happy and satisfied with the condition of the property at move-in.Tenants confronted with their property in varying degrees of an unclean state were extremely disappointed and disillusioned to find the property left in such an unclean condition for a new tenant. . | Contradictory results depending on differing cleaning teams in differing locations.Inconsistency of cleaning teams and lack of inspection/s by H/O’s prior to tenant move-in date.Review of property cleaning policies and enforcement of standards required. | Reputation of CompanyTenant dissatisfaction.Affected tenants extremely disappointed and disillusioned due to failure of property cleaning policies, poor cleaning procedures and lack of inspection. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.**Recommendation**Review of Decoration Policy for Void Properties to meet Decent Homes Plus Standards (Compare private rented sector practices) |
| Yes | Very Clean – lovely very happy |
| No | Not very clean, garden was an overgrown mess |
| Yes | Had been cleaned |
| No | Floors cleaned, bathroom OK, but window ledges and cupboards not done (quite disgusting really) |
| Yes | No comment |
| Yes | Cleaner had been in - Acceptable |
| No | Supposedly cleaned, but still dirty and dusty |
| Yes | Had given the place a good clean |
| Yes | It had been cleaned very well |
|  |
| **Question No 45 - Were the gardens and boundaries/fencing (where applicable) in an acceptable condition?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | N/A - no garden | Mixed tenant dissatisfaction Minority of tenants happy and satisfied with garden boundaries, with repairs being completed promptly.Parents anxious of stray dogs etc. gaining easy entry into the garden making it dangerous for their children and family members.  | Majority of tenants dissatisfied with the condition of their garden boundaries. The majority of tenants happy and satisfied with garden boundaries, with repairs being completed promptly. | Reputation of CompanyStray dogs etc. gaining easy entry into the property garden, due to fencing being in need of making it dangerous for their children/family.Health & Safety risk to tenant and family members moving into a property with un-cleared gardens and broken fencing | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Gardens & Boundary fencing to be inspected and cleared/repaired prior to tenant move-in date, to include penalty clause for delays. |
| Yes | N/A - no garden |
| No | 1 small & 1 large gap in garden fence where shed stood |
| No | Caretaker removed rubble & rubbish after moving in |
| No | Insecure fencing, dog kept coming into garden – unsafe to let daughter into garden |
| No | All fencing loose/swaying – Replaced quickly (Corner plot) |
| No | Boundary fencing broken in places |
| Yes | All OK |
| No | Boundary fence blew down |
| Yes | All OK |
|  |
| **Question No 46 - Was there any un-removed items in the property, which you had requested to be removed, or rubbish uncollected outside of the property when you moved in?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Carpet from bedroom | Some negative comments, but overall tenant satisfactionSome tenant disappointment where rubbish etc. was left but not a big issue overall.Tenants’ requests for usable items left behind by previous tenants (patio’s, garden shed, greenhouse etc.) ignored. | Inconsistency and lack of inspection by void team/s prior to tenant move-in date.Tenant concern that children and pets may be injured by rubbish left in garden.Prospective tenants’ requests for usable items left behind by previous tenants (patio’s, garden shed, greenhouse etc.) ignored.  | Lack of consistency in H/O’s and void team/s workforceTenant disappointment.Health & Safety risk to tenant and family members. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Un-removed items & rubbish to be removed prior to move-in date. |
| No | Everything removed before moving in |
| Yes | Inside house OK – Garden nothing removed |
| Yes | No comment |
| No | All done – very pleased |
| No | Carpets were being removed at viewing |
| No | All cleared |
| No | All done |
| No | Had only requested items left - happy |
| No | Everything all cleaned up – very pleased - spotless |
|  |
| **Question No 47 - Were you advised prior to moving in what was required by you to obtain heat, light and water services? (Gas, Electricity & Water Companies etc.)** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | No comment | Tenant satisfaction.Good advice and explanations offered by H/O’s.Overall satisfaction, H/O’s went thorough individual connection procedures where tenants were unsure of the process. | Good information and assistance provided by H/O’s on choices available to tenants regarding energy suppliers. Hands on assistance provided by H/O’s for tenants having difficulties contacting energy suppliers. | None | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.What to doHow to do itWhere to do itWhat assistance is available |
| Yes | Forms supplied |
| Yes | Can’t remember – Knew what to do |
| Yes | No comment  |
| Yes | H/O ran through procedure |
| Yes | Initially a bit of confusion |
| Yes | Informed by Housing Officer |
| Yes | Informed by Housing Officer |
| Yes | Told to stay with EDF for 6 months |
| Yes | From H/O List provided – to change - must give original electric provider 3 months’ notice |
|  |  |
|  |
| **Question No 48 - Were you offered any compensation for any excessive delay?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | There was no delay | Tenant satisfactionMajority of tenants experienced no delay in moving-in on agreed move-in date.No offer made to any tenants that experienced excessive delay by H/O’s | H/O’s amiable attitude and good rapport with prospective tenants viewed as helpful in dealing with tenants that experienced any delay, avoiding compensation claims | None  | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Penalty clauses for delays to agreed moving-in date written into Compact alongside Priority Appeals process. |
| No | There was no delay |
| No | No delay in moving in |
| No | No delays |
| No | No delay |
| No | No delay |
| No | None offered |
| No | None offered |
| No | None offered |
| No | No delays – none offered |
|  |
|  |
| **Question No 49 - Were you advised correctly as to who the current Gas, Water and Electric providers were? With their current contact details** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | H/O ran through details | Tenant satisfactionGood advice and explanations offered by H/O’s.Overall satisfaction, H/O’s went thorough individual connection procedures where tenants were unsure of the process. | Good information and assistance provided by H/O’s on choices available to tenants regarding energy suppliers. Hands on assistance provided by H/O’s for tenants having difficulties contacting energy suppliers.  | None. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Current Service Provider information to be provided |
| Yes | H/O ran through details |
| Yes | H/O ran through details |
| Yes | Assistance provided at sign-up Allowed to phone providers on office phone |
| Yes | In pack/Folder - H/O ran through details |
| Yes | No comment |
| Yes | All in Pack/Folder |
| No | In Pack with meter key and key-card |
| Yes | Told to stay with EDF for 6 months |
| Yes | By H/O – in pack |
|  |
| **Question No 50 - If your property has a gas supply, were you given a copy of the latest Gas Service Certificate?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Gas engineer attended | Tenant satisfactionGood advice and explanations offered by H/O’s. | All prospective tenants supplied with the gas service certificate for their new property. | None. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Gas Service Certificate – Legal requirement |
| Yes | Certificate given |
| Yes | In pack/Folder |
| Yes | In pack/Folder |
| Yes | Gas service engineer attended |
| Yes | No comment |
| Yes | From gas engineer |
| Yes | From gas engineer |
| Yes | Give a copy of certificate |
| Yes | By H/O – in pack |
| **Question No 51 - Was the property in good decorative order?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | Paint on walls, plaster work damage | Some tenant disappointment, overall varying degrees of decoration required (some throughout) for each propertyH/O’s amicable attitude and good rapport with prospective tenants viewed as helpful in coming to an agreement with tenants that had experienced poor decorative order within the property. | Decorative order is a perception, but where there is evidence of damage to wall coverings, plasterwork etc. plus evidence drug abuse and vandalism along with excessive nicotine and smoke damage pervading the property, guidelines should indicate that this type of damage requires rectifying by the landlord.Review of decorative policy for properties suffering excessive decorative damage (as above), requiring professional solution/s beyond that of the tenant. | Company reputationTenant disappointment.Letting of homes unfit for habitationHealth and safety of the tenant and family. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.**Recommendation**Review of Decoration Policy for Void Properties to meet Decent Homes Plus Standards (Compare private rented sector practices) |
| Yes | Not to my taste |
| No | As expected |
| No | Needed decorating throughout |
| No | No kitchen floor covering & broken wall tiles in kitchen |
| Yes & No | No comment |
| No | Extensive decoration and plaster repairs required, all walls covered in woodchip and loose plaster behind original wall covering |
| No | Bad /dreadful plastering repairs over rewire work |
| No | Could not have been worse |
| No | Required decorating |
|  |
|  |
| **Question No 52 - Were you offered a decorating allowance when you moved in?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Had to work for it | Tenant satisfaction and in some cases disappointment regarding amount offered.Inconsistencies regarding the provision and amount of decorating allowances were viewed as inadequate for some prospective tenants. | Review of decorative allowances policy for properties, better guidance for H/O’s.Offer of decorative allowance very welcome by all prospective tenants, but not regarded as adequate in some circumstances.Review of decorative policy for properties suffering excessive decorative damage (as above), requiring professional solution/s beyond that of the tenant. | Company reputation.Tenant disappointment.Letting of homes unfit for habitation.Health and safety of the tenant and family. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.**Recommendation**Review of Decoration Policy for Void Properties to meet Decent Homes Plus Standards (Compare private rented sector practices) |
| Yes | Allowance offered |
| Yes | Allowance offered |
| Yes | No comment |
| Yes | No comment |
| Yes | No comment |
| Yes | By Housing Officer |
| Yes | By Housing Officer |
| Yes | By Housing Officer given a choice of supplier for materials |
|  |
| **Question No 53 - If yes, how much were you given and was it adequate?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| £290 | Initially £120 then + £170 (had to chase for remainder) total amount adequate to a degree | Tenant satisfaction and in some cases disappointment regarding amount offered.Inconsistencies regarding the provision and amount of decorating allowances were viewed as inadequate for some prospective tenants.With decorative order being a differing perception, the offer of a decorative allowance was most appreciative by all prospective tenants, despite the varying amounts. | Review of decorative allowances policy for properties, better guidance for H/O’s.Offer of decorative allowance was much appreciated by all prospective tenants, but at times not regarded as adequate relating to decoration work required in some circumstances.Review of decorative policy for properties suffering excessive decorative damage (as above), requiring professional solution/s beyond that of the tenant. | Company reputation.Tenant disappointment.Letting of homes unfit for habitation.Health and safety of the tenant and family. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.**Recommendation**Review of Decoration Policy for Void Properties to meet Decent Homes Plus Standards (Compare private rented sector practices) |
| £180 | Not adequate enough but very welcome |
| £315 | Not full cost but considered fair |
| £370 | Just about covered it |
| £201 | Was not adequate for state of property (Agreed the amount was taken off rent as already had purchased materials) |
| £65 | No comment |
| £300 | Not adequate but a huge help |
| £300 | Yes it was adequate for decorating materials |
| £340 | No comment |
| £250 | Pleased – very happy, amount adequate & very helpful |
|  |
|  |
| **Question No - 54 - For transferring tenants, was any deduction made for your previous property, if Yes, for what reason?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | None made | N/A | N/A | N/A  | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Take into account any deduction/s for previous property – becomes a Recharge |
| N/A |  |
| No | No back charge but advised that there may be a deduction |
| N/A |  |
| N/A |  |
| No | None made |
| N/A |  |
| N/A |  |
| N/A |  |
| N/A | Regen – previously always rented privately  |
|  |
| **Question No 55 - What do you think of your experience of the letting service on a scale of 0 – 10 ?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| 2 | Dissatisfaction with repairs and state of property etc. and angst endured chasing decorating allowance | In the main tenant satisfaction, the H/O’s amicable attitude and good rapport with prospective tenants viewed as most helpful guiding the prospective tenants through the letting experience journey.The need for a home was a strong driver. | Overall tenant satisfaction.Evidence at times indicated shortcomings in the letting service that were contained by H/O’s amicable attitude and good rapport with prospective tenants. The evidence suggests that despite problems the urgency to move-in and set up a new home, overcame the varying problems of the letting system process. | Company reputation | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction. |
| 10 | Very good – excellent  |
| 6 | Compass not right – problems. 57 bids is disappointing  |
| 10 | Very good |
| 8 | Pretty good |
| 8 | All staff were courteous |
| 5 | Quite good but it was so frustrating, it just went on and on at times |
| 8 | Pretty Good |
| 8 | Can’t fault them |
| 9 | Haven’t let me down |
|  |
| **THE SIGN UP PROCESS** |
|  |
| **Question No 56 - How long did the actual sign up take?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| 30 mins | No comment made | No impact, evidence indicates that all tenants viewed the time taken for the sign-up as reasonable. | 30mins is borderline to explain fully all the details for discussion at a sign-up, unless previous advice has been given over the move-in period.15 – 20mins for a sign-up can be viewed as insufficient time for tenants to receive adequate explanations regarding their tenancy. | Some tenants may not receive adequate explanations regarding their tenancy. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures adequate timescale, to ensure Tenant has full understanding of the information provided at sign-up. |
| 30 mins | No comment made |
| 45 mins | No comment made |
| 2 hrs | No comment made |
| 1 hr | No comment made |
| 15 mins | No comment made |
| 1 hr | No comment made |
| 15 mins | No comment made |
| 15 mins | No comment made |
| 20 mins | No comment made |
|  |
| **Question No 57 - Do you consider this a reasonable amount of time?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Quite quick | None - all tenants satisfied that the time taken for the sign-up was reasonable. | 30mins could be considered borderline to explain fully all the details for discussion at a sign-up, unless previous advice has been given over the move-in period.15 – 20mins for a sign-up can be viewed as insufficient time for tenants to receive adequate explanations regarding their tenancy. | Some tenants may not receive adequate explanations regarding their tenancy. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures adequate timescale, to ensure Tenant has full understanding of the information provided at sign-up. |
| Yes | No complaints |
| Yes | Accepted as reasonable |
| Yes | Such a lot to cover - Explained everything |
| Yes | Good |
| Yes | No comment |
| Yes | It was fine |
| Yes | It was fine |
| Yes | No comment |
| Yes | Happy – went through all paperwork & explained everything |
|  |
| **Question No 58 - Was everything including the Tenancy Agreement fully explained to your satisfaction?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Sat and went through it | Tenant satisfaction. | Some evidence to suggest that not all tenants received adequate explanations regarding their tenancy.  | Some tenants may not receive adequate explanations regarding their tenancy. | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures adequate timescale, to ensure Tenant has full understanding of the information provided at sign-up. |
| Yes | Happy |
| Yes | Went through everything |
| Yes | Happy |
| Yes | Fully explained - happy |
| Yes | Not Pets Policy – knew I had a pet \_ insisted on chipping a 12 year old |
| Yes | No comment |
| Yes | Fully explained - good |
| Yes | No comment |
| Yes | H/O very good – went through everything |
|  |
| **Question No 59 - Was a translation service available if required?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| N/A | N/A | N/A | N/A | N/A | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures adequate timescale, to ensure Tenant has full understanding of the information provided at sign-up. |
| N/A | N/A |
| N/A | N/A |
| N/A | N/A |
| N/A | N/A |
| N/A | N/A |
| N/A | N/A |
| N/A | N/A |
| N/A | N/A |
| N/A | N/A |
|  |
| **Question No 60 - Were any outstanding repairs discussed?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| N/A |  | Tenant disappointmentLow tenant satisfaction in homes where outstanding repairs required.Patchy and confusing explanation/excuses from H/O’s, regarding outstanding repairs given to tenants after moving-in.Possibility that outstanding repairs will lose their priority status. | Evidence of confusing explanations from H/O’s, regarding outstanding provided to tenants.Tenants need assurance that the outstanding repairs would be completed, with the same priority attached to the required work. | Company reputationReputation of H/O’sTenant disappointmentLow tenant satisfaction | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction. |
| No | Didn’t think there was any |
| Yes | Various items discussed |
| Yes | All repairs discussed |
| Yes | Informed a letter to be sent – no letter. Inspector called |
| No | No comment |
| No | No comment |
| Yes | Window and plastering mentioned, getting someone to look at it – 2nd repair accepted on Insp. visit |
| No | Fence came down after moving in |
| Yes | W/C replacement |
|  |
| **Question No 61 - Was any deadlines or dates given? (for outstanding repair/s)** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | The tenancy start date | Tenant disappointment, dates given but not adhered to. (tenants let down).Low tenant satisfactionOn occasion, no specific date or timing given for the outstanding repair/s to be completed or reviewed. | Review of the relationship between H/O’s and voids repair team, develop better understanding of tenants desire to have the work completed. (More empathy)Robust attitude of voids team, lack of empathy of tenant requests by H/O’s for the outstanding repairs being completed. Allocate extra repair staff to complete the outstanding works. | Company reputationTenant disappointmentLow tenant satisfaction | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures |
| Yes | Move in by 1st October |
| No | No comment |
| Yes | Important repairs completed on time |
| Yes | Loads – none kept – disappointing  |
| No | No comment |
| Yes | Had to be in by the given date – no rent free week offered |
| Yes | Given moving in date – one week rent free |
| No | No comment |
| No | Nothing mentioned |
| **Question No 62 - Did the member of staff complete a checklist during the sign up?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | No further comment | No Impact | Policy being adhered to  | None | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures |
| Yes | No further comment |
| Yes | No further comment |
| Yes | No further comment |
| Yes | No further comment |
| Yes | No further comment |
| Yes | No further comment |
| Yes | No further comment |
| Yes | No further comment |
| Yes | No further comment |
| **Question No 63 - If yes was the tenant asked to sign it and receive a copy?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Signed it and received a copy | No Impact | Policy being adhered to | None | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures |
| Yes | No comment |
| Yes | No comment |
| Yes | No comment |
| Yes | Happy |
| No | No comment |
| Yes | No comment |
| ? | Can’t remember, but I think I did |
| Yes | No comment |
| Yes | No comment |
| **Question No 64 - Was the member of staff receptive to your questions and provide you with satisfactory answers?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Very good, quite satisfied | No Impact | Policy being adhered to | None | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures |
| Yes | Good |
| Yes | No comment |
| Yes | Knowledgeable and helpful |
| Yes | Very good |
| Yes | No comment |
| Yes | Very Good |
| Yes  | Happy with sign-up procedure |
| Yes | Very good |
| Yes | very good – well pleased |
|  |
| **Question No 65 - Was the initial tenancy start date, suitable to you?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | No choice given, nothing else offered | In the main tenant satisfaction, but prospective tenant choice should be taken into account and agreement reached.The need for a home was a strong driver plus the H/O’s amicable attitude and good rapport with prospective tenants viewed as helpful in agreeing a suitable tenancy start date. | Overall - tenant satisfaction Despite outstanding problems the urgency to move and set up a new home plus the H/O’s amicable attitude and good rapport with prospective tenants was helpful in agreeing a suitable tenancy start date for both parties.If possible arrange the tenancy start date before major bank holiday periods (Christmas/Easter etc.) | None | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures, agree move-in date |
| Yes |  |
| No | 1 week before Christmas, would have preferred to wait until after Christmas Also extra rent |
| Yes | Very happy |
| Yes | Better if all repairs were done |
| Yes | No comment |
| No | Needed more time to decorate bedroom & kitchen |
| Yes | No comment |
| Yes | Excellent |
| Yes | Definitely |
|  |
|  |
| **Question No 66 - Would you have preferred another choice of date if it was offered?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Would have preferred a later date (10 days for moving out and moving in) - take it or lose it | Tenant satisfaction in the main.Inconvenience for tenants preferring a different move in date.In some cases additional rent payments. | No choice or negotiation of tenancy start date offered. | Company reputationTenant disappointment | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures, agree move-in date. Tight timescale date – within financial constrains (onset of rent payments) |
| No | No comment |
| Yes | After Christmas |
| No | Got the date we wanted |
| Yes | If it meant the repairs were done in advance |
| No | No comment |
| Yes | No comment |
| Yes | No comment |
| No | No comment |
| No | It was very quick – 2 days |
|  |
|  |
| **Question No 67 - Were you given a named contact for any queries?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | No comment | No Impact | Policy being adhered to | None | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedure |
| Yes | Housing/Neighbourhood officer |
| Yes | Housing/Neighbourhood officer |
| Yes | Housing/Neighbourhood officer |
| Yes  | Housing/Neighbourhood officer & in pack/folder |
| Yes | No comment |
| No | No named officer given |
| Yes | Housing/Neighbourhood officer |
| Yes | Housing/Neighbourhood officer |
| No | No name or contact details |
|  |
| **Question No 68 - Once completed was there any further works you considered should be attended to?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Toilet/bathroom condition, kitchen work, faulty window installation, electrics, stair newel post, ceiling plaster, gas fireplace replacement. | Tenant dissatisfaction, majority of properties required further works. Additional problems (poor repairs) coming to light on and after moving-in.Some properties let with major items still requiring repair or replacement.Anxiety of prospective tenants to move in as quickly as possible and have the repairs completed at a later date (the tenant need for a home. or fear of losing it) | Majority of tenants stated that there was additional further works requiring attention and attributed this to promised or agreed repairs not being completed and poor first time repair.Anxiety of prospective tenants to move in as quickly as possible and have the repairs completed at a later date, can outweigh the tenants assumption of the repairs required | Company reputationTenant dissatisfaction  | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures - address additional repairs within compact processes.14 day priority period of settlement for any previously unidentified faults requiring repair. |
| No | Didn’t know about the moving floor problem |
| Yes | Kitchen floor, Toilet, Garden fence etc. |
| Yes | Just bits and pieces requiring attention |
| Yes | Window locks |
| N/A | No outstanding repairs |
| Yes & No | Some Yes, some No |
| No | Initially No, but after moving in faults appeared – Door glazed panel seal, loose floorboard in baby’s room – all rectified quickly |
| No | No comment |
| Yes | Just the W/C replacement |
| **Question No 69 - What in your mind can be done to improve the repairs service?** |
| **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Better quality of work | Increased empathy of voids workforce with tenants - better relationships, treat the property as someone’s home even when it is unoccupiedCompetent multi-skilled workforce - Shorter repairs timescale for property to be let. (Quicker turnaround).Improved Company reputation. | Robust attitude of voids workforce with a lack of empathy to tenant requests for the required repairs produces tenant dissatisfaction and lack of trust.Review Customer training to improve the attitude of voids workforce with tenants - (more empathy), view unoccupied properties as a home.Improved skills and training (competent tradesmen) will bring efficiencies and financial benefits across the board producing increased satisfaction/performance figures. | Company reputation.Reputation of voids repairs staff.Dissatisfied tenantsOngoing complaints regarding initial repairsIncreased costs for repeated call-backs | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction. |
| Very happy |
| Too many people involved in dealing with issues, too many cooks: Single point of contact. Complete repair first time not repeat visits. |
| Try to get all the required repairs completed at the same time/close together if possible |
| Know the timescales of the work to be done Better organisation of workforce schedule’s If a job needs 2 men send 2 men – not just 1  |
| Nothing to spoil |
| Better tradesman, better ‘attitude’, more considerate to your home, treat it with respect |
| Apart from windows – very happy |
| Yes - Employ more tradesmen to complete the backlog of repairs and strengthen the repair team |
| Nothing – very pleased with it, apart from the W/C replacement |
| **Question No 70 - Compared to any previous properties you have rented will you please compare your experience for this letting with any previous letting with any other landlord/company.** **On a scale of 0-10 ?** |
| **Score** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| 3 | Very much worst that other properties, so very frustrating, at times it made me cry | Tenant satisfactionOverall view is good, majority of tenants satisfied and happy with their sign - up experience. | With few exceptions, the majority of tenants satisfied and happy with their sign - up experience. | None | N/A |
| 10 | Excellent – very good service |
| 7 | All previous properties with H/H – getting better/improving |
| 10 | Very happy |
| N/A | Not been with any other Landlord |
| 8 | Definitely smoother |
| 7 | Timescale quite disappointing |
| N/A | First rented property |
| N/A | Private – own home |
| 9 | Very good experience |
|  |
| **Question No 71 - In your mind, is there anything outstanding where you wish a member of staff to visit you, to discuss matters further?** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | Nothing | Tenant satisfaction. | Overall Tenant satisfaction.Just one or two exceptions that are currently in the course of being dealt with by H/O’s. | None.  | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Sign-up procedures |
| No | Nothing |
| No | Nothing |
| No | Nothing |
| No | Nothing really |
| Yes | Would like to make some cupboard alterations |
| No | Nothing |
| No | All OK |
| Yes | About gas fire repair |
| No | Everything fine, pleased with it all |
|  |
| **Question No 72 - Any Additional Comments you would like to make?** |
| **COMMENTS** | **RECOMMENDATION** |
| No comment | **NEW TENANT COMPACT** Addresses the concerns raised and will provide a permanent solution for the areas of concern, with tenants signing an agreement of satisfaction.Address negative comments |
| I had a neighbour problem (drinking & drugs) reported it to the ASB (TRET) team no problem since – thank you |
| Shocked at the state they rent them outWorkmen don’t respect the propertyProperty ‘cold’ insulation checked & passed OK – still draughty would like further insulation |
| No comment |
| Housing/Neighbourhood Officer – ‘Fab’ – Very Good |
| No comment |
| No comment |
| Overall Quite happy with the experience, apart from window repairs (timeliness) |
| Amazed at speed of repair when locked out (5mins) |
| No comment |
|  |
| **Question No 73 - May we contact you again for completion of a similar questionnaire in the future** |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| Yes | Quite interested  | 100% of tenants taking part in the survey indicated they were pleased to have the opportunity to take part and had enjoyed the experience.All participants indicated their willingness to be involved in completing similar surveys. | 100% tenant satisfactionIncreased Company reputation for tenants participating in the survey | None | N/A |
| Yes | Quite interested |
| Yes | Quite interested |
| Yes | Quite interested |
| Yes | No comment |
| Yes | Would be interested |
| Yes | Interested but have commitments |
| Yes | No comment |
| Yes | Quite interested |
| Yes | Quite interested |
|  |
| **Question No 74 - Would you be interested in becoming involved in helping to improve the quality of the Housing Service offered by your Landlord** |
|  |
| **Answer** | **Comment/s** | **IMPACT** | **JUDGEMENT** | **RISK ASSESSMENT** | **RECOMMENDATION** |
| No | Family commitments  | Two tenants taking part in the survey indicated they would like to be contacted from the Tenant Involvement Team for details of to become an Involved Tenant. | Reasonable response from a random small sample of tenants participating in the survey with many of the tenants having other regular commitments. | None | N/A |
| No | Full time carer |
| No | Not at this time |
| Yes | Interested in being involved |
| No | No time - Work and Family commitments  |
| N/A | No comment made |
| No | Work commitments, health & mobility problems |
| No | Haven’t got the time – looking after child and work commitments |
| No | No comment made |
| Yes | If I have the time |