

**Tenant Inspectors - Repairs Inspection
Progress on actioning recommendations December 2007**

No.	Recommendation	Soha's response	Timescale	Responsible	Progress December 2007
R1	Speed up procedure of contractors confirming job done.	Agree. Reports now sent twice weekly about jobs that do not show a completion date and contractors asked to respond with information.	Monitor the impact of this in June 2007	Andy Paul	Number of jobs outstanding dropped – One contractors' outstanding jobs reduced from around 600 in 2006 to a consistent 250 / 300.
R2	Consider an alternative method of recording jobs requiring spare parts, or after property condition survey.	Soha will consider expanding the range of jobs it places on the P4 priority.	By June 2007	Andy Paul/ Carol Hall	P4 set up including DFGs, gas advisory work, asbestos
R3	Satisfaction slip comments should be acted immediately they are received and a record of the outcome of the feedback or complaint should be logged.	<p>This has happened in the past and has now been reactivated. This is administered by the maintenance team, with TOs seeing tickets regarding work in their area and then writing to residents. The dates of receipt and response are logged on a spreadsheet and letters filed. The Tenant Inspectors are invited to look at this spreadsheet and offer any feedback.</p> <p>Positive and negative comments are fed back to contractors. Survey results continue to be entered into IBS.</p>	Done	<p>Andy Paul</p> <p>Lee Hayward</p>	<p>Spreadsheet produced. If comments are adverse, letter is sent to customer.</p> <p>Don H to look at spreadsheet.</p> <p>Nov. 07 Don's recommendations included on spreadsheet. New process of dealing with complaints agreed with TO's. Complaints to be investigated within 5 working days.</p>

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R4	On elderly, disabled and vulnerable tenants records there is some way whereby the tenant can be identified as being in a 'Special Needs' category (this may have Data Protection implications)	Soha will carry out a survey of all tenants' needs, asking for much better information on each tenant in order to provide a more tailored service for individuals. This will be carried out with due consideration for data protection issues. The questionnaire will be run past a group of tenants to make sure it's user-friendly and uses Plain English.	Bulk of survey to be carried out 2007/08	Paul Rennard	Pilot survey done October 2007. Next phase to go out in mid-January '08.
R5	Following from the above, some means of advising the Contractor of the situation of the Tenant would be helpful.	Agreed. Where specific residents have vulnerability issues, Soha does place a note on the job ticket in the description section. Adding further flags advising contractor may not transfer on interface easily and any programming would have a cost implication. We would also need to make sure there is a way of doing this without potentially compromising vulnerable tenants' safety. (e.g. a code with contractors). We will investigate this with contractors, in order to implement a system once R4 (the survey of tenants' needs) has been carried out.	Following survey of tenants' needs – 2008/09	Carol Hall / Andy Paul	CH will lead on reviewing relevant policies.
R6	All members of Soha staff should have Customer relations training, not just the Customer Services Department.	Agreed. Directors to consider refresher customer services training for all staff.	September 2007	Directors group	R6 – agreed – all staff to attend customer services (Mary Gober) training early 2008.

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R7	<p>We should be looking at a more satisfactory way of receiving a feedback from the tenants.</p> <p>Consider:</p> <ul style="list-style-type: none"> Send satisfaction form separately from notification when job is completed Monthly £10 draw for all forms returned Conducting phone survey instead of paper forms. 	<p>There are resource implications in sending 2 mailings for each repair. However, we agree that we need a better way of collecting feedback on repairs satisfaction.</p> <p>We will pilot:</p> <ol style="list-style-type: none"> Daily phone survey of all jobs with appointments that day Communal area satisfaction forms to be completed by staff (scheme managers) Scheme managers to help chase up satisfaction slips on sheltered schemes Monthly £10 draw. We need to identify a budget for this. 	<p>We have started pilot 1 and will introduce 2, 3 and 4 by June 2007.</p> <p>Monitoring will take place in October 2007</p>	<p>Andy Paul / Carol Hall</p>	<p>R7 – Decided not to do 2 mailings: a) confusing and b) expensive.</p> <p>1 – doing – get results from DC and ask re: volume – phone all next day.</p> <p>2 and 3 – being done. Ask CM for update.</p> <p>4 – no hasn't happened. CH budget will start September and put line in bold on acknowledgement letter.</p>
R8	<p>Review of Repairs and Maintenance policy document, involving tenants.</p>	<p>This is due in 2008. We will bring the review forward into the 2007 schedule. It will also need to take into account findings from our mock inspection</p>	<p>Before end 2007</p>	<p>Carol Hall</p>	<p>R8 – would like to postpone for new AD to start – early 08 revised deadline.</p>

Carol Hall	Director of Customer Services
Andy Paul	Maintenance Manager to August 2007
Lee Hayward	Assistant Director of Customer Services
Paul Rennard	Director of Finance and Resources