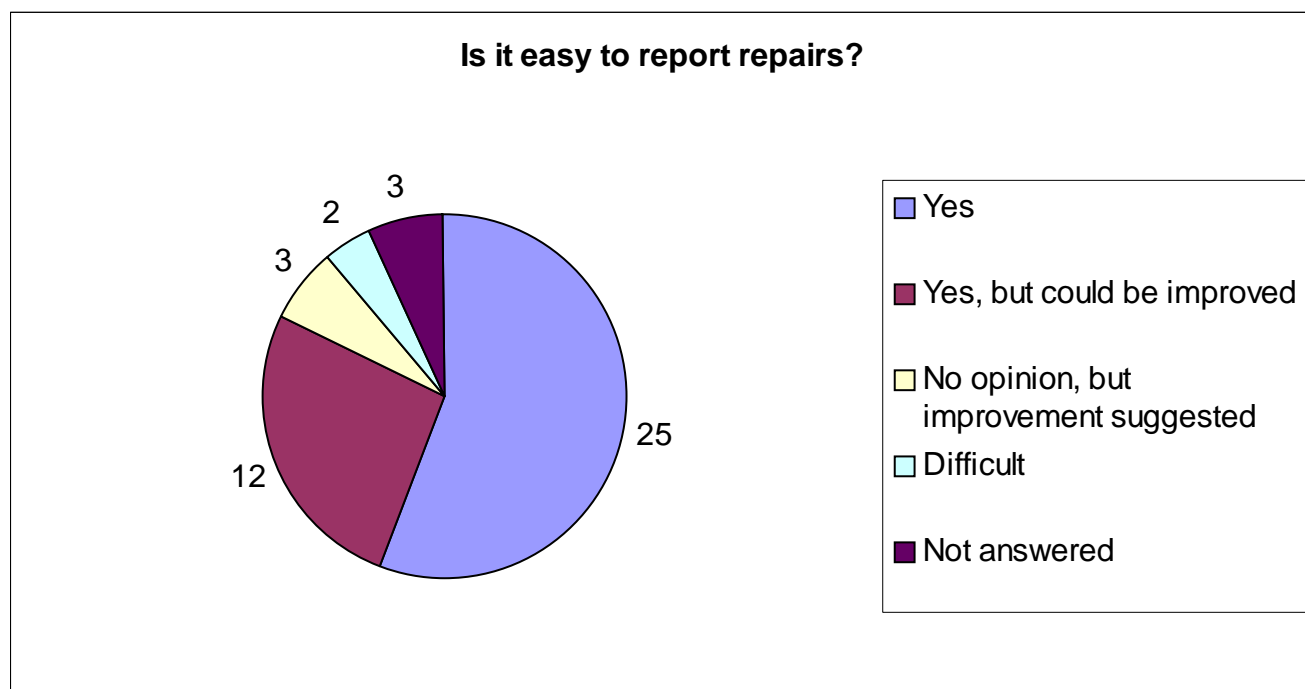


Adactus Housing Group Maintenance Review: Consultation Report.

Based on 45 respondents as at 20th February 2006

1: Using the service: reporting repairs Do you think it is easy and quick to report repairs ?



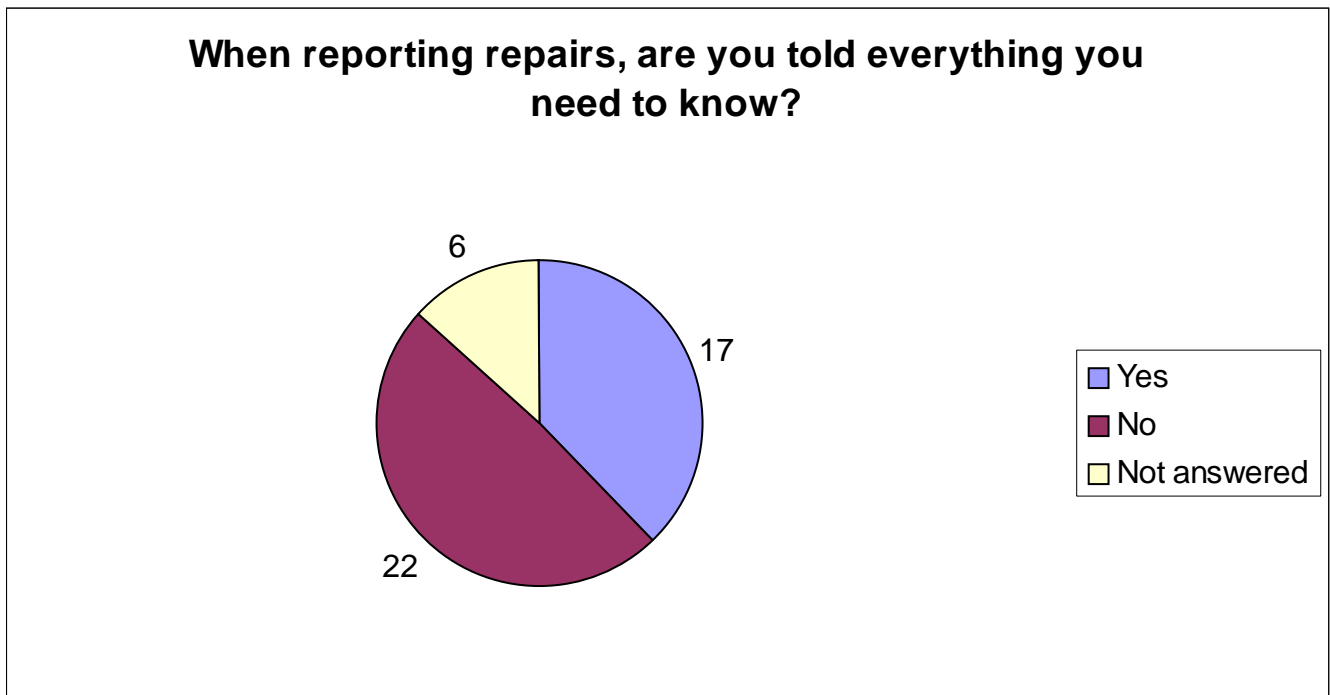
If not, what do you think makes it difficult? Please tell us how you think this could be improved?

Improvements suggested:

- Could produce booklet on minor/common repairs to give people confidence in reporting repairs
- For emergencies e.g no heating there should be some sort of 24hr help line
- Have just one contact number for repairs
- Would prefer a dedicated repairs hotline
- Would be improved by an online repairs system, including being able to see where your repair is up to.
- When I report a repair it would be nice for someone to look at it and state when it will be done
- Easy to report repairs, but not always possible to speak to the right person, if message is left, communication doesn't always seem to be good inhouse.
- Reporting is easy, the next stage is the problem, it seems to take a number of phone calls to get the work done.
- Staff should be trained effectively.
- Not clear what residents should do if their scheme manager is off work
- Could be improved by having one surveyor visit to sort out the repair problem.

2: Information

When repairs are reported, are you told everything you need to know?



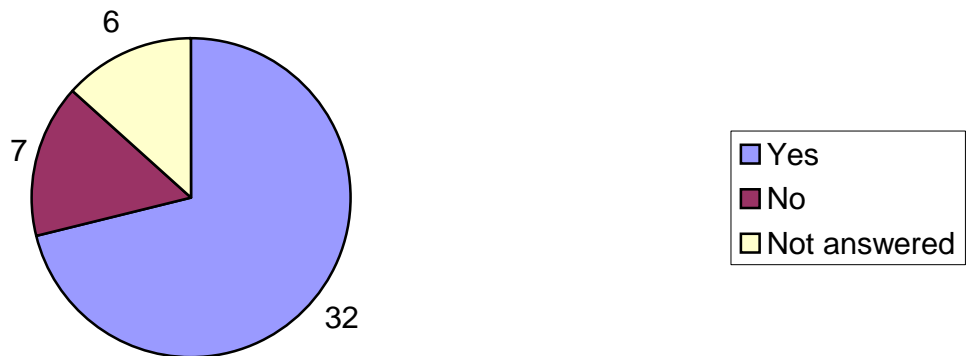
What else would you like to know at this stage?

Suggestion	Number
Would like an appointment	7
Would like some kind of re-assurance that the repair has been passed on to the right person e.g. a job number, copy of the repairs report, email	6
Would like to know what timescale the repair will be completed in.	3
Would like confirmation whether the repair is rechargeable	1
Would like to see online tracking on the website	1
Would like to be offered choice	1
Would like the problem to be inspected by a qualified person	1

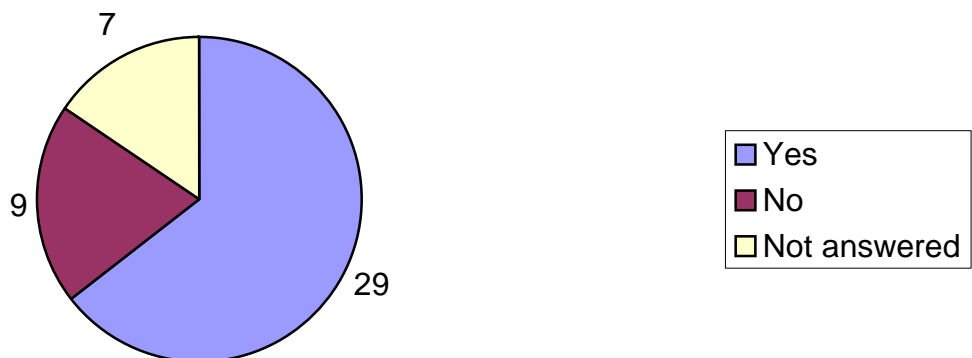
3: What is a responsive repair & what is planned maintenance?

Some of the maintenance work that is carried out to your homes is ordered 'on demand' (if it is necessary). These are 'responsive repairs'. Some work is carried out when the Association decides that it is required or on a regular cycle because something needs servicing (eg gas appliances) or is likely to have worn out after a number of years (eg kitchen units). These type of works are usually carried out on all properties of the same type and age in the same street or neighbourhood. Please tell us what type of work you think is in each category .

Number of respondents who can accurately describe responsive repairs



Number of respondents who can accurately describe planned / cyclical maintenance

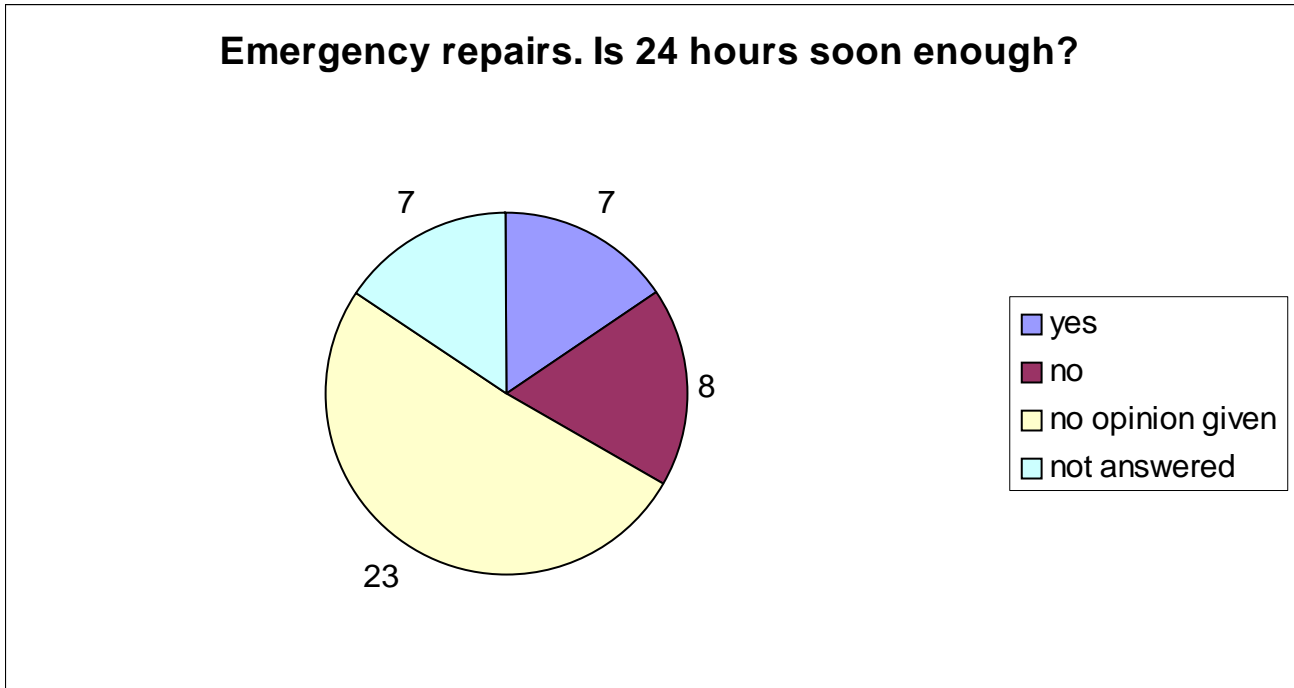


4: Repair categories and deadlines:

We want to know whether you are clear about how we categorise repairs in terms of how urgent they are and we want to know what you think of the timescales.

Emergency

We aim to do these within 24 hours. Is this soon enough?



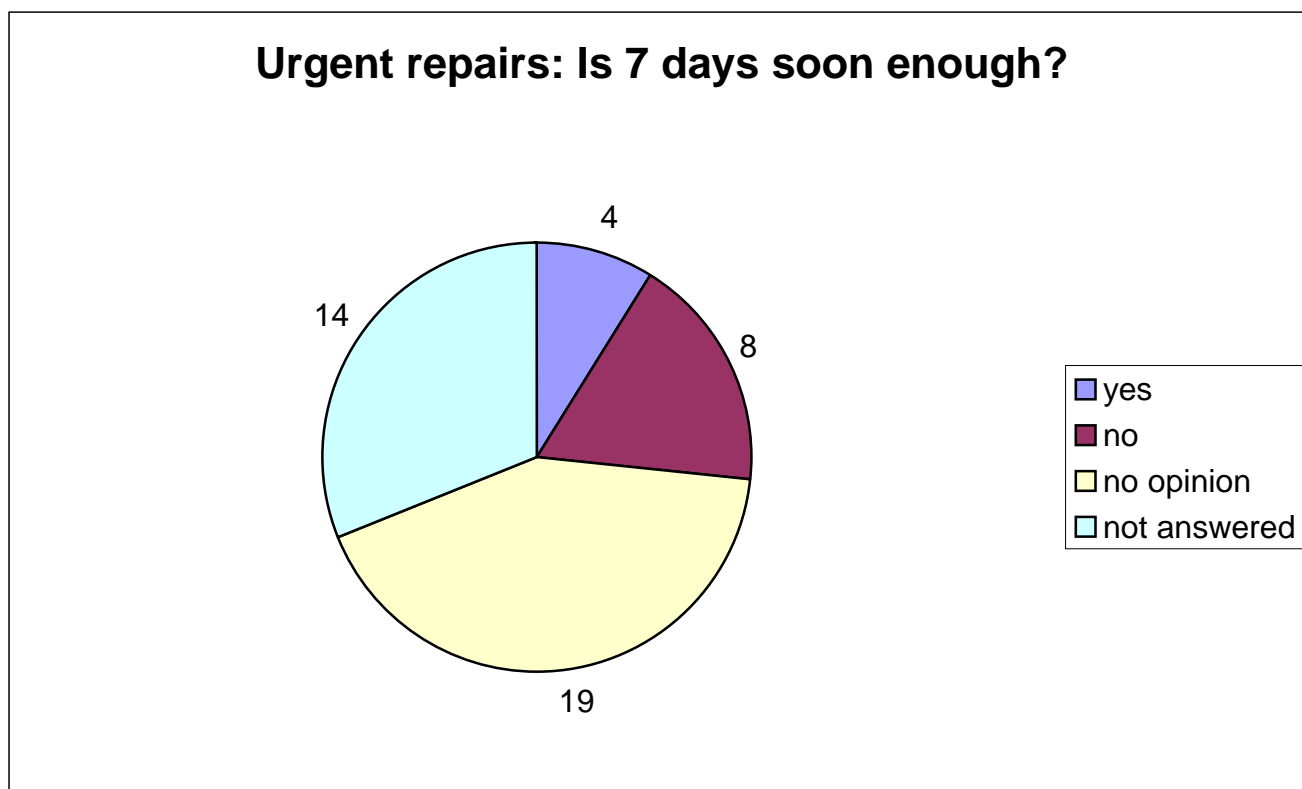
Comments from people who don't think 24 hours is soon enough:

- Not soon enough if heating or hot water breaks down in winter time for elderly / young children
- 24hrs is a long time when you have rain coming in after a storm
- Leaks, loss of heating, broken windows, broken door locks, faulty electrics – 24hrs not necessarily enough if loss of heating occurs in winter after 4pm – will not be fixed until well into next day.
- No heating and water leak, gas leaks, broken windows - should be done sooner than 24hrs,
- Emergencies should be done as soon as possible, e.g. gas leak or water leak
- 24 hrs is generally OK, but loss of all heating in mid winter should be much less. Emergencies should be: windows broken, gas leaks, burst pipes, collapsed ceilings, major electrical faults, loss of all heating, blocked toilets
- Jobs like serious leaks should be done immediately, or at most within 12 hours.
- 24 hours is too long in the case of leaks or floods.

What sort of repairs do you think should be treated as emergencies?

Examples given	number	Current category
Total loss of power	15	Emergency
Broken windows	15	
Gas leaks	11	
Blocked toilets	10	
Broken locks	7	
Dangerous buildings	4	
Water leaks	27	Can be emergency or urgent depending on seriousness
No heating or hot water	17	
Damaged doors	4	
Can't flush toilet	1	
Fire alarm	2	Urgent
No warden system	2	
Security lighting	1	
Light fittings not working	1	

Urgent: We aim to do these within 7 days. Is this soon enough?



Comments from people who don't think 7 days is soon enough:

- I would prefer urgent to be classed as 5 days. Faulty window locks, faulty doors, blocked or leaking guttering
- Loss of central heating, electrical faults, 7 days is reasonable, but would prefer to aim for 3 or 4 days

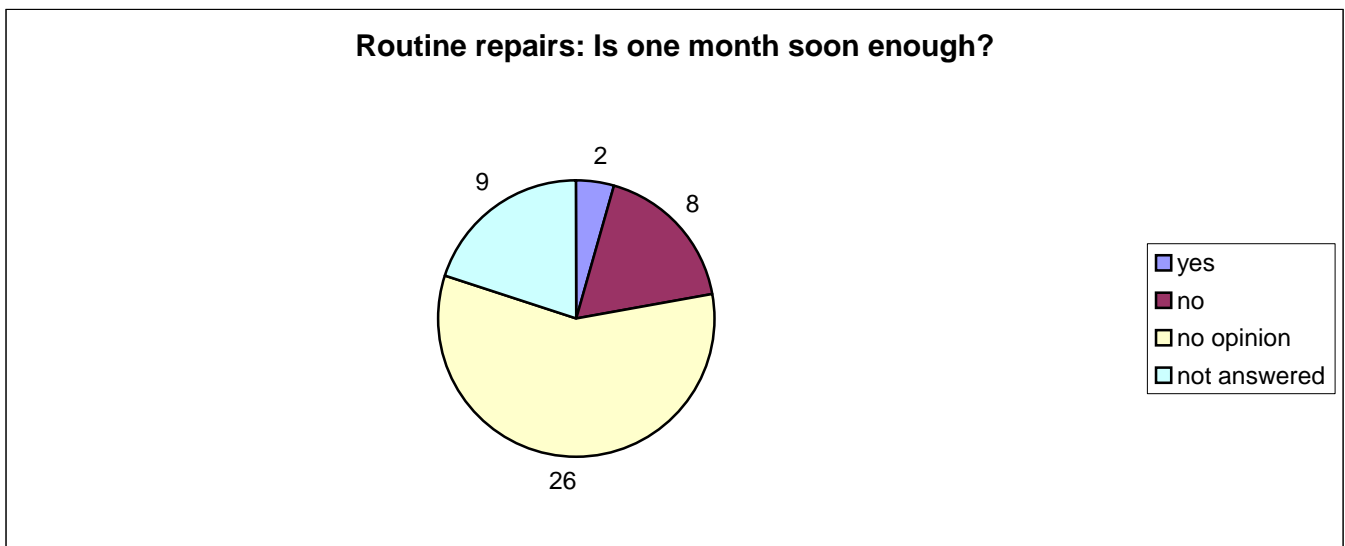
- 7 days too long for something urgent. What I think is urgent may be different to you. Why not give list of repairs to tenants and let them decide what priorities things should be.
- 7 days is too long, should be 2 days for things like loss of gas or electric, security issues
- 7 days is too long for lack of heating, or if water, gas electric involved.
- Not soon enough, especially where there are children
- Seven days is too long for no heating, water leaks etc.
- Should be 5 days at most.

What sort of repairs do you think should be treated as urgent?

Examples given	number	Current category
No heating / hot water	10	Emergency or routine depending on seriousness
Loss of electrics	5	
Rain coming in	2	
Any repair affecting the health and safety of res.	1	
Leak from sinks	4	Urgent
Faulty taps	2	
External lighting	2	
Window locks / catches	4	Routine
Gutters / downpipes	4	
Faulty doors	3	
Rain coming in	2	
Rotten window frames	2	
Faulty kitchen units	1	
External lighting	1	
Extractor fans	1	
Loose flags	1	
Damp	1	
Insulation	1	

Routine

We aim to do these within one month. Is this soon enough?



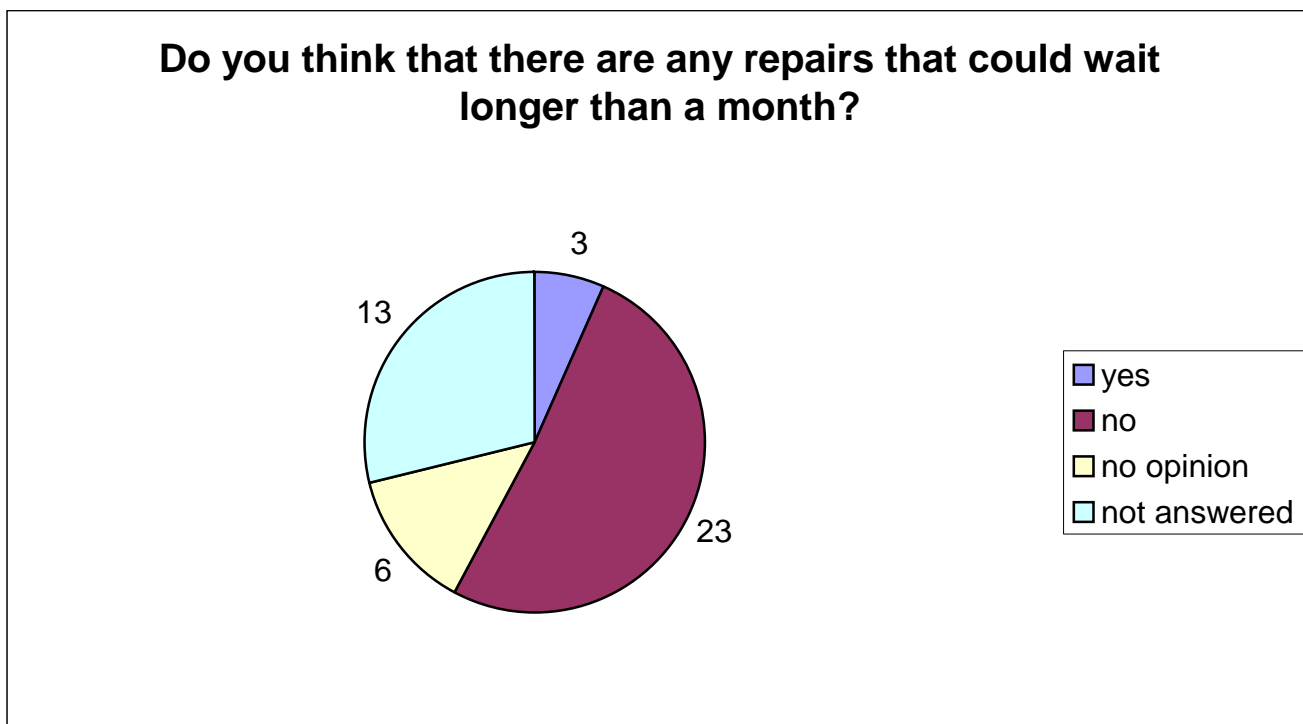
Comments from people who don't think one month is soon enough:

- One month too long for any repair
- None should wait longer than a month
- Should be within 2 weeks
- Blocked drains, cracked windows, blocked gutters. Two weeks would be better
- Repairs should just be done as soon as possible – rather than waiting a full month
- One month is too long to wait for any repair
- Need to be defined – should be done within a fortnight
- At most within 2 or 3 weeks.

What sort of repairs do you think should be treated as routine?

Examples given	number	Current category
Blocked drains	1	Emergency
Water leaks	2	Urgent
Faulty sockets	1	
Storage heaters in summer	1	
Doors	5	Routine
Gutters	3	
Floorboards	2	
Smoke alarms	1	
Damp	1	
Extractor fans	1	
Gates	7	
Kitchen repairs	6	
Windows	4	
Fencing	2	
Bathroom repairs	2	
Painting	3	Planned
Cyclical maintenance	1	

Do you think that there are any repairs that could wait longer than a month.?



Should there be more categories of responsive repair ? If so, please say what.

- 2 felt there should be no more categories- that they would confuse tenants.
- 1 respondent agreed there should be more categories but didn't say why.
- 42 respondents did not answer this question.

5: How we carry out the repairs : service standards

What do you think are the minimum standards that we should expect to make sure when repairs are carried out everyone can expect the same service? Please enter your suggestions under the headings below When you contact us to report a repair we will..... (eg proof of ordering, arranging access etc)

Suggestion	Number
Give you an appointment time	15
Give you proof that you have ordered the repair (e.g. ref number)	10
Follow up with a confirmation letter	7
Give you the target time in which the repair will be completed	4
Give the name of the person dealing with your repair	1
Tell you if you need to do anything (e.g. move personal belongings etc.)	1
Tell you how long parts take to order	1
Make sure work is carried out to a high standard	1
Send correctly qualified repair men.	1
Phone confirmation for emergency repairs / letter for all others	1

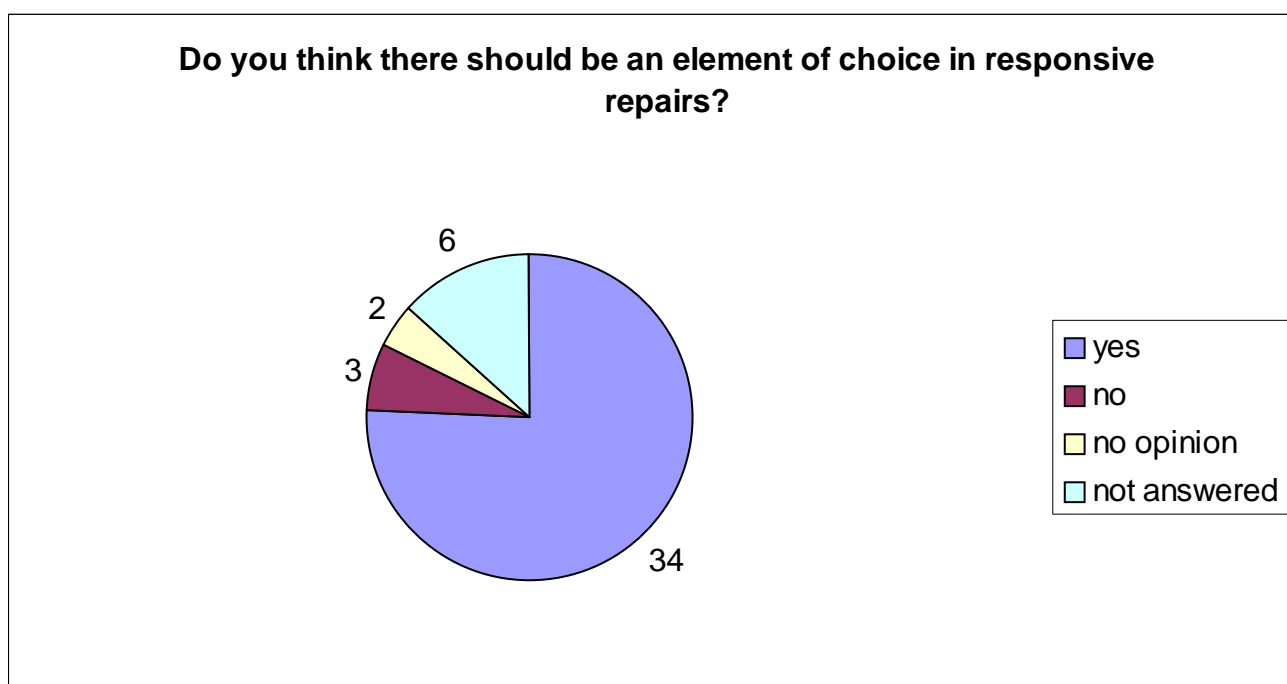
3 people said there were no improvements needed to the current system.

When the worker comes to do the work, he or she will..... (eg, if you aren't in..., how they behave towards you & your belongings, tidiness, what if further work is needed.....etc) He or she will not...

Suggestion	Number
Will respect your home by tidying up after the repair	13
Will explain fully, if further work is required and when they will return	7
Will be polite at all times	6
Will make sure the tenant is present when the repair is completed	4
Will provide ID without being asked	4
Will give you a number to ring the workman direct if need to re-arrange an appointment	2
Will respect a person's culture (e.g. taking off shoes if requested)	3
Will call you before they arrive to make sure you are at home (to save a wasted trip)	3
Will fully explain what work is required, how long it will take and what could be done to prevent a re-occurrence.	3
Will put a card through if tenant not at home	2
Will not leave tools lying around	2
Will be on time or inform of delays by telephone	1
Will behave as though the boss is watching	1
Will not smoke	1
Will let the scheme manager they have arrived on site to do repair work	1
Will not go into other rooms without permission	1

6: Choice

If we arrange to upgrade or modernise your property, we usually offer choices (colours or style of replacement items for example). Do you think there should be an element of choice in responsive repairs if so what should you be able to choose? For example, tiling, taps, doors, handles & other door furniture etc



Respondents wanted element of choice in:

- Doors
- Taps
- Tiling
- Doors
- Door handles
- Flooring
- Colour of decoration
- Choice of shower or bath
- Communal décor

Other Comments:

- Choice should be offered up to a reasonable price limit
- There should always be a choice, including workmen fitting replacements provided by tenant
- I think there should be an element of choice in all responsive repairs, most people in rented accommodation are there because they cannot afford to own their own property but this does not mean they do not want to have a nice tasteful home that they can be proud of
- Depends on who pays for it. If the tenant pays then it is up to them to decide
- Yes, so it is keeping with the style of décor in the house
- Yes, as long as in line with budgets
- Tenants should be able to choose from basic range, or if they want something better, should be expected to contribute to cost.
- A choice of colour and style, taking into account any disabled needs

7: Customer feedback

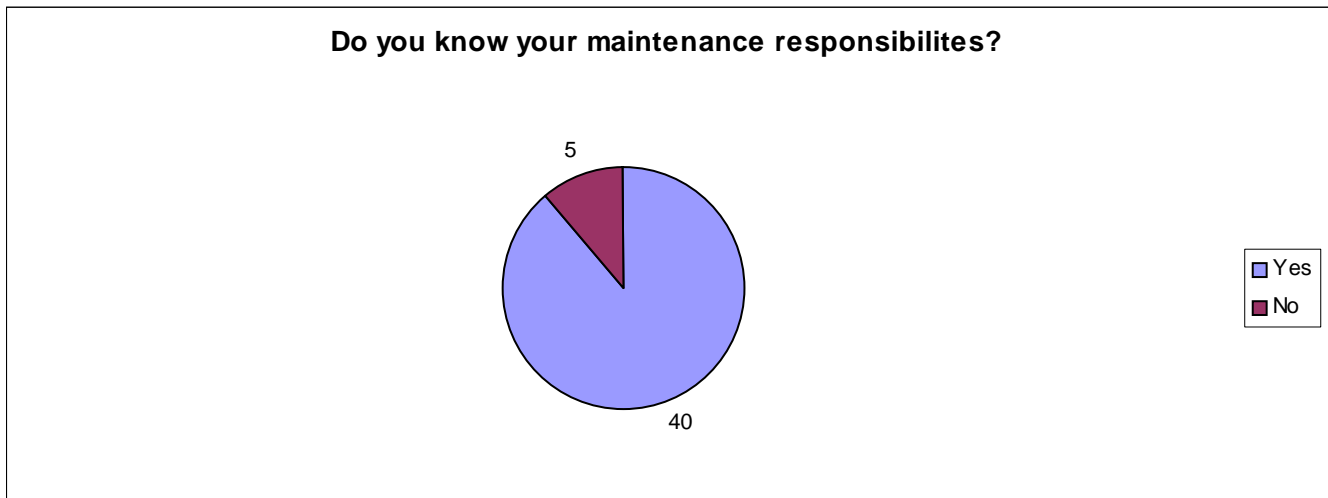
When we have finished a repair job, we need to know whether you are happy with it. What is/are the best methods of finding out ?

Suggestion	Number
Short Questionnaire by post	18
Phoning the tenant	11
Continue using present system	10
Online, using job reference number	6
Form left by the workman, so the tenant fills it in straight away	5
A visit from an inspector	4
Via scheme managers	1
By contacting the area office	1
Set up a careline number so people can ring and leave a message	1
A satisfaction survey geared to each type of repair rather than a general one	1

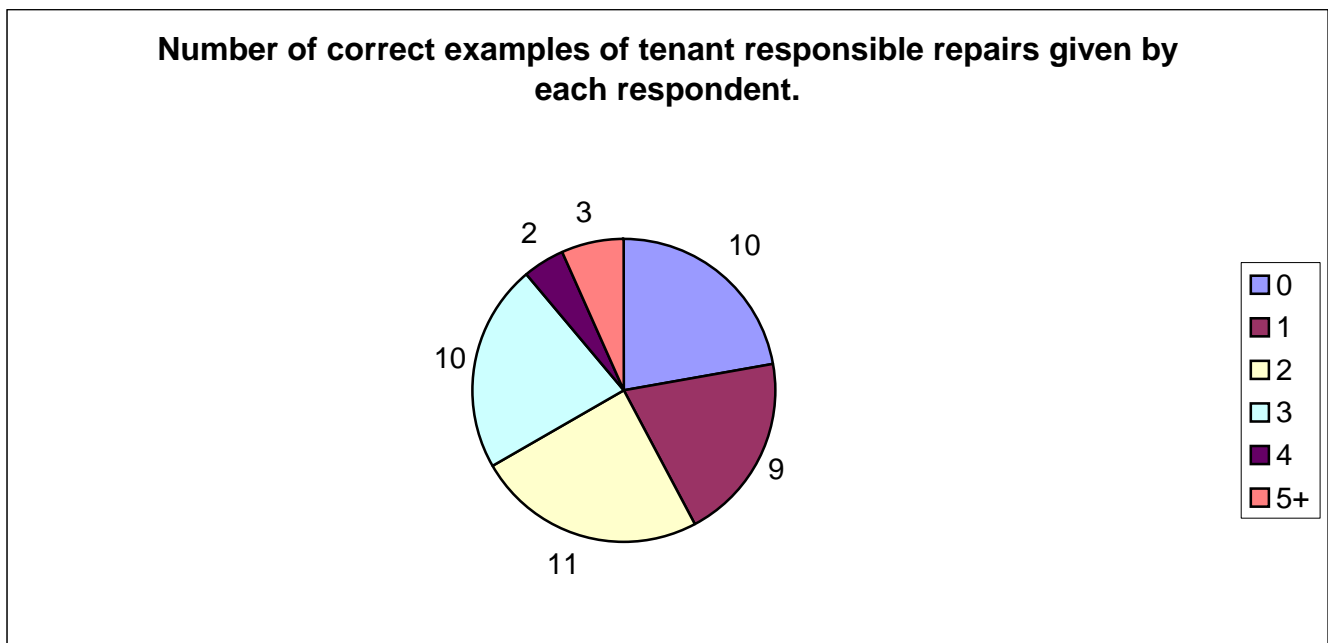
A significant number of respondents (20 out of 43 who answered this question) gave more than one suggestion showing that a using a combination of methods will get the best results.

8: Your maintenance responsibilities

As well as a responsibility to look after your home, some repairs & maintenance is your responsibility as part of your tenancy or lease agreement. Did you know this ?



Do you know which are your responsibility ?
Please list the ones that you think are included



Tenant responsible repair	Number	Correctly identified?
Decorating	25	yes
Changing light bulbs/ starters./ tubes	8	
Breakages / tenant damage	7	
Tap washers	6	
Keep property clean and tidy	6	
Minor household repairs	5	
Gardens	5	
All internal repairs [Beech]	3	

Toilet seats	3	No, unless tenant damage, or tenant's own property
Plugs and fuses	1	
Batteries in smoke alarms	1	
Kitchen drawers / cupboards	3	
Light fittings	3	
Door handles	2	
Internal door hinges	1	
Window latches	1	
Bathroom fittings	1	
Door locks	1	
Flooring	1	

9: Encouraging people to take good care of their homes

We understand that looking after or even improving your homes is a big responsibility for tenants and leaseholders and not always easy to meet. Do you have any ideas about how we could help, encourage or reward people to achieve this?

Suggestion	Number
Run an incentive scheme or competition	15
Provide cheap materials / grants for tenants	7
Tenant provides materials, we provide the labour	2
Train tenants to maintain their homes	1
Give advice on where tenants can obtain cheap materials	1
By regularly inspecting people	1

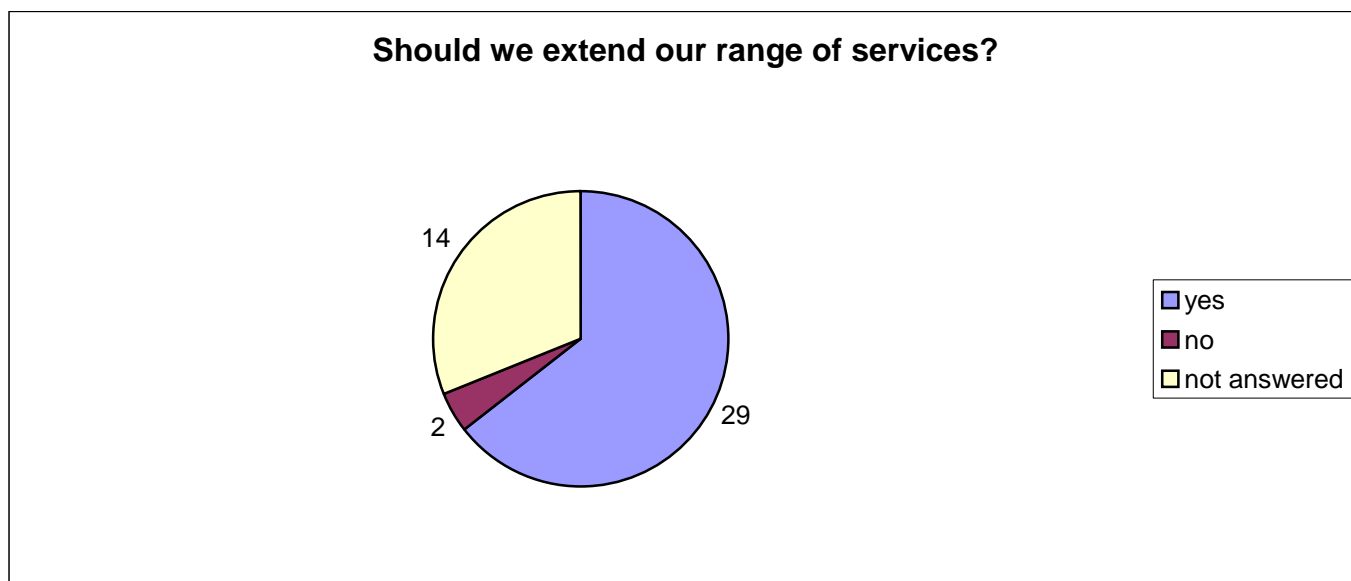
- 1 respondent felt that there shouldn't be any rewards offered.
- 15 people did not answer this question.

Suggestions for incentives / competitions.

- Run a bonus scheme for tenants who are prompt with rent and keep their properties in good order.
- Give rent free weeks
- Give us star ratings and encourage us by putting the best kept areas in your newsletter. - judge it once a year with a trophy for the winners
- By offering a monthly reward via residents groups
- Introduce a competition scheme – hold it annually and give a token prize for the most cared for house in the area. Could also have best cared for scheme.
- Do a visit and look at the property and award people that take real pride in their homes
- Monthly draw for best kept garden
- Give rewards like meal for 2, weekend away, day out, vouchers
- Set up a reward scheme for tenants who look after their homes, funded by charging people who neglect their homes
- Maybe a small reward for 2 yearly checks on decoration and general condition

10: Extending the range of services

Should we be offering any other repairs/maintenance services?



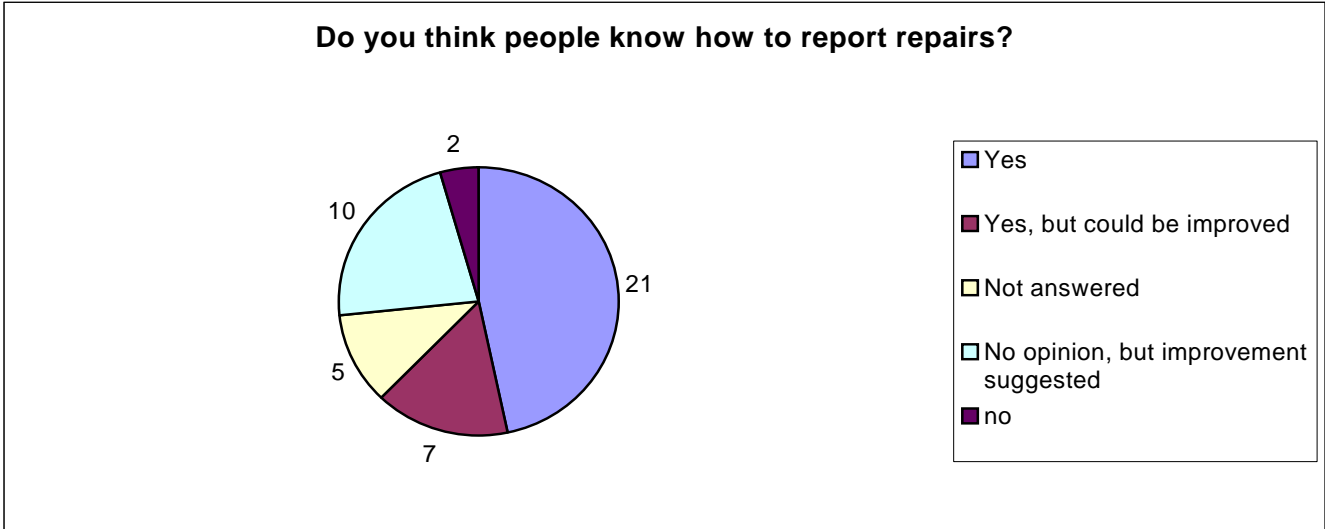
If so, to everyone or specific groups, please say who.

For example, internal decorating for older or disabled people.

Suggestion	Number
Internal decs for elderly / disabled	24
Minor repairs service for elderly / disabled	4
Gardening service for elderly / disabled	3
Adaptations for elderly / disabled	3
Employ more trainees to provide extra services	1
Energy saving measures	1
Help with basic household maintenance for young people	1
Minor repairs service for all tenants	1
Carry out free safety checks (locks, fire alarms etc.)	1
Internal decs for young Mums	1

11: Understanding the service and how to use it

Do you think most people know how to report repairs and how the service works? If not do you have ideas about how we can improve people’s knowledge?



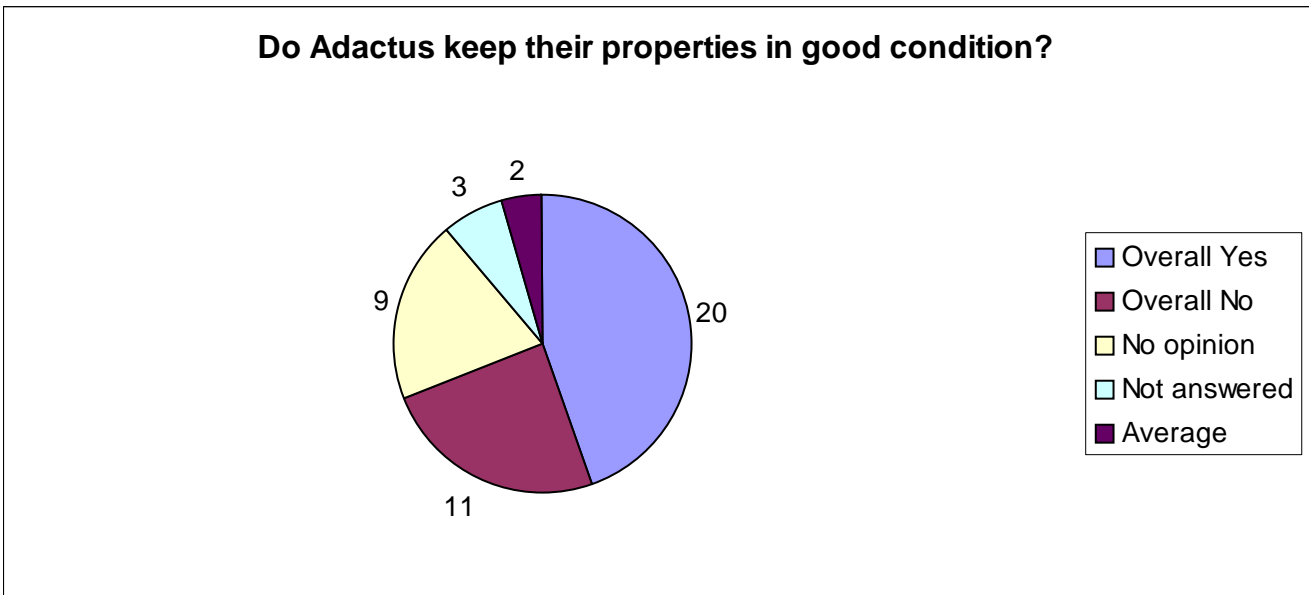
If not do you have ideas about how we can improve people’s knowledge?

Summary of suggestions:

- Send out leaflets or booklets advising people of the various options open to them.
- Explain how to report repairs when signing the tenancy agreement.
- Put all the information in a handbook (Beech)
- Have staff come to our scheme and talk to us about how to report repairs and how to go about doing improvements ourselves.
- Advertise in the newsletter

12: How are we doing ?

Do you think Adactus is generally good at keeping its properties in a good state of repair ?If not, in one sentence...why not? (you can go into more detail in the next section)



If not, in one sentence...why not? (you can go into more detail in the next section)

- More could be done to improve the general appearance of the property
- It depends on the area. Some areas with newer properties are kept in a good state of repair. Poorer areas with older houses are difficult to upkeep if not already modernised
- External decorating was due to take place in 2002- has still not been done
- No, your officers call, but repairs don't get done
- No, takes too long for major repairs to be done
- Too long a period to wait for repairs to be completed

13: How can we improve?

If you live in a flat, do you have suggestions for how we could improve the way we maintain communal areas?

Suggestions	Number
Improve the standard of the gardens	4
Carry out regular inspections	3
CCTV	1
Improve lighting	1
Pay a caretaker	1
Give everyone their own letterbox	1

14 and 15: Which areas of the repairs & maintenance service do you think are in need of improvement. Please be as specific as possible & say why you think they need improving. Please give your top 3.

Suggestion	Number
Improve quality of gardening service	9
Upgrade heating/ hot water systems	8
Prioritise windows	7
Renew more kitchens	6
Increase the quality of repairs	5
Do repairs quicker	4
Decorating	4
Give specific times for appointments and be on time	4
Bathrooms	4
Improve security	3
Keep us better informed (i.e. tracking repairs through system)	3
Improve fencing	3
Improve external communal areas	3
Cleaning out guttering	2
Follow up if tenant not happy	2
Improve lighting to communal areas	2
Energy saving measures	2
More efficient service	2

Improve doors	2
Carry out post inspections	1
Give more choice on replacements	1
Inform scheme managers when onsite	1
Providing showers	1
Improve parking	1
Increase money available to do repairs	1
Clean and tidy	1
Meeting people's special needs	1
Pest control	1
Start changing light bulbs – people who are elderly etc.	1
Treat tenants as individuals, rather than as all the same	1
Electrical servicing	1
Better internal communication	1
Use of DLS staff rather than contractors	1
Improve quality of relets	1
Improve door entry systems	1
Draught proofing	1

- 2 people said they felt there was no need for improvement.

16: What do you think are the most important ingredients of an 'excellent repairs service'

Suggestion	Number
Good quality of workmanship	21
Speed of repairs	18
Being clean and tidy	10
Politeness / manners	11
More efficient service	9
Improved communication between tenant and landlord	8
Making / Honouring appointments	7
Good quality materials / correct materials used	3
Being reliable	1

17: Would you be interested in holding a meeting?

- 30 respondents said yes.
- 15 respondents said no.