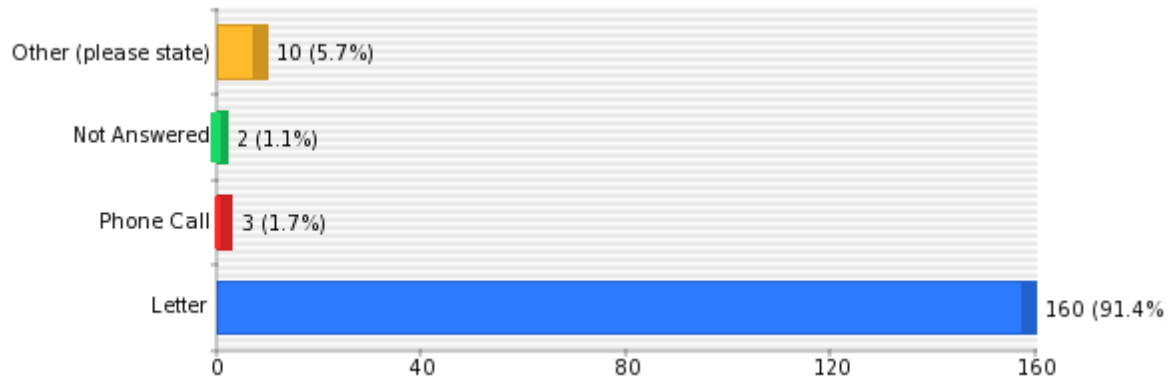


# Stockport Homes Tenant Inspections May 2010

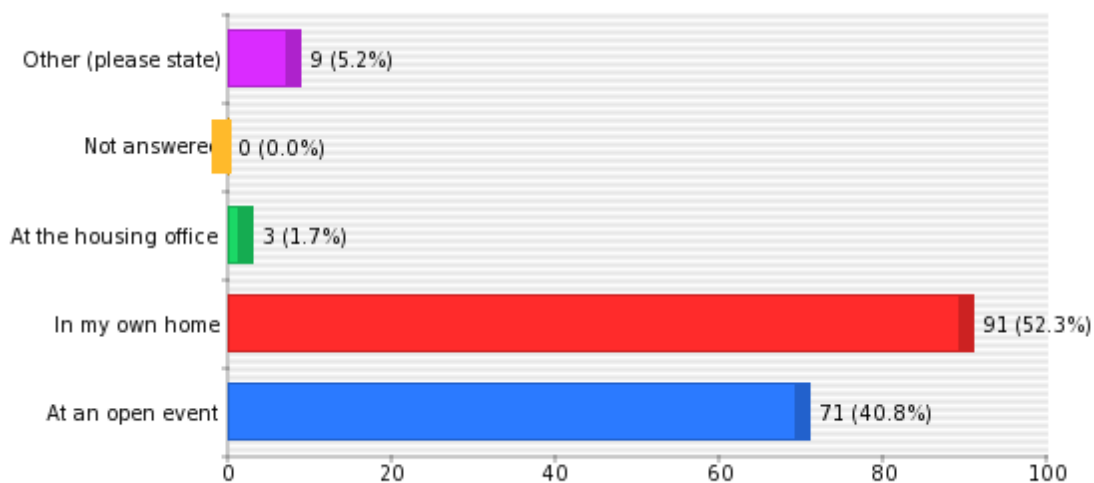
## 1. How did you get to know that you were going to have work done?



### Response to question 1

The process in place at SHL includes the sending of 3 letters to customers. We are surprised that this result is not 100% and as such we will investigate our processes in partnership with our customer groups and identify improvements.

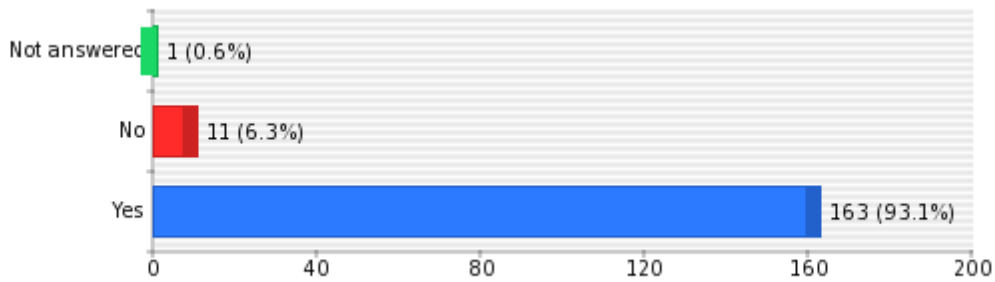
## 2. How did you get to choose the fittings for your home?



### Response to question 2

We are pleased with this result as it shows there are a variety of methods to make choices.

### 3. Were you happy with the choices on offer?



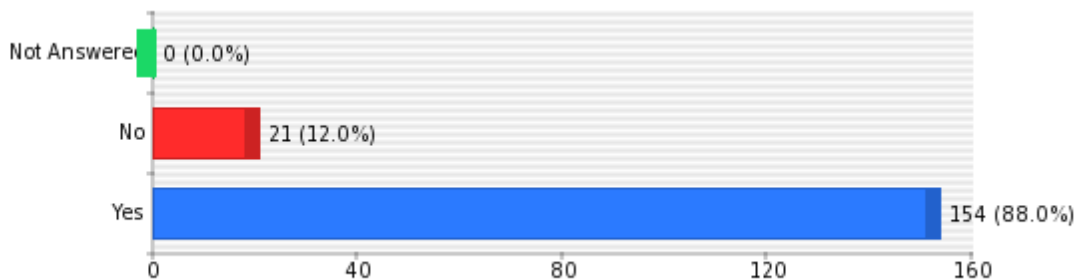
#### Please explain your answer,

- Good choice of units and colours and fixtures
- I was happy with choice of things and I am very happy with the kitchen and bathroom
- Everything was a choice

#### [Response to question 3](#)

We are constantly investigating the choices on offer and will continue to do so.

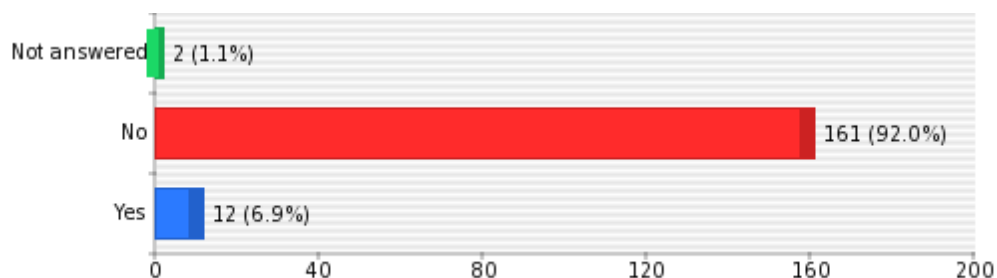
### 4. Did you receive information before the work started?



#### [Response to question 4](#)

Our process is that everyone receives a customer handbook at pre-entry stage. Our internal audits show that the figure is higher. However, we will investigate further with a focus on this aspect of our site audits.

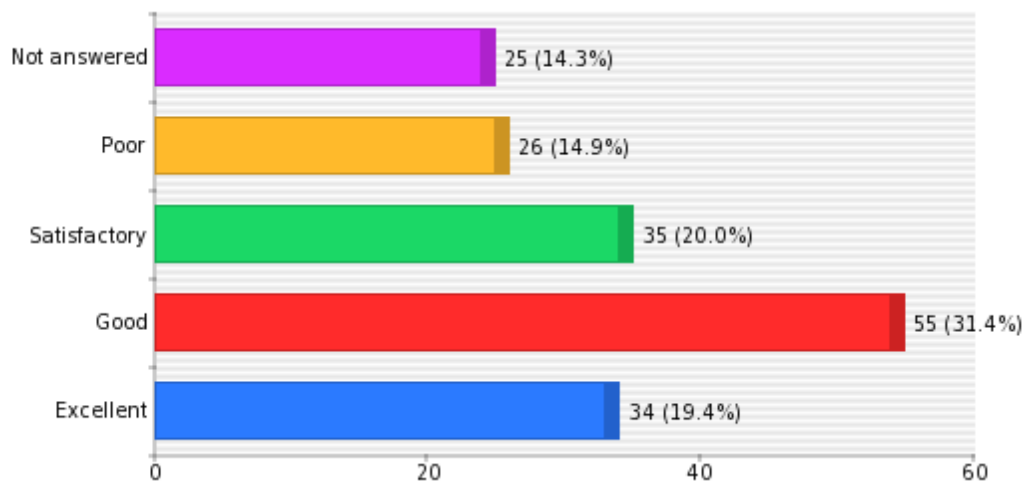
### 5. Did you receive a DVD showing a typical refurbishment, prior to works commencing?



### Response to question 5

We only issue DVD's to people that upon offer accept them. This is only relevant for kitchen and bathroom works. As the survey covered all strands of our programme, e.g. Roofing, heating etc, this result is not really relevant. We do show this DVD at choice events where a previous answer indicated 40% of people attended. As an action, we will raise the profile of this offer and monitor.

## **6. How would you rate the information that you received? E.g. Noise, dust, time to complete, how to make a complaint.**



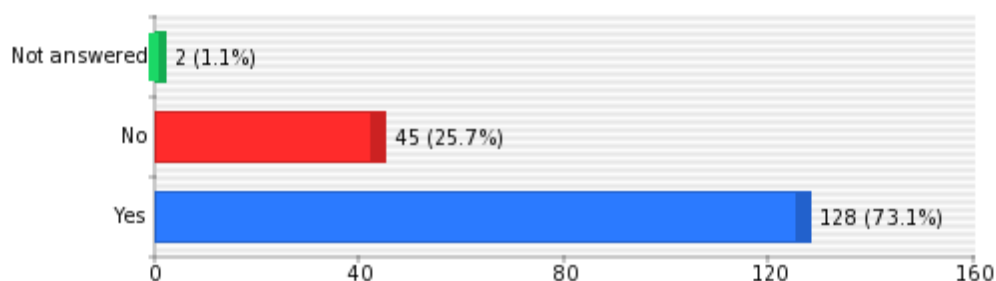
### **Please explain your answer,**

- I was satisfied with all information
- Could have had more information about dust, noise etc

### Response to question 6

We have a challenge to manage the disruption during improvement works. The customer handbook has now been improved including more information on what to expect.

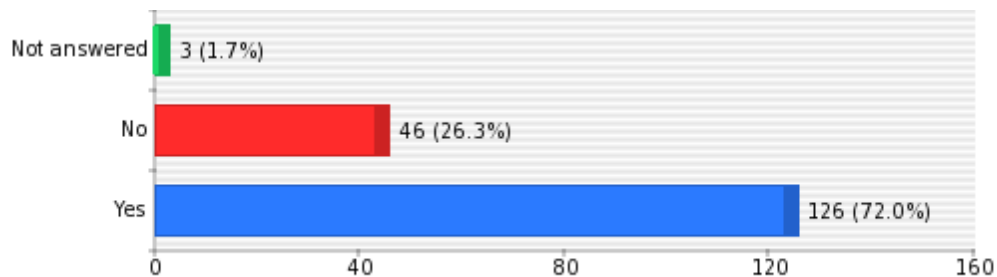
## **7. Did you have any say in the design or layout of the improvements?**



### Response to question 7

The Decent Homes standard is prescriptive in terms of layout etc. This often restricts the options available.

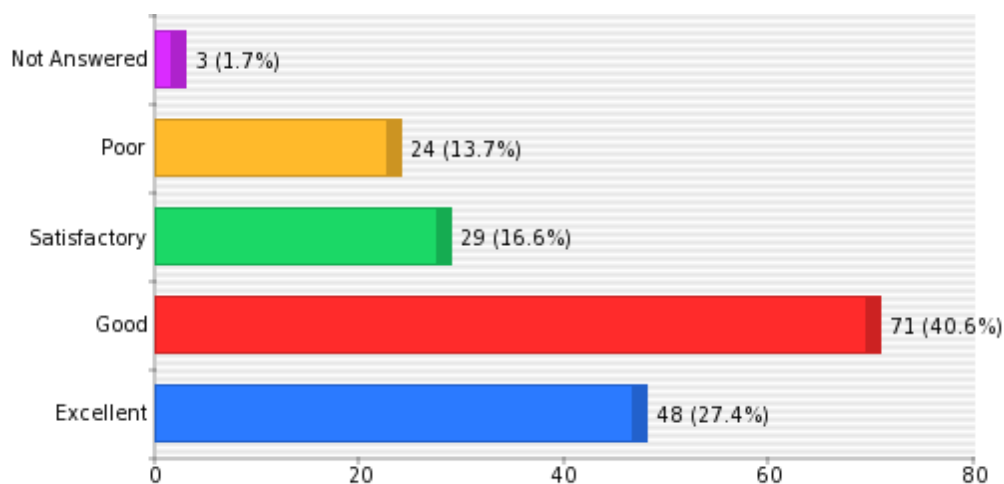
## 8. Were you given advice about the design and layout to suit you?



### Response to question 8

As an action, we will discuss this with our kitchen designers and look for an improvement.

## 9. How would you rate the advice given?



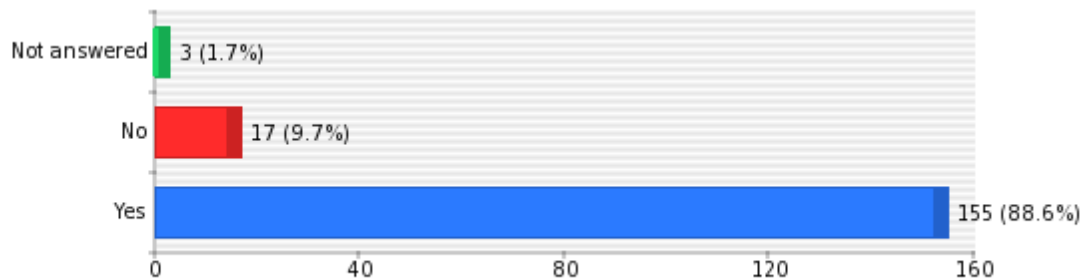
### **Please explain your answer,**

- The designer was excellent, he explained everything and showed the layout
- The plans I was given showed all I needed to know
- I was given advice about where cooker had to go, which in turn lost kitchen space, this was explained it was because of safety advice

### Response to question 9

As an action, we will develop a shadowing programme of the designers.

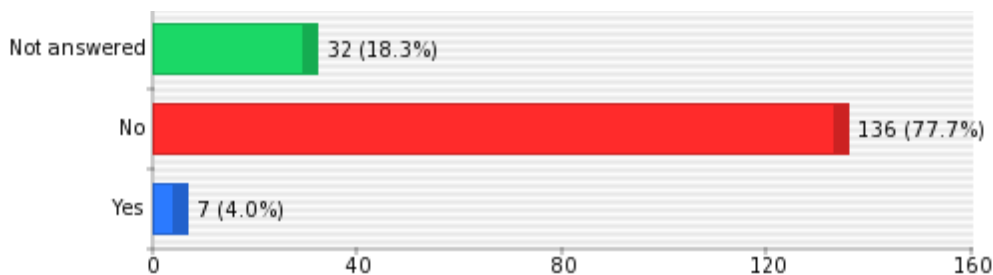
## 10. Were you given a timescale for the completion of the works?



### Response to question 10

This is included in the customer handbook and outlined at pre-entry. As an action, we will consult with our customers with a view to include target timescales in our letters.

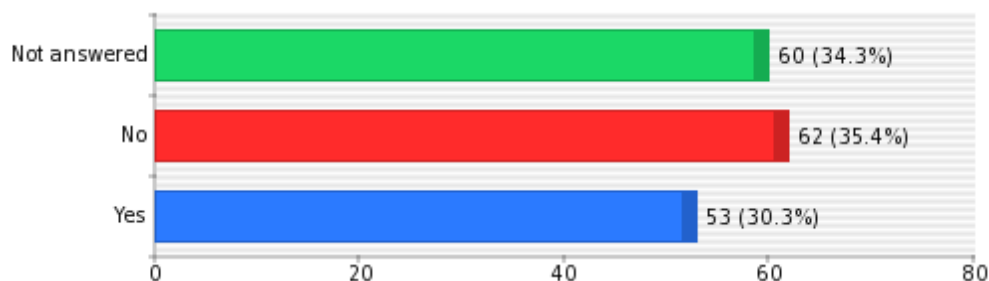
## 11. Were you offered any day care facilities or temporary accommodation whilst the work was being carried out?



### Response to question 11

We have already identified this as a weakness as part of the Audit Commission inspection. We now offer respite/breakaway and this is advertised at pre-entry stage.

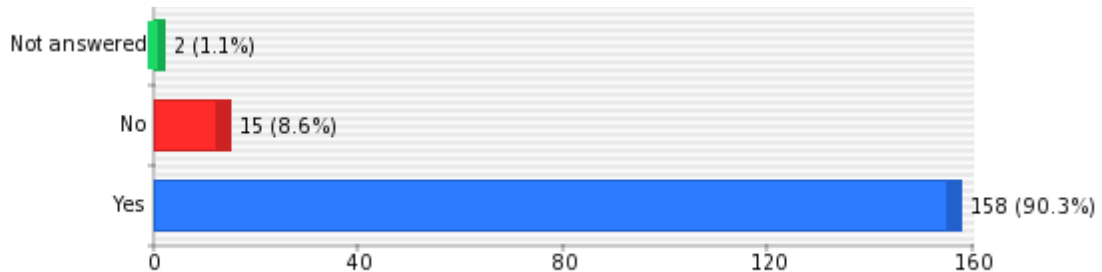
## 12. Were you satisfied with what was offered?



### **Please explain your answer,**

- There was no temporary accommodation offered
- Stayed at property during the works
- Tenant was not offered any day care or temporary accommodation

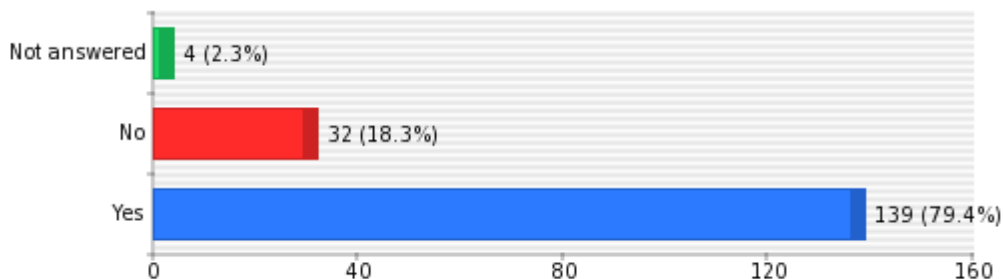
### 13. Did you receive confirmation of the kitchen layout and other choices prior to the works commencing?



#### Response to question 13

Work is not carried out until the customer signs of a CAD produced bespoke design.

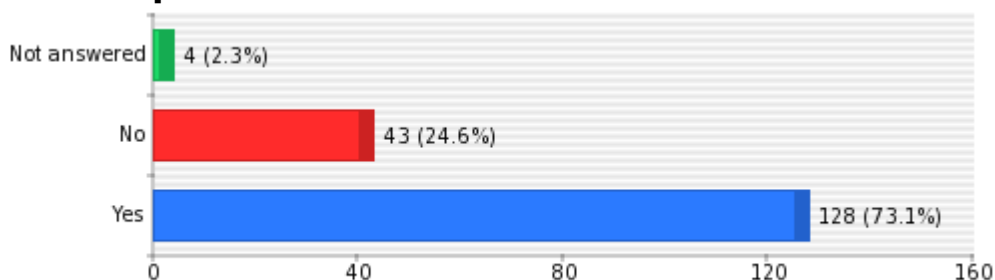
### 14. Did the operatives arrive on the date and time agreed?



#### Response to question 14

This will be monitored. Programmes can be influenced by a variety of reasons, such as no-access or a problem with the delivery of materials or simply a sickness in the workforce. We will continue to monitor on a contractor basis.

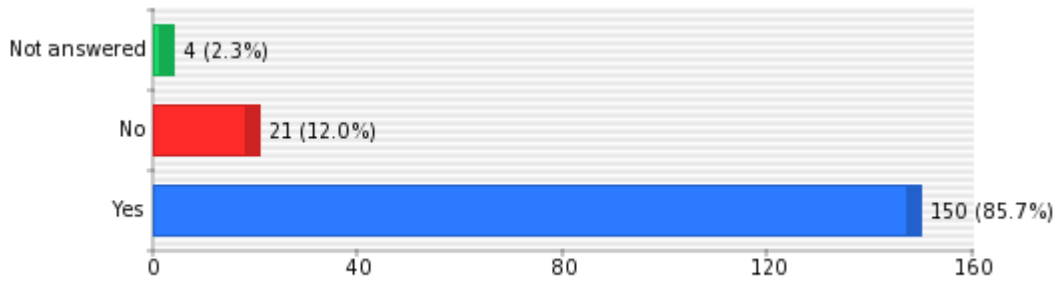
### 15. Did the operatives show their ID cards?



#### Response to question 15

Our internal audits show a higher result than this. We will, through toolbox talks reinforce the importance of this.

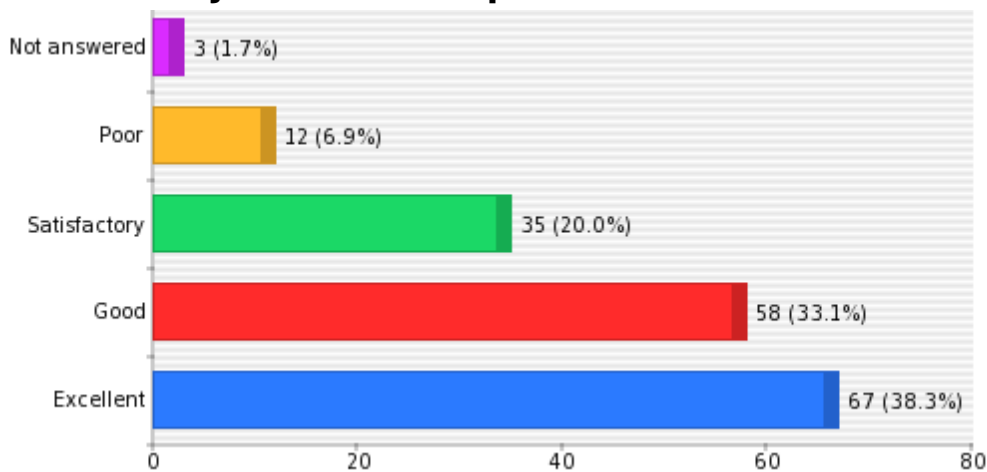
## 16. Were the operatives clean and tidy?



### Response to question 16

Since January, we have instructed contractors to replace dust sheets with 'roll and stroll'. This is tidier and ensures an improvement in tidiness. We will continue to monitor through site audits.

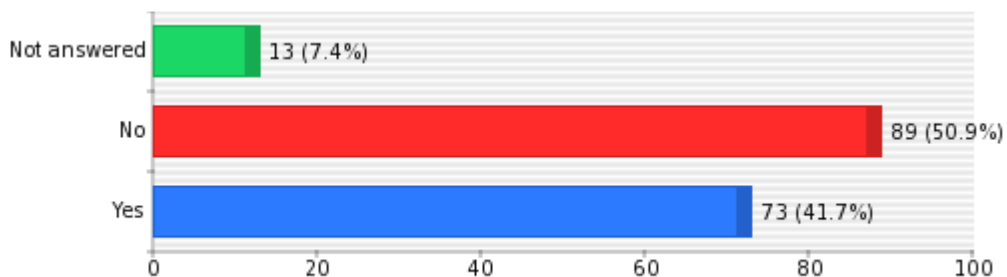
## 17. How would you rate the operatives?



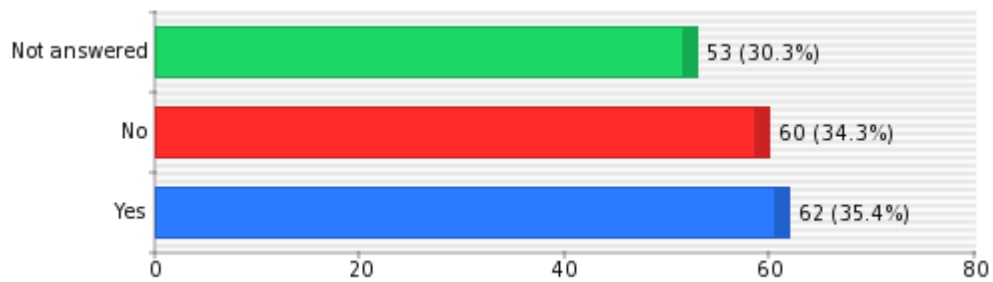
### **Please explain your answer,**

- Very nice people
- Best I've had
- Friendly, polite, hard working

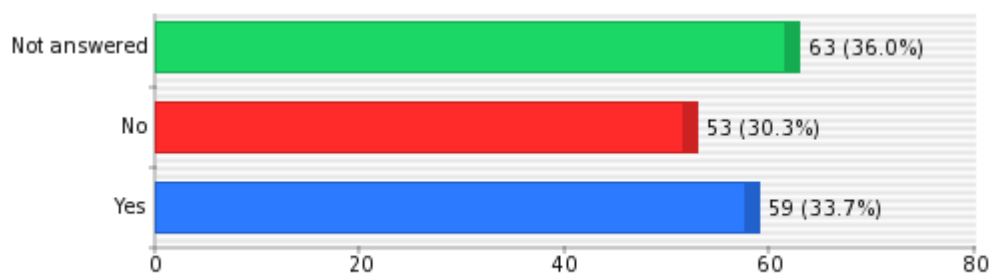
## 18. Did you receive a 'customer satisfaction card'?



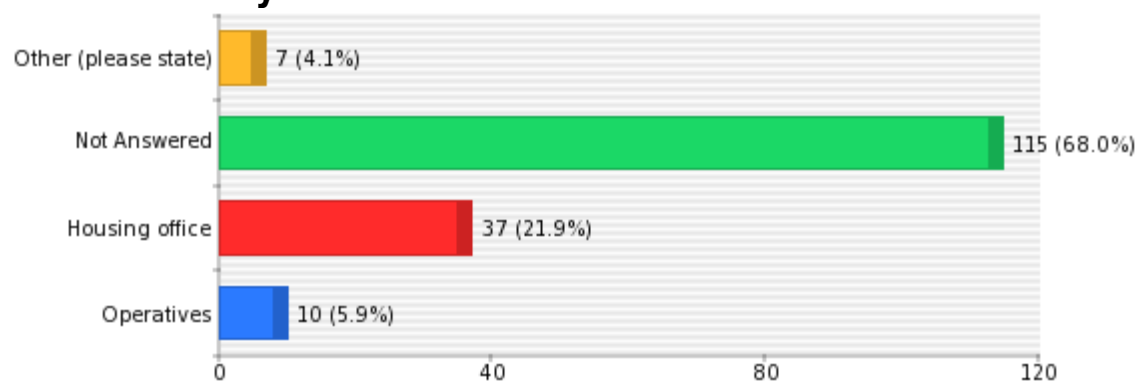
## 19. Did you return the card?



## 20. Was the card pre-paid (or had a pre paid envelope)?



## 21. Where did you return the card to?



### Response to question 18 - 21

Our records show a return of 62% based on satisfaction slips received against the number of handovers received. All satisfaction slips are in a prepaid envelope. These are handed out by the Clerk of Works and either handed back, placed in the post or placed in a letter box we have cited in communal areas.