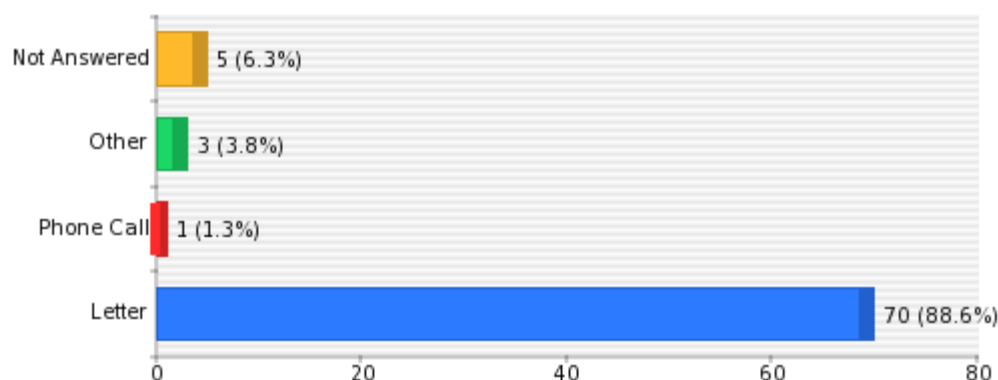
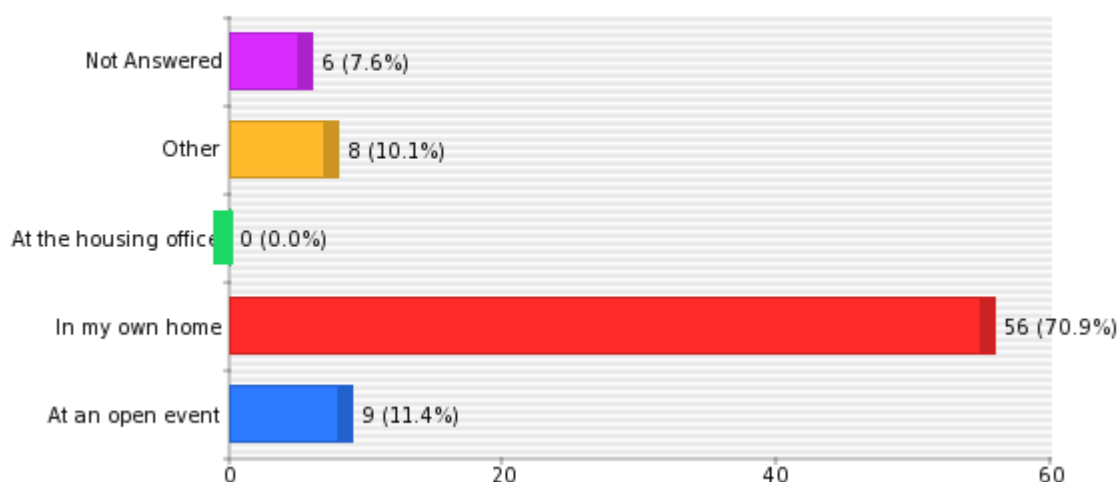


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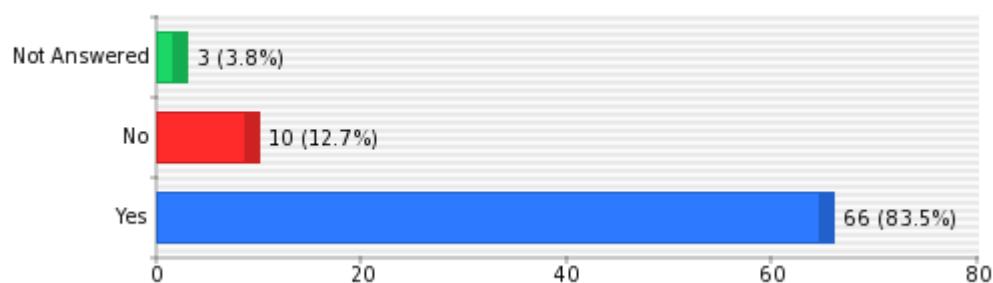
1. How did you get to know that you were going to have work done?



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



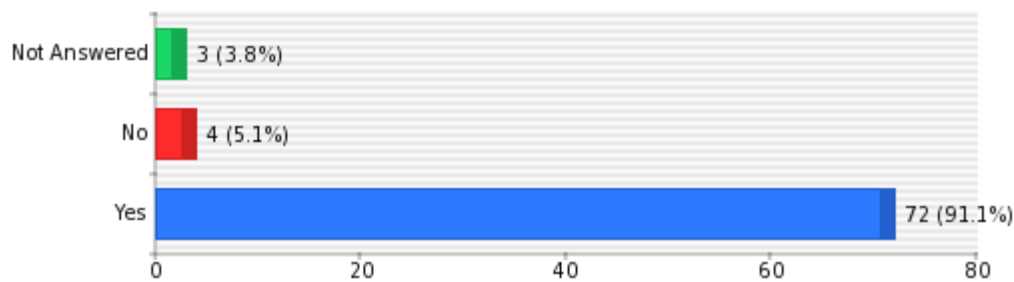
3. Were you happy with the choices on offer?



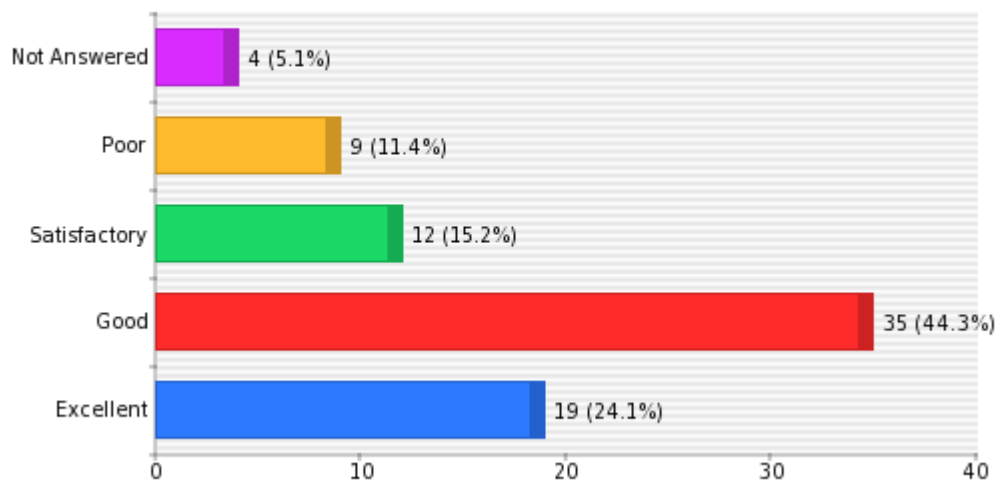
Response to questions 1 – 3

Trafford Housing Trust are concerned that 12% of people are unhappy with the choices on offer. When the detailed comments were considered some of them appeared to relate to issues where no choice could have been given because the tenant moved in after works were completed. However, there were some comments relating to the number of cupboards and also that some cupboards were too high. The Trust intends to talk to the kitchen designers and shadow them for a period of time to ensure they are offering the right service.

4. Did you receive information before the work started?



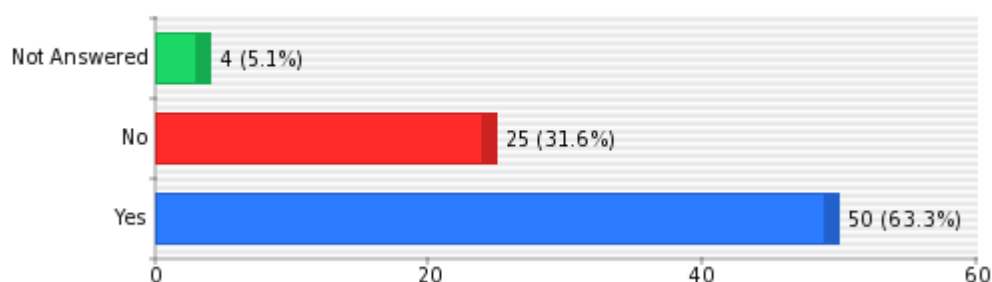
5. How would you rate the information that you received? E.g. noise, dust, time to complete, how to make a complaint



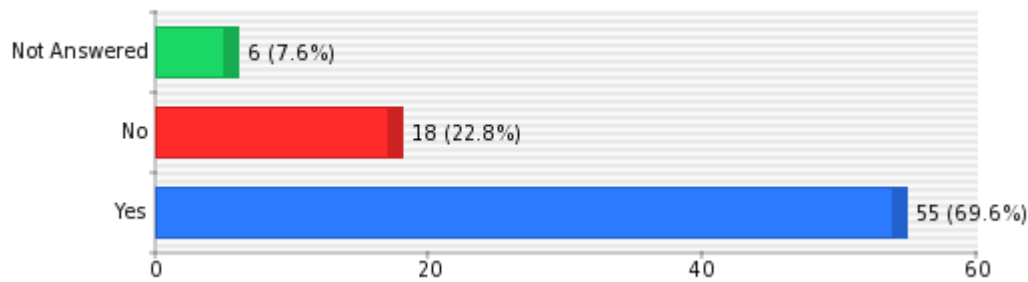
Response to questions 4 & 5

The Trust are concerned that only 68% of the people rated the information they received as good or excellent. The feedback recorded seemed to reflect that a lack of information was given in relation to the exact types of works that take place in each home. There is particular concern around information about whether a property is going to receive a full rewire or not. The Trust has asked the contractors to ensure this information is provided to customers at their 8 week visit so they are aware of the full scope of the work. The 8 week visits will be monitored by Trafford Housing Trust project staff to ensure the correct information is provided to customers.

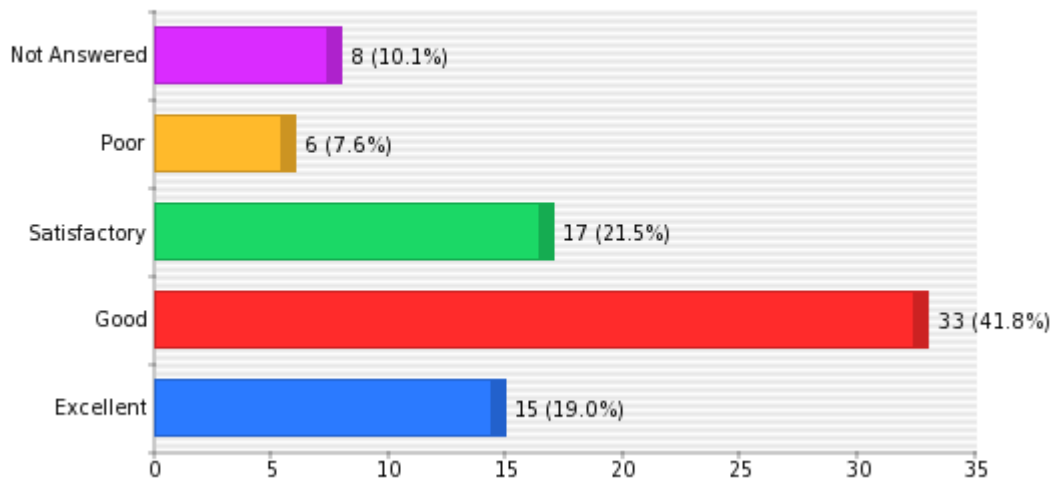
6. Did you have any say in the design or layout of the improvements?



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



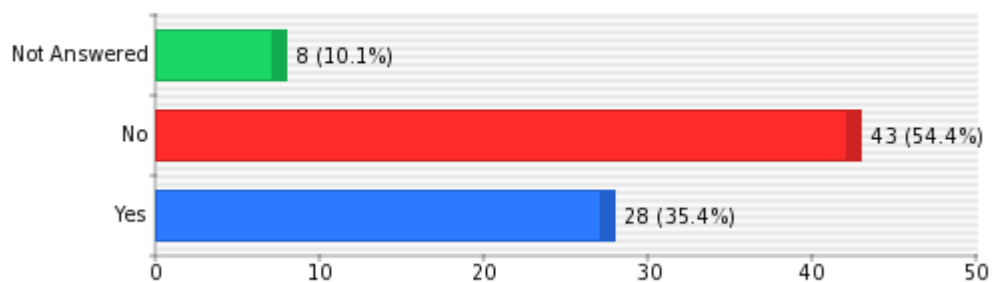
8. How would you rate the advice given?



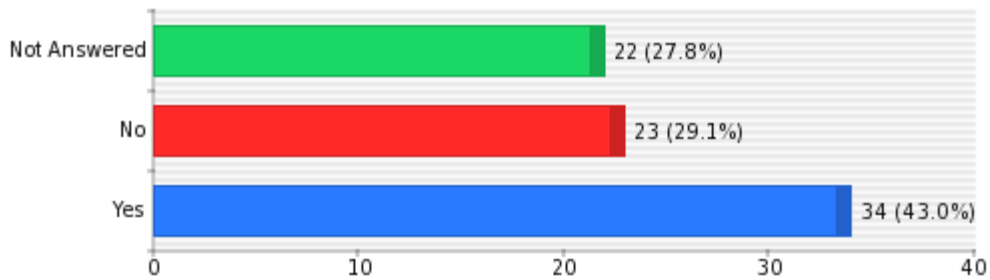
Response to questions 6 – 8

The poor comments on these questions in general relate to poor advice about the kitchen design as highlighted in sections 3 & 4. This will be picked up as highlighted in the previous management response directly with the supplier.

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



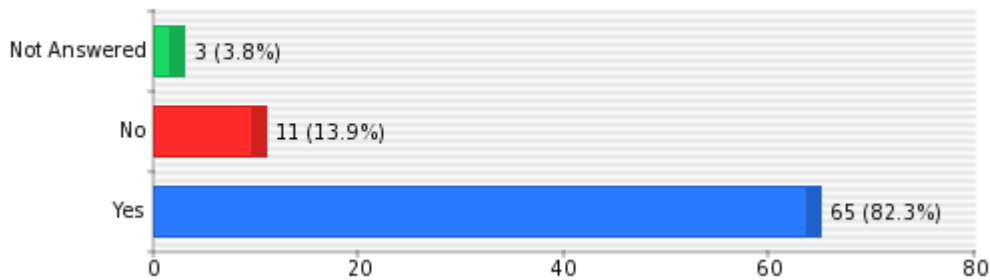
10. Were you satisfied with what was offered?



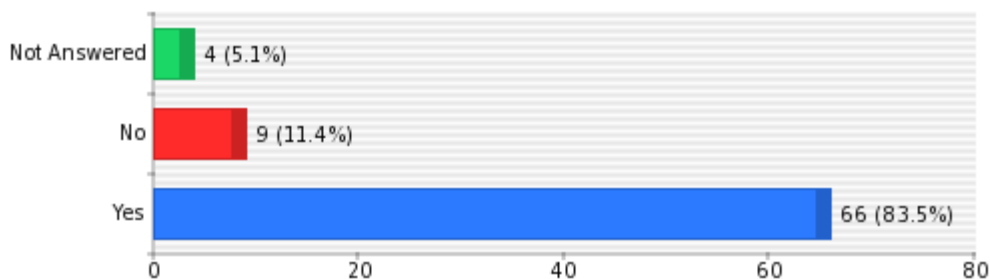
Response to questions 9 & 10

The issue of daily respite care was one of the biggest issues that arose from the study and this has caused concerns for the Trust. In previous years respite care was offered but due to lack of use this has been slowly withdrawn. Since this survey was completed the Trust has taken the positive step to introduce this service again. In addition, in sheltered schemes where respite is offered, breakfast and lunch is now provided by the contractor and weekly entertainment is held.

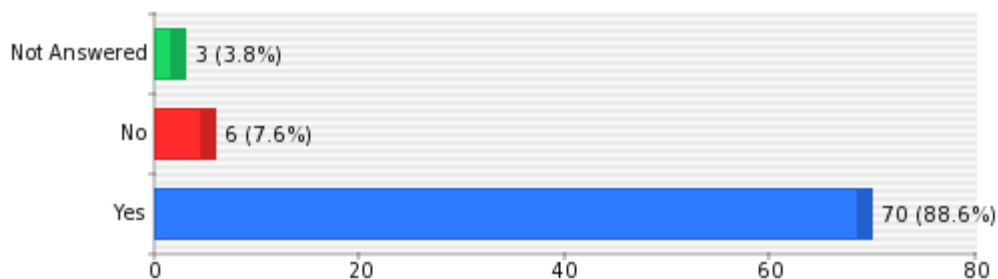
11. Did the workmen arrive on the date and time agreed?



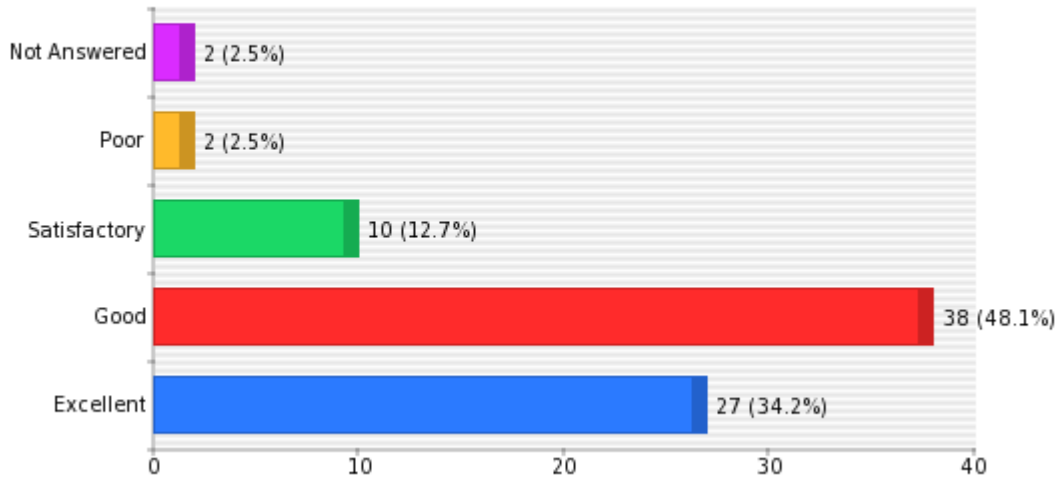
12. Did the workmen show their ID cards?



13. Were the workmen clean and tidy?



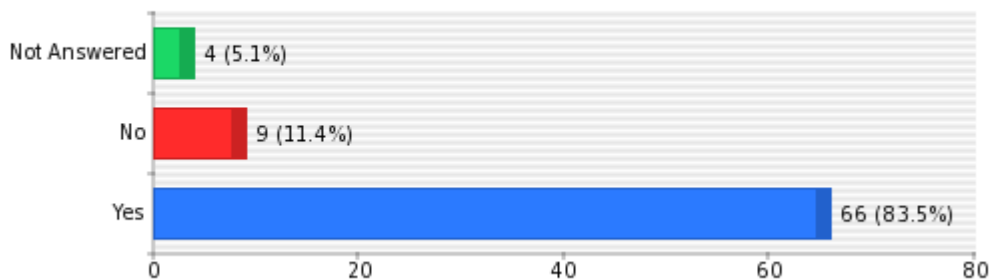
14. How would you rate the workmen?



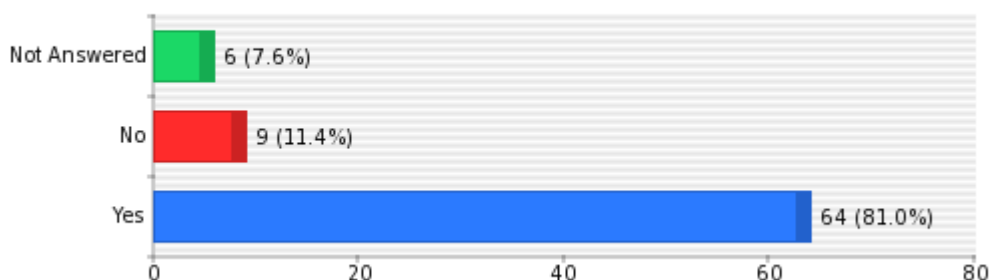
Response to questions 11 – 14

These questions illustrate that in general a good service is given but there is room for improvement especially around turning up on time and the showing of ID. Since this survey was completed the Trust have started to run a campaign to ensure all workmen carry and show ID and if Project Staff find workmen on site without ID the instruction has been given to remove them off site. This will be continued to ensure the safety of our customers. Another issue was that of being clean and tidy, in the main this relates to the electricians. Whilst we know this is a disruptive job all teams have been talked to about taking due care and attention and been given instructions around using clean dust sheets and cleaning up at the end of the day.

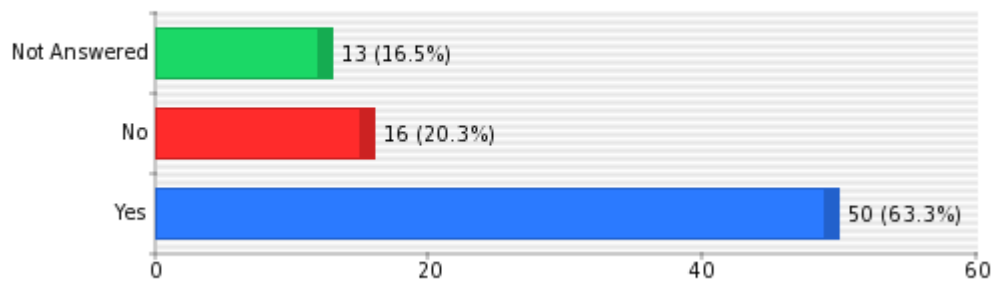
15. Did you receive a 'customer satisfaction' card?



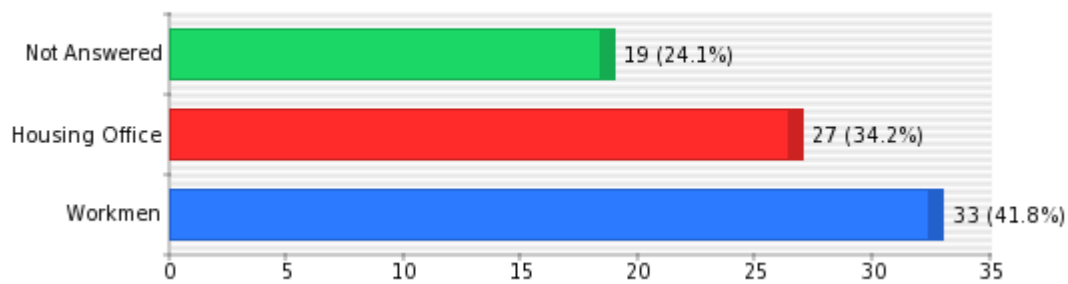
16. Did you return the card?



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



18. Where did you return the card to?



Additional Comments: Good Practice

Whilst undertaking works the team highlighted a number of areas of good practice. These related to the fact that the Trust undertakes works to adapt elderly people's bathroom and kitchens at the same time as the main body of the works. The Trust have two in-house Occupational Therapist who assess tenants before work is carried out so that this can all be undertaken as one package and minimises disruption for the customer. Secondly the Trust were commended on the range of choice offered on the works the choice to 6 designs on most components e.g. cupboards, flooring, tiles, handles and flooring was seen as meeting tenants needs to make their home their own.