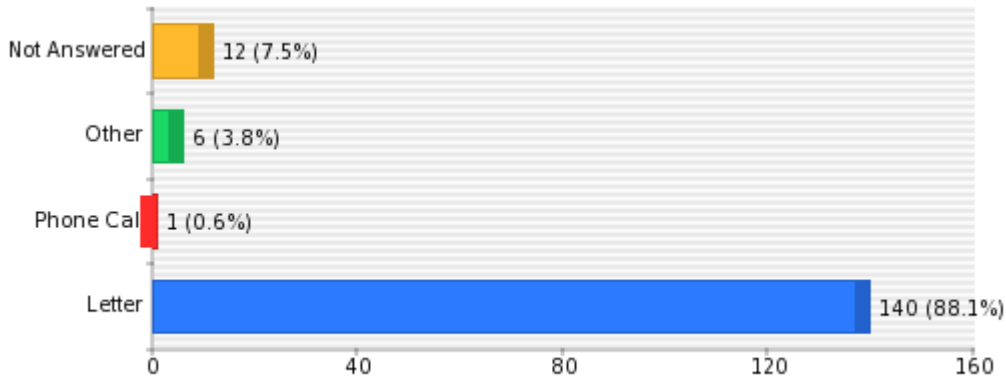
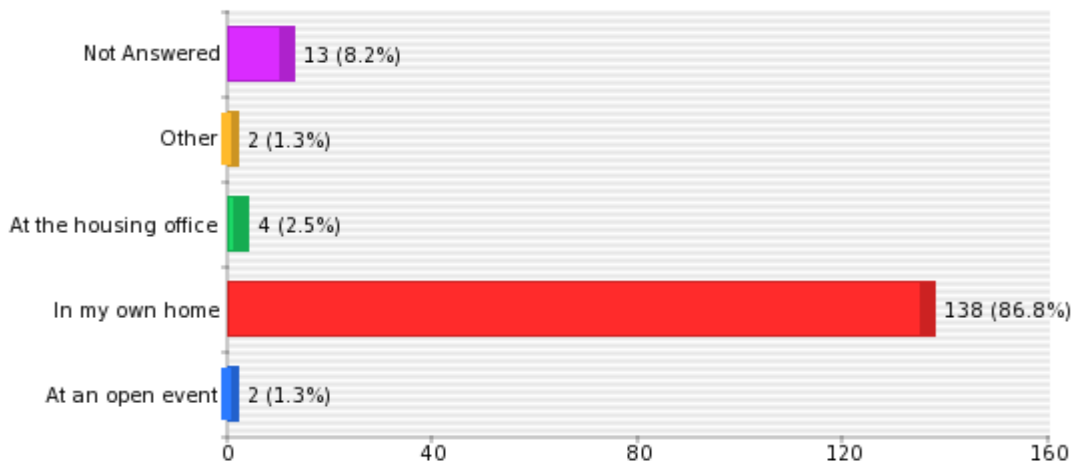


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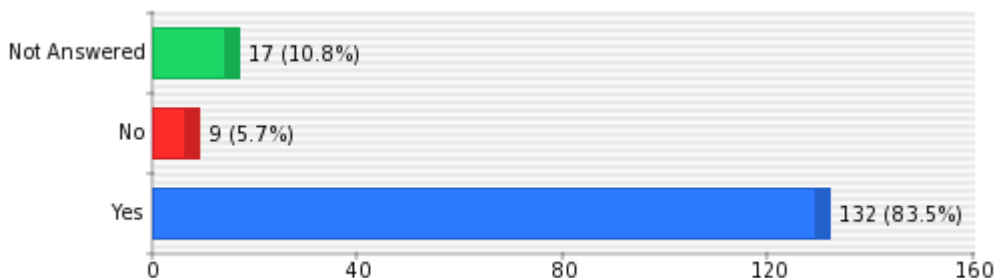
1. How did you get to know you were going to have work done?



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



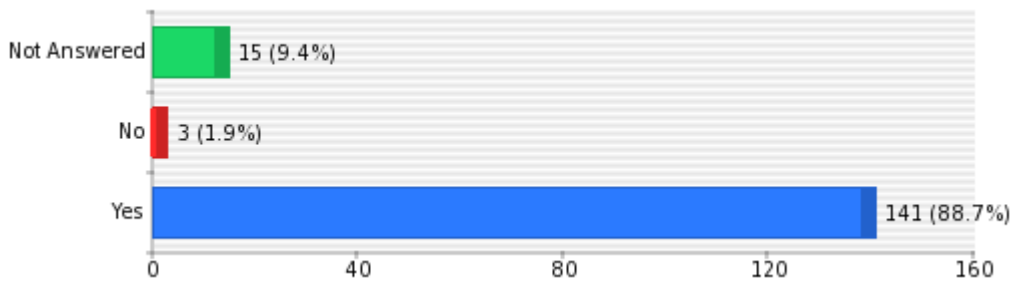
3. Were you happy with the choices on offer?



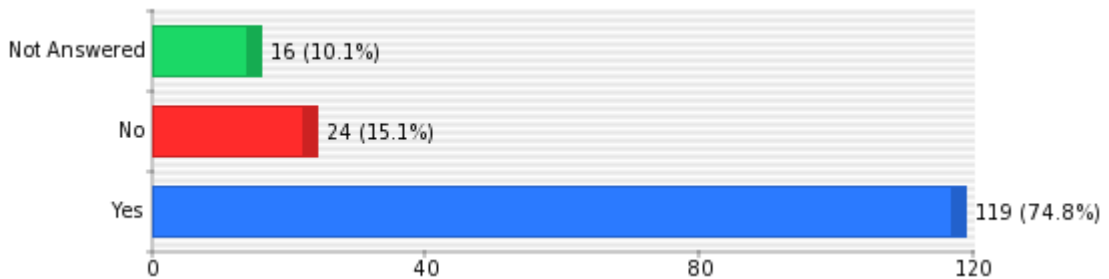
Response to Questions 1 - 3

Generally customers were satisfied with choices on offer. Some negative comments can be attributed to kitchen supplier entering administration during works disrupting choices to some customers.

4. Did you receive information before the work started?



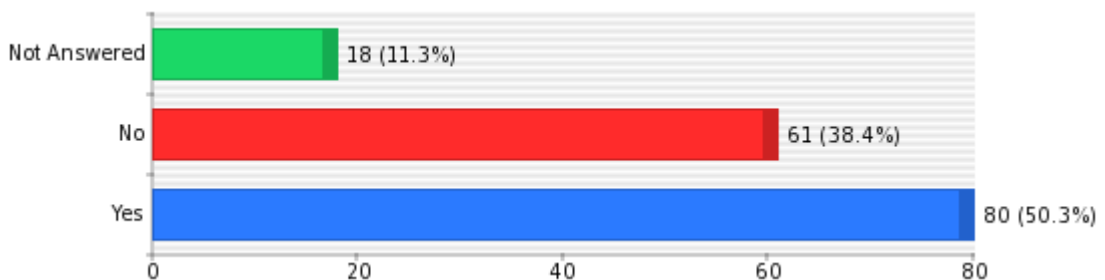
5. Did you receive a DVD showing a typical refurbishment, prior to works commencing?



Response to Questions 4 and 5

Parkway Green Housing Trust and the partner contractor will ensure that the DVD is provided to all customers in their initial package.

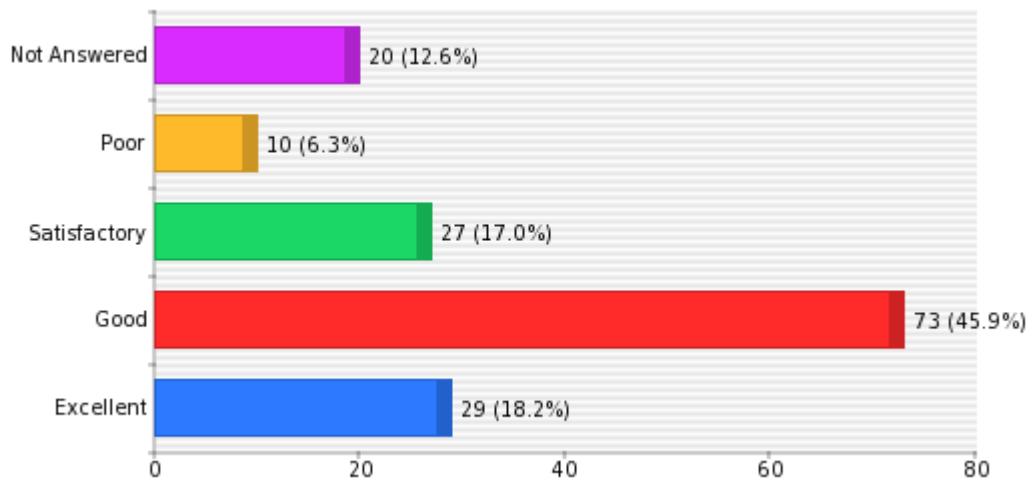
6. Did you view the DVD?



Response to Question 6

Parkway Green Housing Trust and the partner contractor will ensure that a portable DVD player is available to enable residents who may not possess such equipment to view presentation. This proposal to be implemented on all new schemes and discussed in 'Kick Start' meetings.

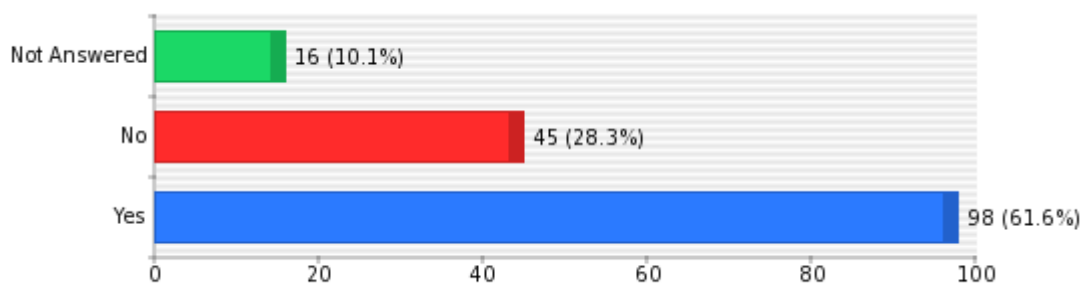
7. How would you rate the information that you received? E.G dust, noise, time to complete, how to make a complaint.



Response to Question 7

Following a review meeting with the partner contractor the customer advisory information pack is to be adapted to include a tick box sheet covering all pre start items. Completion of this sheet by the partner contractor will ensure all relevant information has been shared with the customer prior to commencement including choices, schedule of works, calendar, DVD.

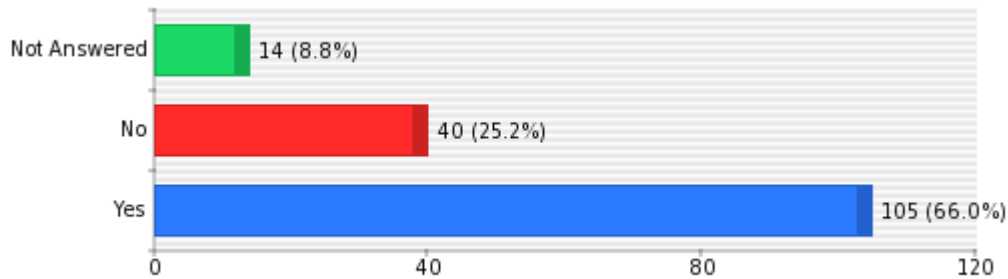
8. Did you have any say in the design or layout of the improvements?



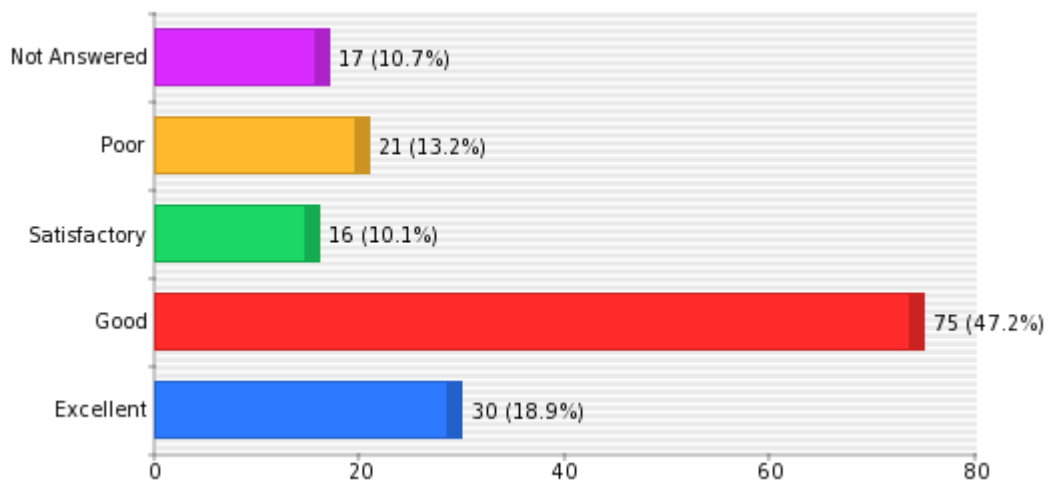
Response to Question 8

Parkway Green Housing Trust has agreed with partner contractor that customers will confirm they have had a say in the design or layout of the improvements by signing the sheet in the customer advisory information pack.

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



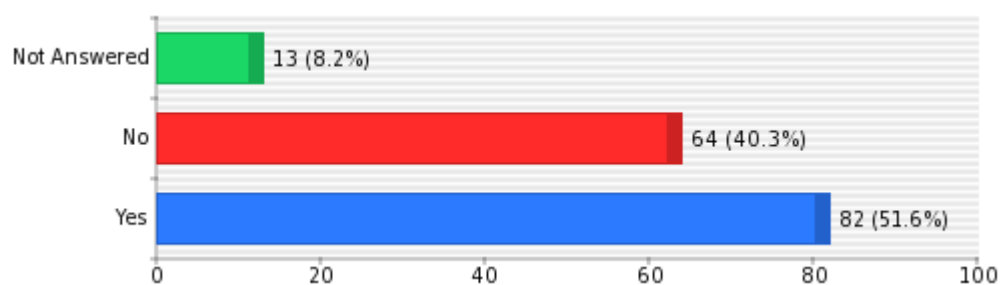
10. How would you rate the advice given?



Response to Questions 9 and 10

Parkway Green Housing Trust has reviewed procedures with partner contractor concerning design/layout of improvements and agreement was reached that timescales need to be tailored to meet individual customer requirements. This is to be addressed as part requirements included in the customer information advisory pack. Customer will be asked to confirm that they have been given enough time to make decision on design/layout of kitchen.

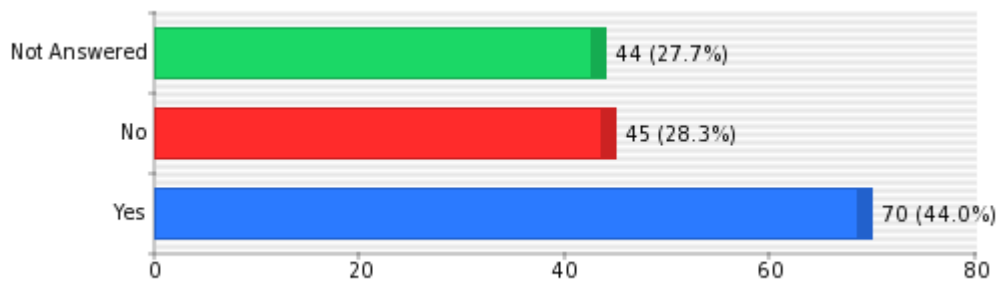
11. Were you offered any day care facilities or temporary accommodation whilst the work was being carried out?



Response to Question 11

Details of respite facilities are provided in initial package provided to customers

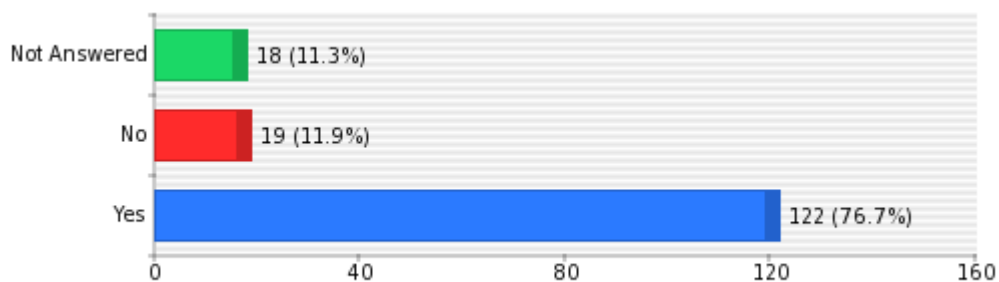
12. Were you satisfied with what was offered?



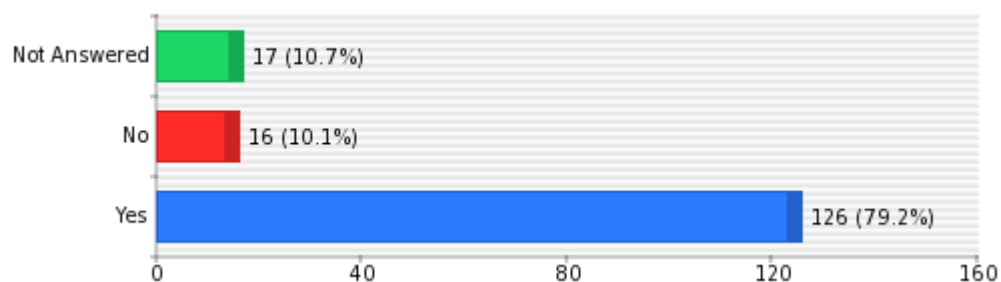
Response to Question 12

Feedback indicated that in many cases customers preferred to stay in their homes or use alternatives to respite facilities.

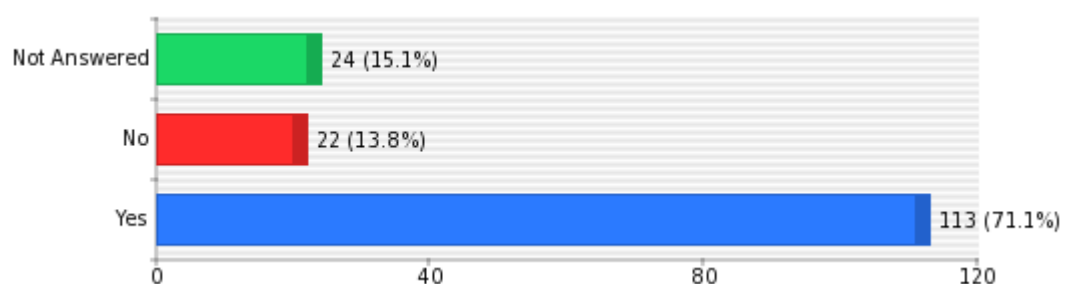
13. Did you receive confirmation of the kitchen layout and other choices prior to the works commencing?



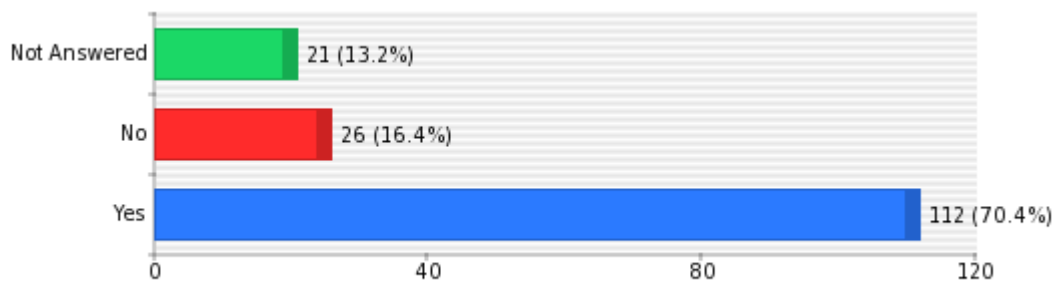
14. Did the workmen arrive on the date and time agreed?



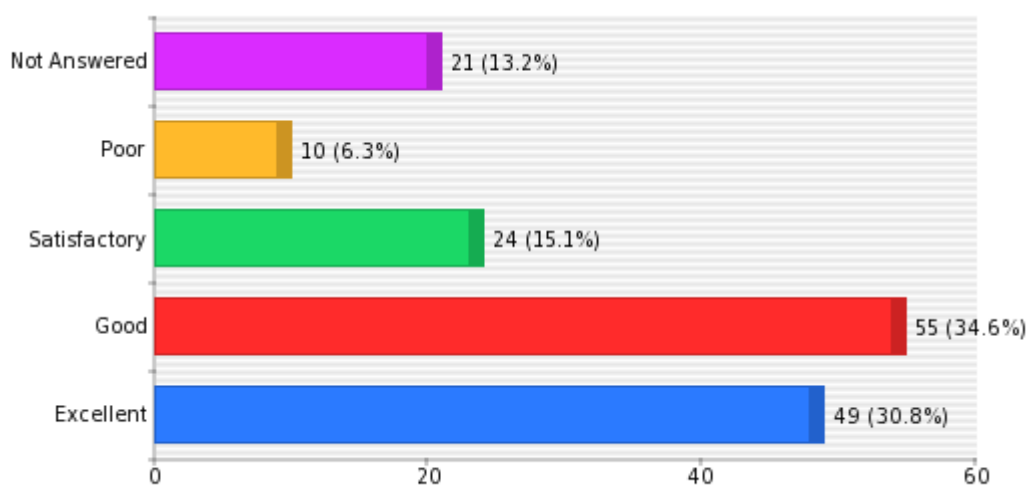
15. Did the workmen show their ID cards?



16. Were the workmen clean and tidy?



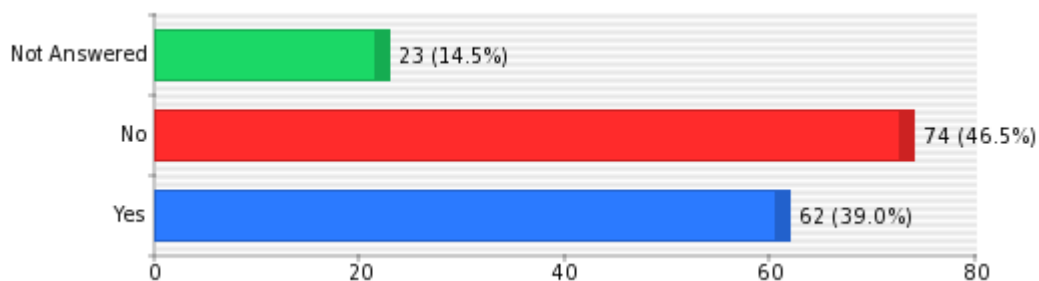
17. How would you rate the workmen?



Response to Questions 14 - 17

Generally customers were satisfied with operatives. Some negative comments received from customers were shared with partner contractor. Partner contractor has made a commitment to hold regular tool box talks with operatives reinforcing the importance of site cleanliness and attitude.

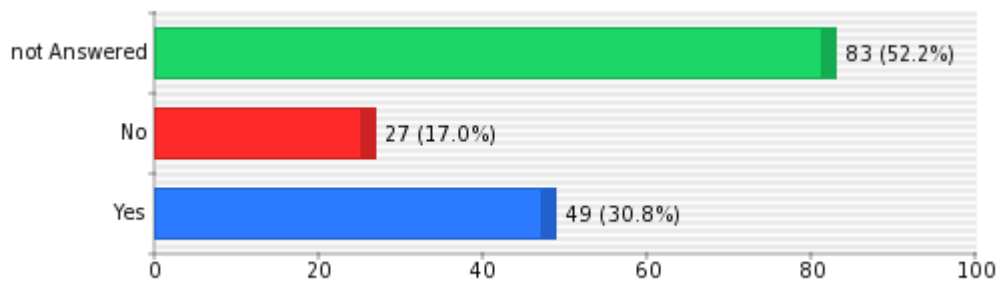
18. Did you receive a 'customer satisfaction card'?



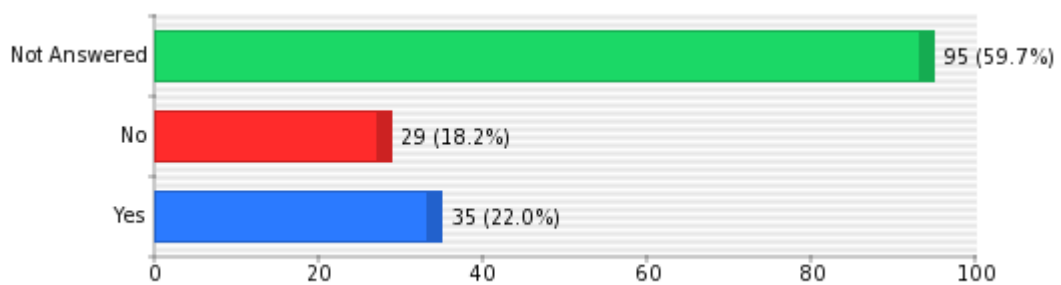
Response to Question 18

Partner contractor is to be given three months to improve performance confirming that all customers have received customer satisfaction card and attempts have been made to improve rate of return. Customers who refuse to complete form are to sign to that effect. Partner contractor to provide Parkway Green Housing Trust with information on every property included in scheme regarding status of customer satisfaction card. Possible sanctions for failure to improve would be to raise as an agenda item with GM Procure.

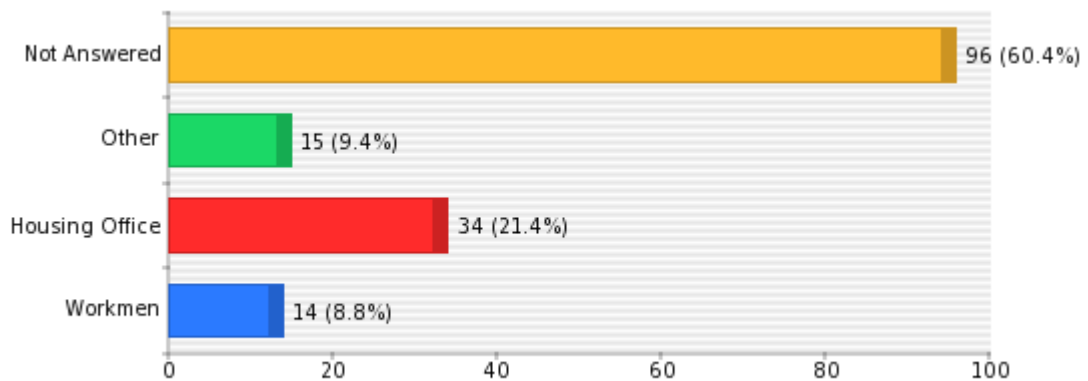
19. Did you return the card?



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



21. Where did you return the card to?



Response to Questions 19 to 21

Please see comments as question 18 above.