

Decent Homes Satisfaction Improvement Action Plan

Recommendation 1				
<i>Implement triplicate Completion Inspection Certificate Forms in order for customers to be given the opportunity to maintain a record of outstanding works</i>				
Ref	Task	Lead	Target Date	Status
TSPDH1	Create triplicate Completion Inspection Certificate Form pads and issue to Contracts Supervisors	Repairs & Investment Team Manager	n/a	Complete
TSPDH2	Develop a mobile working procedure for issuing Completion Inspection Certificate Forms	HRA Business Support Team Manager	Q1 2014/15	
Recommendation 2				
<i>Include appropriate wording in works notice letters to raise awareness off the importance of completing satisfaction surveys</i>				
Ref	Task	Lead	Target Date	Status
TSPDH3	Include wording in 7 and 21 day notice letters	Repairs & Investment Team Manager	n/a	Complete
TSPDH4	Include wording in other relevant communication material	Repairs & Investment Team Manager	n/a	Complete
Recommendation 3				
<i>Implement a new standard letter to all customers on completion of Decent Homes works, incorporating wording as recommended by Tenant Scrutiny Panel in order to improve ownership of the Programme and ensure that outstanding issues are picked up and resolved</i>				
Ref	Task	Lead	Target Date	Status
TSPDH5	Develop standard letter, incorporating the wording as recommended by the Tenant Scrutiny Panel and seek approval of the Panel	Repairs & Investment Team Manager	15 April 2014	Complete
TSPDH6	Develop and implement a procedure for the issuing of letters to customers once works are completed	Planned Investment Manager	Q1 2014/15	Complete
Recommendation 4				
<i>Take steps to ensure that Lovell review practices in order to improve customer satisfaction</i>				

Ref	Task	Lead	Target Date	Status
TSPDH7	Provide Lovell with a copy of the negative feedback received by the Tenant Scrutiny Panel in face to face interviews for their comments	Planned Investment Manager	April 2014	Complete
TSPDH8	Meet with Lovell to review and discuss the causes of feedback themes or trends and develop and implement an action plan to address	Planned Investment Manager	May 2014 (meeting date to be set when action plan agreed)	Complete
TSPDH9	Review Lovell action plan and report back to the Tenant Scrutiny Panel on progress and improvements made	Repairs & Investment Team Manager	Q2 2014/15	
Recommendation 5				
<i>Reinforce contractual procedures in relation to contractor resident liaison</i>				
Ref	Task	Lead	Target Date	Status
TSPDH10	Revisit the contractor's resident liaison procedures within the DHIP manual with both contractors at the April Core Group meeting and obtain commitment to the procedures	Repairs & Investment Team Manager	23 April 2014	Complete
TSPDH11	Revisit the contractor's resident liaison procedures within the DHIP manual and ensure all NWLDC staff comply and are aware of processes to raise attention to contractors not complying	Repairs & Investment Team Manager	Q1 2014/15	Complete
TSPDH12	Complete random checks to ensure both contractors are carrying out all procedures	Planned Investment Manager	Q1 2014/15	