

February 2010

## You said we did

### **Smithy Green Community Flat Consultation**

In February 2010 we asked a number of residents in the Smithy Green area what they thought of using a One Vision Housing Flat as a community flat. Following the consultation with residents it was clear that there is not enough support for a community flat.

A letter has been sent to the Smithy Green tenants and residents group who had originally wanted the flat explaining that there was not enough support for the flat to warrant the additional substantial cost to OVH in providing it.

However, One Vision Housing is committed to supporting the community and so the Community Development Manager has worked with the group to find alternative premises for their meetings. They are now using the Children's Centre which is opposite the site of the old community centre.

### **Complaints**

We have received a number of complaints regarding appointments being missed by Apollo. This is not the service that we would like to provide and are working hard with our contractor, Apollo, to remedy this. We have advised Apollo that they must make every effort not to miss any appointments. This message has been passed on to staff at Apollo through 'tool box talks'

We recently received a complaint from the Cherry Road Area. The tenant was unhappy that blinds no longer fit the bathroom window following the bathroom replacement. We resolved this matter by altering his blinds. However we felt that this would not be cost effective going forward, we decided to change the procedure to ensure that consultation prior to the work starting; included giving tenants a choice to refuse the works if they did not want their blinds being affected.

Our appeals procedure for investment work is now 20 working days. This was changed as we received a number of informal complaints stating that we were not responding to tenants with a decision within the 10 days that was originally allocated.

A complaint was received regarding the location of plastic trunking when the re-wiring was being completed. Previously Kier were placing wires at high level and coming down the middle of walls in various locations to the new plug socket. This looked unsightly and took away from the finish to the rooms. Kier were instructed to place wiring at high level but to come down the corners of rooms, along the skirting board and up to the new socket. This new method proved to be less intrusive and suited the décor of rooms. Residents who had

had work completed under previous specification were asked if they wished for it to be redone.

We received reports from high rise residents regarding poor workmanship and lack of care. To improve the situation, One Vision appointed a new Clerk of Works. Each property is now visited daily by the Clerk of Works, staff from Kier and Site Manager. OVH put a Customer Relations Manager on site permanently to deal with enquiries immediately rather than have the resident wait for an appointment. The CRM engages with all residents be it in the communal areas, lifts, site office or in their homes. They check whether they are satisfied with the work, if all jobs have been completed, amend settings on new heating system to suit lifestyles and complete paperwork to prevent a delay in the decoration allowance being paid. This has proved successful as complaints have reduced and residents have a face they can come to daily.