

January 2010

You said we did

In January 2009 One Vision Housing entered into an agreement with Merseyside Police to part fund Three Police Community Support officers.

One Vision recently undertook a survey in the areas where the officers are deployed. We wanted to see if you were in favour of us continuing the funding for these posts.

From the results, it was clear that there was considerable support in the community to continue with the part funding of these posts. It was also clear though, that we have to work with the police to raise the profile of the Police Community Support Officers to achieve full effectiveness.

Complaints

A leaseholder contacted us to say that we had not provided enough information regarding service charges. Pursuance of Leasehold account arrears is now more robust and a dedicated officer is at hand to ensure Leaseholders with outstanding balances are reminded that their accounts are in arrears, enabling corrective action to be carried out at the earliest available opportunity.

When the high rise projects started, comments were made that residents were unaware of progress. They wanted regular updates of what was going on. Even though work wasn't being completed in their individual homes, they wanted to know what was happening with external work i.e scaffolding, cladding & progress with window replacement. Due to these comments in the early days, regular surgeries were created, each surgery had an objective, a theme for discussion as well as an open forum for questions or concerns. The surgeries proved to be popular in some blocks with an average 20% resident turn out.

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.