



## Review Group Scrutiny Report Planned Maintenance

### 1. Background

Tenant satisfaction results for the planned maintenance service are currently not meeting targets. The customer insight report on refurbishment works has satisfaction rates with communication at 71.9% against a target of 91%. We chose to focus our review on communication and to identify where improvements can be made to increase tenant satisfaction with the service.

A tenant group is being set up to look at the repairs and planned maintenance offer, this will include reviewing the level of tenant choice, therefore we decided not to look at this area as part of the review.

### 2. What we chose to look at

We considered:

- How effective is communication with tenants before, during and after work has taken place
- How tenant feedback is received and used.

### 3. What we reviewed

We conducted the scrutiny by:

- Receiving a briefing from Staff on how planned work is communicated
- Reviewing letters that are sent to tenants from PHG
- Reviewing the information available on the website and comparing it with others
- Reviewing how tenant satisfaction is obtained and used.

### 4. What is working well?

The Refurbishment works survey is sent to all tenants via text message following completion of works. The survey is easy to complete if you have a smart phone.

### 5. Our findings and recommendations

We have made a series of recommendations below which focus on improving communication.

Our findings	Our recommendations	TSM
The letters do not use the corporate font, are too wordy and impersonal. We used an online readability	1. Rewrite the letters, using the corporate style, in plain English to clearly set out	TP07 – Satisfaction that the landlord keeps the tenant

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<p>checker to assess the letters; all were found to be moderately challenging or challenging to read.</p>	<p>what the tenant can expect from the service. You may wish to include QR codes to provide easy links to content on the website. We would like to see drafts of the revised letters.</p>	<p>informed about things that matter to them.</p>
<p>No information is provided in the letters or on other communications on who the tenant should contact if there is a problem before or during work being undertaken on site.</p>	<p>2. Provide clear contact details of who the tenant should contact if there is a problem before or during work being undertaken on site.</p>	<p>TP07 - Satisfaction that the landlord keeps the tenant informed about things that matter to them.</p>
<p>There is no information, videos or leaflets on the website for tenants regarding what to expect if work is undertaken.</p>	<p>3. Provide information on the website about what to expect if planned works are undertaken.</p> <p>We found the following content useful and informative for tenants.  <a href="#">Hyde Housing Kitchen</a>  <a href="#">Hyde Housing bathroom</a></p>	<p>TP07 - Satisfaction that the landlord keeps the tenant informed about things that matter to them.</p>
<p>The initial visit and post inspection forms look like internal forms and are not written in a way that focuses on the tenant and their needs. The bathroom post inspection sheet refers to 'kitchen replacement'.</p>	<p>4. Rewrite and redesign the initial visit and post inspection forms to make them tenant focused.</p>	<p>TP07 - Satisfaction that the landlord keeps the tenant informed about things that matter to them.</p>

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<p>There is no policy in place that identifies what support is available for tenants with additional needs.</p>	<p>5. Develop a policy on the support that is available for people with additional needs and consider adopting a policy that applies across property services.</p>	<p>TP08 – Agreement that the landlord treats tenants fairly and with respect.</p>
<p>When tenants have chosen their kitchen, bathroom etc it can be a number of months before it is installed. This is not communicated in writing to tenants and no further information is sent to tenants until 4-6 weeks prior to the work beginning. This can cause uncertainty for tenants as they do not receive updates on how plans are progressing.</p>	<p>6. Improve communication with tenants after their choices have been made. This may include recording and confirming in writing with the tenant when work is planned to take place and updating tenants in writing if there is a change to the plan.</p>	<p>TP07 - Satisfaction that the landlord keeps the tenant informed about things that matter to them.</p>
<p>Currently kitchens are decorated following refurbishment but not bathrooms. This provides an inconsistent service and tenants with additional needs may have difficulty decorating their bathroom.</p>	<p>7. Consider decorating bathrooms and have a clear policy in place regarding decoration following refurbishment works.</p>	<p>TP08 – Agreement that the landlord treats tenants fairly and with respect.</p>
<p>Tenants who don't have a mobile phone are not able to complete a satisfaction survey.</p>	<p>8. Ensure that a range of options are available for survey completion. This could include paper copies, telephone calls and completing the survey on the website.</p>	<p>TP04 – Satisfaction that the home is well maintained.</p>



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### **6. Next Steps**

We will discuss our findings and recommendations with service and consider how we can measure the impact of this review.

### **7. Measuring Impact**

We will monitor the following to see if the agreed actions have resulted in service satisfaction improvements:

- Refurbishment survey results
- Number of complaints and compliments
- Visits to the planned maintenance webpage

### **8. Support provided for the Scrutiny Review**

The group wishes to express its thanks to all those staff members who have supported and assisted with this scrutiny review.