Planned maintenance scrutiny review







What happens

• Rewrite the standard letters sent to tenants to make sure they are in plain English and

• Provide clear information about who to contact if there is a problem before, during or after

• Provide information on the website about what tenants can expect when planned works are

 Look at options available to help tenants with specific needs during planned works • Look to offer bathroom redecoration following installation of new bathroom suite

The Tenants' Voice improving services group told Progress what they found during their review, what was good and what they thought would make the service better in future.

HOUSING GROU

Colleagues from across Progress are working together to introduce the 8 recommendations.

An update on the progress of these will be given to the quarterly meeting of the Tenants' Voice – improving services group until they have all been introduced.

Our Board also receives an update on progress every 3 months to tell them how we are doing.

If you would like to read more information about the report and the findings of our tenants, you can find this by following this link [link to full planned maintenance report]

