



We're busy working on your feedback

August 2016



Rechargeable Repairs Policy

In our February 2016 bulletin of “What’s Next, What’s New” we asked you about our Rechargeable Repairs Policy. We told you how we deal with rechargeable repairs just now and then asked you if you agreed with why and when we recharge our tenants.

We asked - “Do you agree with why and when we recharge tenants just now”. From the tenants who told us what they thought, a total of 92% agreed with our current approach. We received a good number of comments and suggestions from the tenants too. Here are some of the things you said:-

- ⊖ Where I agree with how charges are currently applied it might be an idea to make an exception to the rule for the elderly and/or disabled.
- ⊖ If they vandalised the house they should pay for it.
- ⊖ A good idea when money is tight.
- ⊖ I agree with your policy of charging tenants if they have done the damage themselves.
- ⊖ Only if it's the tenant's fault.
- ⊖ I am happy with the current recharge policy and satisfied that you scrutinise each case individually and that there is the option to appeal.

We also asked – “Do you agree with why and when we don't recharge tenants just now”. From the tenants who told us what they thought, a total of 93% agreed with our current approach. We received a good number of comments and suggestions from the tenants too. Here are some of the things you said:-

- ⊖ Fairness is necessary.
- ⊖ I think it depends on the person's circumstances as each case is difficult.
- ⊖ I think you should recharge for repairs under £100. These mount up. However if the cost or recouping the charge is more than the repair amount then perhaps you are correct.

We also did an in-house survey to ask staff's views. Our Customer Services Team are currently working on refreshing our Rechargeable Repairs Policy. We will let you know once we have finished and our Board of Management have approved the final details.



Tenants Handbook

Back in February we also asked you about our Tenant's handbook and, in particular, about how we produce it.

We asked – “Do you think it's a good idea to hand out hard back copies only when a tenant asks rather than hand them out to all tenants? (Remembering the handbook is also on our website). From the tenants who told us what they thought, a total of 81% agreed with our suggestion. We received a good number of comments and suggestions from the tenants too. Here are some of the things you said:-

- ✦ Paperback would be cheaper.
- ✦ I think it's better the tenants are offered one. Not everyone is computer savvy.
- ✦ Yes as long as they know they can ask for one. I think this is a great idea and will save lots of money.
- ✦ Some people not on computer so choice has to be there.
- ✦ Hard copies need to be available on request.
- ✦ No need – waste of paper.
- ✦ Could the current impressive Hard Cover be replaced with a soft but reasonably durable less expensive alternative?

We are nearly finished updating the content of the handbook and will be having a meeting with a group of tenants and staff in the next couple of months to agree our final plan.



We will tell you all about it in our next feedback bulletin.



Tidy Tenancy Reward Scheme

We also asked you back in February about your thoughts on our Tidy Tenancy Reward Scheme. We asked you a couple of questions on the scheme.

We asked you “Do you think the Tidy Tenancy Reward Scheme is still a good idea?” From the tenants who told us what they thought, a total of 95% thought it was still a good idea. We received a good number of comments and suggestions from the tenants too. Here are some of the things you said:-

- ⊖ It's a good idea, although people should have respect for their homes and gardens.
- ⊖ This might give tenants an incentive to leave the house in a decent state.
- ⊖ I don't think you should be paying out £100 for something which every tenant should do anyway.
- ⊖ It's a good incentive to help tenants look after property that doesn't belong to them.

We also asked “Do you think the cash value of the Reward is about right?” From the tenants who told us what they thought, a total of 93% thought the cash value was about right. We received a few comments and suggestions from the tenants too. Here are some of the things you said:-

- ⊖ Yes I agree this is more than enough and would hope it encouraged the tenants who otherwise may think it was acceptable to leave a property in a less than good shape. A good incentive I think.
- ⊖ Could be prizes chosen by tenants rather than cash.
- ⊖ I think £50 is fine.
- ⊖ I would increase the amount to £200-£250 it is more of an incentive.

We also did an in-house survey to ask staff's views. Our Customer Services Team are currently working on refreshing this scheme and we will let you know once we have finished and what's in the new version.



Electronic Calendar for Big Home Improvements

We told you in February that we were thinking about adding a calendar of our bigger planned improvement works onto our website. So we thought we'd ask you about a new Electronic Calendar.

We asked "Do you think it would be a good idea to put an electronic calendar onto our website to show when major repairs/home improvements are planned to happen." From the tenants who told us what they thought, a total of 85% thought it was a good idea. We received a number of comments and suggestions from the tenants too. Here are some of the things you said:-

- Really good idea.
- I do not use the internet.
- I would love to know in advance of major work/improvements. Being disabled, both me and my partner would be able to make preparations.
- Maybe send out in the newsletter.
- All tenants should be advised by letter.
- I think this is an excellent idea.
- You could post out the calendar to those people who do not have access to the internet.

Our Asset and Investment staff will be trialling a new Big Home Improvements Calendar on our new website (which is currently under development). They will include information on our planned improvements and will also highlight that work start dates may be subject to change. Tenants due to have major improvements carried out in their homes will still be contacted directly in the usual ways.