

You said	We will
Stage 1 <i>Initial contact via letter to tenant advising of programmed works</i>	
Wherry Housing Association relies on tenants to confirm whether they wish for the works to be carried out. Respondents felt Wherry should be more proactive and use various communication methods and ensure contacts made	Contact those tenants who have not responded to the letter either via telephone, door knock, text message, email etc. WHA will only act upon the works once contact has been made. We have implemented telephoning tenants that have not replied and sending out a second invite letter.
Respondents felt the current letter provided enough detail informing customers of the process and therefore no amendments are required to the content of the letter.	
Stage 2 <i>Tenants receiving contact from AMS</i>	
Respondents were happy with the existing process but requested that AMS clarifies and reminds tenants that electricity supplies are required – this will enable those tenants on a metre advanced warning to purchase additional supply.	AMS will be notifying tenants of this at survey stage and where possible asking the tenants permission during the works.
Stage 3 <i>Offering tenant choice for kitchen/bathroom equipment</i>	
Mixed messages from respondents, some felt the choice provided was adequate and others felt that a greater choice could be offered.	We have reviewed the choice of colours and have decided to keep the choices currently available. We are considering offering decoration vouchers instead of completing the decoration.
Some respondents felt they would like greater involvement with the planning of the new kitchen/bathroom in terms of where the cooker/sink etc will be installed	Wherry has to adhere to health and safety regulations which may have an effect on this but all designs are run past the tenant first; a signature is obtained for confirmation that the tenant is satisfied with the design.
Stage 4 <i>Communicating start date of the works</i>	
Ensure tenants are offered a choice of either using a keybox or password for security purposes & ensure tenant choose a password of their own. Concerns that there was a generic password for the keybox.	We will ensure that this is discussed upon the visit by AMS who will ask for each household to have their own code/password.
Need to ensure consistency across the board for commencing works, respondents were not satisfied with the notice period. Respondents requested for a minimum of 2 weeks notice prior to start date.	Tenants will have at least 3 weeks notice with letters being sent to confirm the commencement date at 21 days and 7 days prior to commencement. This will ensure that all tenants are given the same notice period and that they have adequate time to make arrangements.
Respondents felt that it's inconvenient to start works on a Friday as they were left without kitchen / bathroom facilities for a longer period.	Works will predominately be offered with start dates Monday – Thursday but if tenants are happy for works to commence on Fridays this will be reviewed on an individual basis.
You would like details of each operative who will be visiting the property during the improvement	Unfortunately this is not something we will be able to offer at present as Mears do subcontract works

works.	out. All tenants will get photos of the managers and RLO's and all operatives will have photo ID on them. Tenants can also arrange a password that needs quoting before entering into the property if they wish.
<b>Stage 5</b> <i>Carrying out the works</i>	
Respondents were concerned that the plans were not reviewed with the tenant before works commenced. Not all plans were completed correctly.	Operatives to go through the plans with the tenant before they commence any works. Audit diaries have been introduced so that operatives can write down if they have come across any unforeseen problems.
Respondents felt that operatives were not provided with enough time to complete the first day workload – removing the existing facilities.	This was due to the subcontractors used last year; new subcontractors are being used with positive feedback.
Improve communications, keeping tenants informed & up to date with the works process. Respondents advised that on odd occasions operatives did not attend to complete any works for the day – tenants were not informed about this nor were they provided with a reason – leaving tenants feeling dissatisfied with the service.	Operatives to advise tenant, on a daily basis about the progress of works – to ensure tenants are aware if works over run who's attending the next day etc.
Operatives were not informing or requesting to stay after 5pm if the works were not complete. Respondents felt that it's not always convenient for operatives to stay and therefore should communicate this.	If additional hours are required after 5pm operatives are to ensure they communicate this with tenants and ask if it's possible to stay longer. (This will be added to the diary sheets)
Respondents felt that there's a lack of communication between the plumber, electrician & decorator – inconsistency within the process	AMS will be monitoring this to ensure communication is key.
<b>Stage 6</b> <i>Condition of the property following completion of works</i>	
Inconsistency with condition of property following completion of works – operative not always making good of works.	Site managers will be signing off every job. Wherry surveyor will also be post inspecting properties to ensure all work is completed to standard.
<b>Stage 7</b> <i>Visit from surveyor following completion</i>	
Recording any additional works – following the final inspection surveyors advised tenants of additional works which were to be complete – many of which still remain outstanding.	A copy of the sign off document's to be provided to the tenant & WHA to ensure this is complete. This will also be included in the diary sheets
<b>Additional comments</b>	
Concerns about when the works were going to be carried out especially during winter months when tenants would receive higher utility bills	Unfortunately this can not be avoided due to time limits of the programme but operatives will ensure that the property is kept weather proof, to help avoid high bills.
What options would WHA offer those tenants who work night shifts?	This would be reviewed on an individual basis with maybe an introduction of a 10-6 or 11-07 shift.
Respondents asked for WHA to offer additional floor tiles (those left over) esp for the kitchen in case tiles are damaged following installation.	These cannot be offered to all properties but tenants occurring problems can contact Wherry for inspection/replacement.