

You said	We will
<p>Question 1 <i>Do you think we should offer a decorating service instead of vouchers, even though the increase in cost would result in fewer kitchens and bathrooms being upgraded?</i></p>	
<p>General opinion was that either the tenant should be given a choice or that each property should be considered on an individual basis.</p>	<p>Consider each property and tenant on their own merits before making a decision. For example, elderly or disabled tenants would be more likely to be offered a decorating service.</p>
<p>Question 2 <i>Do you agree with the amount of vouchers provided per room (up to £35)? Do you think this is too much or too little?</i></p>	
<p>Wherry should purchase large stocks of paint and offer them to tenants at a reduced rate. The amount of decorating vouchers should be decided upon inspection by a Wherry surveyor; some patches felt £35 was too little.</p>	<p>Unfortunately Wherry are not able to buy and store large stocks of paint as this would not be cost effective, nor would Wherry be able to offer such a large range of colour choices. Decoration vouchers will be awarded following an inspection and the amount will depend on the size of the room and the amount of damage incurred. The amount will remain £35 per room maximum for the foreseeable future as any increase would reduce the number of upgrades Wherry could complete.</p>
<p>Question 3 <i>Would you want a service where you could pay for additional sockets?</i></p>	
<p>Some patch panels felt that all properties should be offered more sockets as standard.</p>	<p>When a rewire is completed in a property we will comply with British Standards and ensure that the minimum amount of sockets are installed in each room. (The minimum number of sockets depends on the use of the room as well as the size). We are currently looking into the feasibility of introducing a service where extra sockets can be purchased.</p>
<p>Most felt that it would be a good idea to offer additional sockets but primarily would depend on cost.</p>	<p>Suzanne Eaglen, Improvements Surveyor, is to obtain quotes for additional sockets (currently four double sockets installed in the kitchen upgrade). The cost may be offered as guide as the actual cost could depend on individual properties, i.e. the location of a new socket.</p>
<p>Question 4 <i>Should this be offered to tenants in arrears?</i></p>	
<p>The panel felt that we should not discriminate against tenants in arrears and also to bear in mind future tenants.</p>	<p>As Patch Panels were opposed to this suggestion we won't pursue this any further.</p>
<p>Question 5 <i>Do you think we should simply offer white trunking to hide cables, or offer chasing (chase the wires into the wall)?(NB implications on offering chasing is that it is more expensive and more disruptive)</i></p>	
<p>Members strongly felt that chasing was a better option because although it is more disruptive and expensive, the finished look was much better.</p>	<p>We will continue to offer tenants a choice as some tenants, particularly elderly may not want the disruption of chasing, however we will encourage tenants to opt for chasing where applicable.</p>

Question 6

*Do you think we should offer a basic service for tenants with rent arrears and a higher level for those not in arrears, for example, those in arrears are simply offered trunking, those not could be offered a choice?*

PP members felt that Wherry should offer the same service to all tenants and felt that Wherry should consider the possibility that the person(s) may leave the property and should therefore think about the how the image from trunking would effect the decision of an incoming tenant.

As Patch Panels were opposed to this suggestion we won't pursue this any further.