

You said	We will	Dec 09 Update
Specific issues from decant properties		
<p>Wherry offered help for the organisation of removal hire and changing utility supplies which didn't happen. Tenants felt frustrated and let down - Wherry did not adhere to what was agreed.</p>	<p>This has been passed to the Policy team to ensure this is addressed within the decants policy.</p>	
Moving in & Explanation of defect		
<p>The moving in dates were revised several times and tenants were not provided with enough notice – which had an effect on personal commitments / appointments for removals etc.</p>	<p>Improve Wherry communication and provide a 7 day notice period for guaranteed moving in date to customers.</p>	<p>This has been discussed and already implemented between Development and the Neighbourhood Team for future housing schemes.</p>
<p>The letting process was not adequate.</p> <ul style="list-style-type: none"> - Some respondents advised that they were not offered a viewing date and were therefore expected to carry out the viewing and sign up at the same time. - Some respondents felt the sign up was rushed through and they were not allocated enough time to ask questions. - Respondents would like to be shown how to use the systems/equipment 	<p>Ensure viewing dates are offered to all prospective customers not on the same day as the sign up.</p> <p>Ensure that at both the viewing and sign up customers have opportunities to ask questions about the property.</p> <p>Ensure customers are advised on the use of systems/equipment at sign up.</p>	<p>All points raised by residents are included within the Revised Defects Process which WHA is intending to implement in January 2010.</p>
<p>The 'Welcome to your new home packs' was generic and not specific to the property – tenants were unable to solve repairs themselves or understand how to use the systems / equipment</p>	<p>Investigate a different format for Welcome packs which meets the customers needs whilst still taking account of Wherry's mandatory requirements.</p>	<p>A Working Group has been commissioned within WHA to consider the content of the Welcome Packs with the first meeting haven taken place in early December 2009. Any revisions proposed will be put to Residents Groups for feedback prior to being implemented.</p>

Respondents felt that some information provided in the welcome pack was too technical – detailing how to use systems etc	Mandatory requirement for manufacturers literature to be included (however investigate the production of a basic user guide)	See above.
Information provided at the sign up was minimal, tenants were not advised of the repairs / defects process.	Wherry to clearly define what the customer can expect in terms of the service to be provided and what the customers own responsibilities are.	Individual Officer and Departmental responsibilities are clearly defined in the revised Defects process to address this matter.
Confusion with contact numbers provided, some tenants were advised to contact the contractor for any repair works which delayed the process	All customers are to be advised at both the viewing and sign up of who to contact with regards to defects (and what does and does not constitute a defect)	Customer Services are the contact point for all residents enquiries/queries and this is again clearly defined within the revised Defects Process and will be clearly stated in the Welcome Packs.

Reporting repairs & updates of work orders

Identify a dedicated CST Champion to manage defect repairs. Implement a universal defects service for all new Wherry properties. Include the provision of reference numbers so orders can be monitored, introduce appointment confirmation letters to customers clarifying job reference No, timescale for works to be complete and send customer satisfaction survey to monitor satisfaction levels as to the service provided.	Wrong contractors were being sent to the tenants property to carry out repairs, this would have a knock on effect with work / personal commitments. Some respondents advised that contractors weren't attending with the correct equipment and were making more than one visit to complete the repair, again effecting personal commitments. Some respondents felt disappointed that repairs were taking too long to diagnose, especially on occasions where full details were provided by the tenant.	We have established that the Defects process can mirror that of responsive repairs (and thus use the same IT process – although some minor amendments are required) which will produce reference numbered letters to both residents and contractors with timescales for attendance of defects etc. Accordingly, the need for a Champion to manage defects has been dispensed with.
Wherry to determine an appropriate filtering method by which we can extract as much detail (and record it accurately) as possible to pass on to the contractor to ensure the correct trade is sent out to rectify (Note: 3 rd party involvement might subsequently be needed ie boiler or door manufacturers)	Appointments for repairs - cold calling's unacceptable.	Various information will be provided within the Defects Process to aid Customer Services to appropriately identify the cause of defects to the best of their ability. Additional training sessions are planned to coincide with the implementation of the Defects process to support this however it can still be

Above process should provide a better service with ref no/timescale details letter making our customers aware of the level of service to be provided.		difficult to determine the exact nature of a problem from a telephone conversation.
Wherry to reiterate to all contractors that visits are by appointment only – consider weekend/evening appointments if necessary.	Repair complete	The requirement for visits by appointment only will be reiterated to all contractors and included within the contract documentation.
Some respondents had difficulties with contractors leaving their homes in an unacceptable condition once the repair was complete.	WHA to reiterate expectations to all contractors in terms of conduct when attending customers homes.	Again this will be reiterated to all contracts and included within the contract documentation.
Additional		
Tenants were dissatisfied that works were not thoroughly checked before the handover from the contractor – some works could have been identified during this period	Standardise process for the surveyor to check the property before handover – formal sign off of 'check' sheets against rooms/equipment to be produced.	All properties undergo a number of checks to comply with mandatory requirements prior to completion. Universal check sheets are being developed, based on NHBC guidance, which will be held on file and customers will be notified as to the extent of WHA responsibilities at the outset of their tenancy/lease.
	Keeping staff informed about defects process – misunderstanding from CST and Neighbourhood Officers (NO's)	Development produce weekly tables for all other departments to inform them of which scheme are in & out of the defects period and provide contact numbers for the relevant contractors
	Reviewing contractual works – to ensure contractors have completed terms of the contract	This is undertaken as a matter of course however there is considerable variation within different contract types.