

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

REPAIRS & MAINTENANCE POLICY REVIEW REPORT ON CONSULTATION PROCESS (July 2023)

1.0 Introduction

- 1.1 The purpose of this report is to detail the customer consultation that was carried out when reviewing the current Repairs and Maintenance Policy.
- 1.2 Tenants were asked for feedback on the Repairs and Maintenance Policy.
- 1.3 The report sets out the Association's approach to the consultation process and the ways that were provided for tenants and other service users to provide feedback on the proposed changes.

2.0 Consultation Process

- 2.1 Despite articles in the Spring, Autumn and Winter 2022 newsletters asking for tenant interest in carrying out a review of the Association's Repairs and Maintenance Policy, no response was received.
- 2.2 The Winter 2022 newsletter also publicised a 'drop in' consultation event at the Birgidale Complex on 16th January 2023 hosted by the Maintenance Manager and Housing Manager in relation to their related policies, to which also no one attended.
- 2.3 Due to the lack of response or interest in reviewing policies, a questionnaire was developed to ask tenants and other service users for their thoughts on the policy. The questionnaire provided a summary of information in relation to the key points of the policy.
- 2.4 The remaining part of this report outlines the results of this questionnaire.

3.0 Response

- 3.1 The questionnaire was circulated to tenants coming into the office and to tenants who phoned the office. Respondents were asked to either complete the questionnaire over the telephone or given the option for it to be posted out with a free stamped addressed envelope to return it in.



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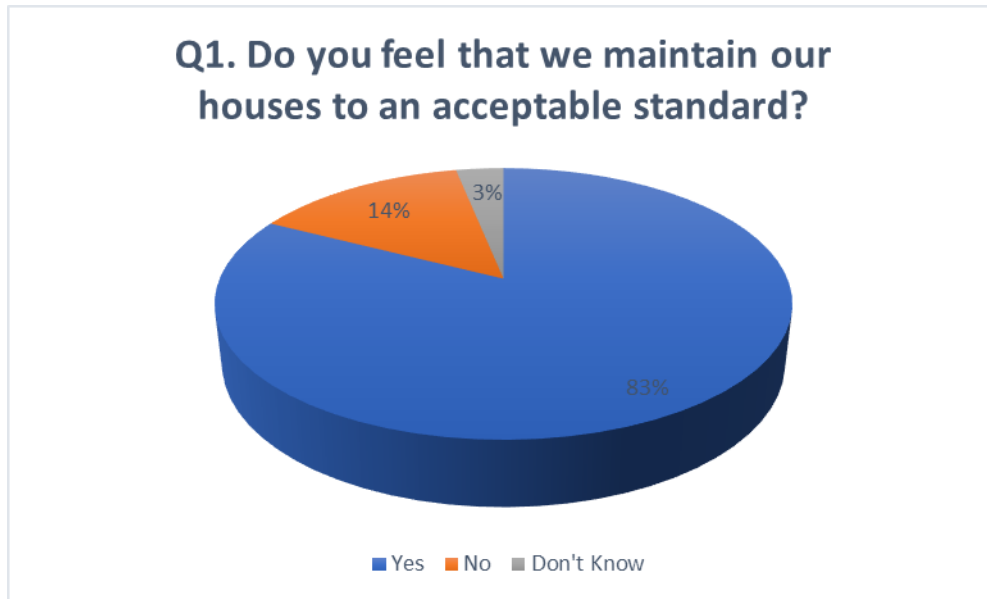


3.2 In total, 63 questionnaires were completed by tenants.

3.3 This equates to a response rate of 9% of all tenants (700 tenancies).

4.0 Results

4.1 **Q1: Do you feel that we maintain our houses to an acceptable standard.**



4.2 From the results, tenants overwhelmingly agreed the Association maintains its properties to an acceptable standard.

Responses left in the comments section included:

- happy with general service, issue with window;
- absolutely;
- took two years for windows;
- more than acceptable;
- very quick;
- work is shabby.

4.3 **Q2: Are you aware of the Repairs & Maintenance Policy we use to oversee our repairs service and make sure staff work within the law & our other requirements?**

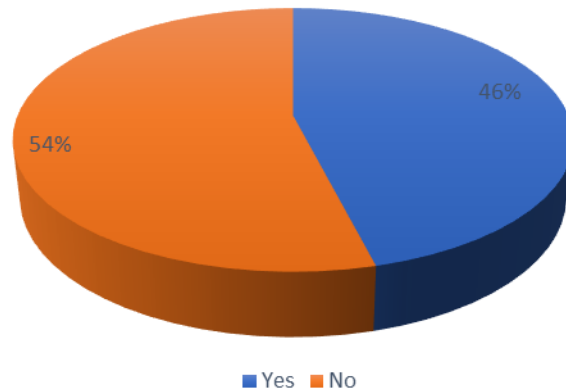


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Q.2 Are you aware of the Repairs & Maintenance Policy we use to oversea our repairs service and make sure staff work



4.4 From the results, less than half of our tenants are aware of the Repairs and Maintenance Policy that we use to oversee our repairs service.

Responses left in the comments section included:

- Any problems phone you and no hassle getting stuff done;
- Just call and get repairs;
- Anytime called repairs actioned;
- Would like more info;
- Not a concern.

4.5 **Q3: We have 8 key objectives in the Policy as follows:**

- to provide a safe, secure and healthy living environment for Association tenants;
- to protect the asset value of the Association's stock through maximising the life of components and minimising the risk of defects occurring;
- to make best use of the Association's resources;
- to meet or exceed the standards defined in the SHQS and in the EESSH;
- to enable the Association to anticipate future repairs expenditure and make provision for this in the overall financial planning of the Association;
- to deliver a customer responsive service to each Association tenant in accordance with the Tenancy Agreement in a way which is sensitive to the individual tenant's circumstances;
- to minimise rental losses and other losses associated with tenancy changes;
- to give each tenant the opportunity to have an input into the decision making process.

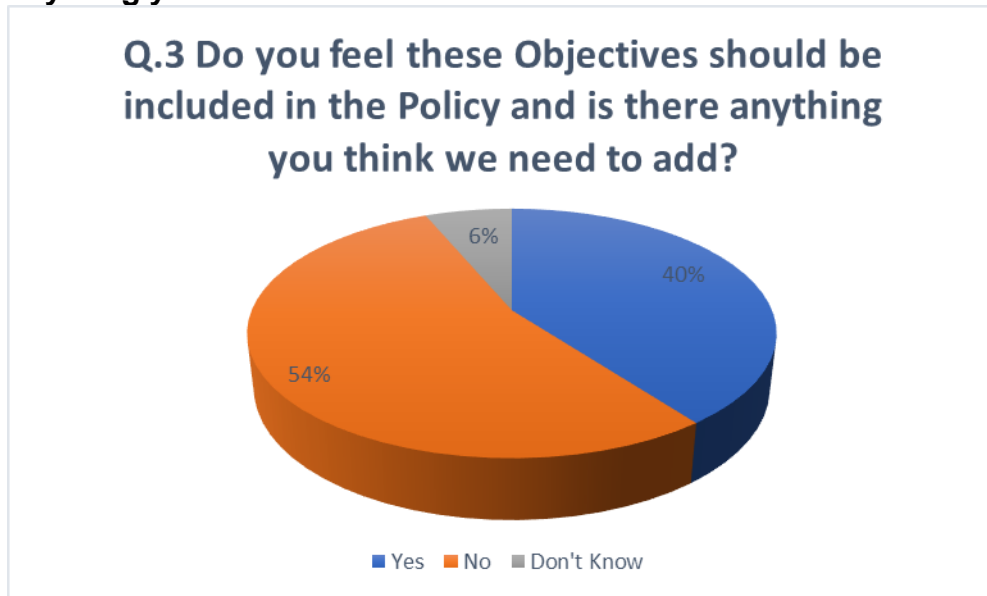


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Do you feel these objectives should be included in the Policy and is there anything you think we need to add?



4.6 From the results over half of the tenants stated no these objectives being included in the policy.

Responses left in the comments section included:

- no complaints;
- happy;
- very happy;
- fine just now.

4.7 In hindsight, the wording of this question could have been better. It was probably too long (for a telephone survey) and should have focused only on any comments people had on these and anything else they thought should be added.

We believe it is important to keep the objectives included as it sets the framework for the document and is key to the functioning of the policy. What is important to note here from the consultation process is that there were no suggested additions. Also, 40% of the tenants questioned said that the key objectives should be included in the policy.

4.8 **Q4: Please use this space for any comments/thoughts on the Repairs & Maintenance Policy and/or anything you would like the Management Committee to consider before taking the final decision on approval of the Policy (continue overleaf if required)**

4.9 Comments received in response to this question were:



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- Better customer care for elderly
- Would like kitchen upgrade
- Tenant is unhappy with toilet repair
- No close windows in 218CD fire safety was highlighted by fireman
- Fix garden fence
- Happy with everything
- Decision making process - tenant involvement would remove as people can be selfish
- Never had a problem, repairs get done
- One of the better housing associations
- Everything ok!
- Overall happy with everything

4.10 Maintenance staff will follow up on all negative comments and any repair issues.

5.0 Conclusion

- 5.1 The Association has tried to engage with as many of its tenants as possible by providing different methods for people to contribute to the review process.
- 5.2 Based on the feedback received, it is clear that there is support for the proposed draft Repairs and Maintenance Policy to be adopted. The Management Committee will be presented with the draft policy for discussion at the meeting to be held on 26th July 2023.

End



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