

You said

We did

Planned kitchen programme

April 2025

In April 2025, our tenant scrutiny panel conducted a deep dive into our planned kitchen programme. Here are their suggestions on how the customer experience could be improved, and what we're doing about it.

What you said

What we're doing

Provide details of the timescales of planned maintenance work to homes when a tenant signs up. Mention this in the tenancy welcome pack, with a disclaimer saying it is an estimated date.	Information will only be provided if upgrades are due within a three-year period.
Provide images of the kitchen plan to customers from the supplier ahead of the meeting. Supply final plans once agreed.	Completed
Flag planned works on our housing information system, Orchard, so information is available for tenants to find out when works are due.	Completed - all planned works on Orchard
Feedback surveys to be completed when the operative is with the tenant to ensure a higher return rate.	A business decision was made to undertake surveys via text message, and continually review survey uptake.
Consider adopting a similar style of providing information to tenants on the SLH website as Riverside, to present information in a clearer and more accessible way. Include a disclaimer to speak to SLH for more details pertaining to their home.	We updated our website with more details about planned improvements and added a new FAQs section to help answer your questions.

southliverpoolhomes.co.uk/get-involved/

What you said

What we're doing

Before work is carried out, a visit from SLH's Tenant Liaison Officer (TLO) should take place so that tenants can ask any questions. This would be especially beneficial for vulnerable tenants.	Complete - TLO visit and identify vulnerability at pre-start and provide more support when required.
Advise tenants that if they require any support, an SLH/Avela colleague or family member can attend planned maintenance meetings to support.	This process is managed by the Tenant Liaison Officers who can request support from SLH if required.
Give a longer period to notify tenants of planned works as it is a big upheaval for some, especially if tenants are going to be without a kitchen for up to 10 days.	Complete - TLO visit and identify vulnerability at pre-start and provide more support when required.
Provide one point of contact for the duration of the work.	Complete - TLO is one point of contact.
Relay the size and dimensions of spaces for ovens etc to customers early on, to allow them to make any necessary adjustments.	Complete - provided at pre entry for customers.
Conduct one follow-up survey once work has been completed (currently, one is conducted by Avela and one by SLH).	Complete - all investment work is post inspected by SLH.
If there may be potential damage to the home throughout the work, explain this to the tenant. A waiver needs to be created and signed.	Completed - Disclaimers are now signed by tenants prior to work commencing.
If the tenants has pets, a discussion should be had between SLH and the tenant about any arrangements that need to be made whilst work is carried out.	Complete - Pets is now an item on the pre-entry survey.
Ensure written and verbal confirmation from the tenant before works are due to commence.	Complete - Verbal and written communication in place



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