

Scrutiny Panel service review: planned kitchen programme

Scrutiny Panel recommendations
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.
Create an Avela Home Service information booklet about planned maintenance works, to be made available in other formats including large font, braille, and other languages (if requested by the tenant).
Provide images of the kitchen plan to customers from the supplier ahead of the meeting. Supply final plans once agreed.
Flag planned works on Orchard so information is available for tenants to find out when works are due.
Feedback surveys to be completed when the operative is with the tenant to ensure a higher return rate.
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.
Upload the information to the SLH website when the planned programme has been agreed upon. Update this each quarter.
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.
Advise tenants that if they require any support, an SLH/Avela colleague or family member can attend planned maintenance meetings to support.
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.
Provide one point of contact for the duration of the work.
Relay the size and dimensions of spaces for ovens etc to customers early on, to allow them to make any necessary adjustments.
Conduct one follow-up survey once work has been completed (currently, one is conducted by Avela and one 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.
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.
Ensure SLH has written and verbal confirmation from tenants before any work starts.