

# thirteen

## Managing and building homes

### Customer Engagement Policy Consultation Report

#### Introduction

#### **Policy Review – Investment and Maintenance Policy**

The current Investment and Maintenance Policy is due for renewal. In line with the Customer Involvement Framework involved customers who had expressed an interest in reviewing policies were provided with a copy of the policy and asked to read it prior to answering a series of questions. Involved customers were given the policy and questions on 6th February 2020 with a deadline for responses to be received by 13th February 2020.

The majority of the questions were closed questions with the involved customers being given the opportunity to make comments on six occasions.

#### Responses

Copies of the policy along with a questionnaire were sent out to 26 involved customer, 19 by email with a link to complete the online questionnaire and 7 by post with a paper copy of the questionnaire for them to complete and return in the prepaid envelope provided. A total of 12 responses were received.

#### Findings

The responses received are as follows:

1. Do you think that the Investment & Maintenance Policy is clear and easy to follow?

**100% of respondents thought that the policy was clear and easy to follow**

2. If you answered no can you please tell us why?

**Comment:** I do feel that for tenants with a reading problem there should be an easy read version published.

**Response:** Whereby residents have difficulty understanding any policy documents Thirteen will explore the option to deliver the information in an appropriate format upon request. For example, braille, large font etc.

3. Do you think the wording in the Investment and Maintenance Policy is easy to understand?

**100% of respondents thought that the policy is easy to understand.**

4. If you answered no can you please tell us why?

**Comment:** See above for some tenants

**Response:** No response required

5. Is it clear in the policy how often gas and electrical checks are carried out?

**92% of respondents thought this information was clear in the policy.**

**Comment:** None received

**Response:** No response required

6. Can you find in the policy where it states how repairs are allocated?

**83% of respondents could find this in the policy.**

**Comment:** There is no reference to documents (e.g. tenants handbook or procedures) that will give details of how repairs are categorised

**Response:** All policy documents will be supported by detailed procedural documents which will provide information regarding, reporting repairs, tenant's responsibility, repair categories, timescales, communication and engagement etc. These are currently being drafted for publication.

**Comment:** There is no list to say what is classed as a priority with possible estimate timescales.

**Response:** All policy documents will be supported by detailed procedural documents which will provide information regarding, reporting repairs, tenant's responsibility, repair categories, timescales, communication and engagement etc. These are currently being drafted for publication.

7. Is it clear how Thirteen communicates investment and maintenance information with residents?

**92% of respondents thought it was clear.**

**Comment:** Can't find any reference to investment information

**Response:** All policy documents will be supported by detailed procedural documents which will provide information regarding, reporting repairs, tenant's responsibility, repair categories, timescales, communication and engagement etc. These are currently being drafted for publication.

8. Are there any comments you would like to make about the Investment and Maintenance Policy?

**Comment:** If I can understand it most other people should

**Response:** No response required

**Comment:** Wordy in places but well written

**Response:** No response required

**Comment:** If tenants are finding difficulty with the policy does it state where they can obtain help from to read / understand it.

**Response:** A statement can be added to advise.

**Comment:** Easy to follow

**Response:** No response required.

**Comment:** Look into the cost to the tenant when putting in eco friendly products.

**Response:** Before any works and schemes are committed too the Asset Planning team carry out a cost and sustainability assessment.

**Comment:** I found it very easy to read but someone not involved with thirteen may find it more difficult to understand.

**Response:** Whereby individuals have difficulty understanding any policy documents Thirteen will explore the option to deliver the information in an appropriate format upon request. For example, braille, large font etc.

**Comment:** Fully explained in 5.3 and 5.12 in the policies

**Response:** No response required.

**Comment:** On page 2 they mention resident, page 4 is tenant and then in point 5.3 the word customer is used – no consistency. On page 6, point 6, first sentence should say where not were.

**Response:** The document will be reviewed to assess all statements are relevant and changed were necessary. Thirteen does support tenants, residents and customers and the definitions section within the document identifies the difference between these.

**Comment:** This policy will need procedures to follow to ensure the policy is being followed. These procedures and details of how they are monitored need to be available for scrutiny.

**Response:** Detailed procedural documents are currently being drafted to support this policy.

**Comment:** Tenants handbook - how relevant is the tenants handbook? Do new tenants receive a tenants handbook? Do tenants prior to Thirteen get a new handbook or have they had a new handbook? How often is the handbook reviewed?

**Response:** The tenants handbook is a supporting tool for tenants to utilise. It is reviewed every three years and publicised online if any changes are made. Based on

the cost and environmental impact of re-issuing documents hard copies are only available on request for existing tenants.

**Conclusion:**

Feedback was relevant and constructive. Comments made regarding obtaining supporting information and reviewing terminology for consistency will be reviewed. The customers found the policy clear and easy to read.

**Action**

Feedback to all the comments has been provided by Thirteens Asset Service Standards Manager.

Any changes required based on the comments made will be done prior to the document going for board approval.

This policy has now been approved and is available to view on the Thirteen website.

I agree that the Customer Consultation was carried out, the results agreed as above and the Investment and Maintenance Policy has now been shared with the customers involved.

Name ..... J.A.L. SCOLLEN .....

Signature ..... J. Scollen .....

Date ..... 11.3.2020 .....