

HFI Quality checks of Refurbishment Works- April 2008

Since March 2008, HFI has developed a new method of evaluating the quality of refurbishment works and the level of customer care in carrying out those works to residents' homes. Martin Church the Technical Contract Manager is inspecting a sample of 12 dwellings per month in both the PF11 and PF12 contract areas and conducts interviews. The assessments use a 10 point scale where 10 is very satisfied and 0 is very dissatisfied and covers homes where works are in progress or have been completed. The results, albeit for a small sample, for April are as follows.

Resident's average scores for April 2008

Keeping the resident's our home clean and tidy	7.6
Keeping appointments	7.8
Progressing the work properly	7.9
No leaks or water penetration caused	8.5
Looking after the resident in terms of customer care and communication	8.7

Assessment of Quality of Works

Quality of works in progress	7.8
Quality of finished works	8.1
Compliance with Health and Safety Arrangements	7.8

The overall average score from residents and the inspecting officer is eight, which is a good score. Having scores with one decimal place allows the distinction to be made between stronger and weaker scores.

Any issues of concern either from the resident or the inspecting officer is fed back weekly to Partners in a list format. Partners then deal with the issues and report back to the inspecting officer at which point the issues are removed from the list.

This month Partners were given credit for the particularly high level of workmanship found on finished kitchens.

Martin Church
Technical Contract Manager
020 7527 1824