

Quality of Refurbishment Works – Report for Residents Forum 20 January 11

Quality Checks have continued to be carried out by Martin Church, Technical Contract Manager with HFI.

HFI had originally planned to carry out sixty quality checks of Partners' refurbishment work during 2010/11 however this has now been increased to seventy two.

Thirty-six quality checks have now been completed for July, September and December 2010.

For December the residents scored an average of 6.68 out of 10 in response to a range of questions relating to the refurbishment experience and HFI scored an average of 6.94 out of 10 for the quality of works and health and safety.

It is noted the overall average residents' scores are slightly higher than the same month last year and remain satisfactory. The table of results for December are shown below.

Residents' Scores

Keeping the resident's our home clean and tidy	5.50
Keeping appointments	7.00
Progressing the work properly	6.58
Not caused any leaks or water penetration	7.42
Looking after the resident in terms of customer care and communication	6.92

HFI Inspector Scores

Quality of works in progress	7.25
Quality of finished works	6.42
Compliance with Health and Safety Arrangements	7.17

HFI continue to monitor issues found during the quality checks and there are currently twenty properties with a total of approximately fifty outstanding issues which have accumulated since April 2010. These issues are sent to Partners to investigate and take action.

The issues are not removed from the list until HFI receive confirmation in writing from Partners and are satisfied that they have been fully resolved. In some cases this means that HFI contacts the resident involved or carries out further site visits.

The quality checks are an agenda item at the monthly Contract Review Meetings held between Partners and HFI where concerns can be discussed further.

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