

Quality of Refurbishment Works Report To Partners Residents Forum 23 July 2009

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 the PFI2 contract area and conducts interviews. The assessments use a 10 point scale where 10 is very satisfied and 0 in very dissatisfied and covers homes where works are in progress or have been completed.

During April and May 24 quality checks have been carried. The aim is to carry out at least 72 quality checks during 2009- 2010. Details of individual problems are also recorded on an issue list, which is sent to Partners and are regularly reviewed until they have been resolved.

The average scores for April and May 2009 are as follows.

Resident's scores

Keeping the resident's home clean and tidy	6.04
Keeping appointments	7.12
Progressing the work properly	5.83
Not caused any leaks or water penetration	7
Looking after the resident in terms of customer care and communication	5.54

The overall score for customer care is six, which is an average score. This is a lower score than is normally achieved by United House.

HFI's inspector scores

Quality of works in progress	7.04
Quality of finished works	5.88
Compliance with Health and Safety Arrangements	7.21

The overall score for quality of works is seven, which is good but again lower than previously achieved.

The reason for this lower score is because many properties inspected were not insulated properly, an issue which has been raised with Partners many times previously.

United House are required to insulate loft spaces, loft hatches, water tanks and pipes in lofts. The loft insulation should be 200mm thick.

Based on the most recent checking, HFI suspect up to 80% of lofts have not been fully insulated to the Output Specification.

HFI have therefore started to claim back monies from Partners on those properties found lacking in insulation.

HFI have also asked Partners to commence a recovery programme to check and ensure the previous 850 properties completed have proper insulation and to provide a detailed schedule of results.

HFI are asking Partner that all properties previously certified are properly insulated before winter.