



Consultation with Residents for ISHA's Short Notice Inspection Action Plan

How are we doing?

What information would you like us to give you so that you can see how we are doing, and that would help us to improve the service to you?

As well as information about the repairs service and cyclical repairs could we have information on plans for refurbishment due to depreciation i.e. lifts refurbishment?

It would also be helpful if we had information against which to make our judgements. What services are other Housing Associations providing and how can we know if ISHA should or could be providing comparable services?

How well you are dealing with complaints e.g. If you are meeting response times etc.

I think the main problems in Hill House are teething problems that are being resolved slowly. But a fortnightly news letter as an email would be great keeping us up to date with ongoing repairs. Like the water in our basement for example and the terrible state of our bin room (which is a residents issue I know).

Volume of repairs per month.

Numerical data on meeting repairs targets.

Graphical and numerical historical data so we can see trends

Information on your annual / quarterly improvement plans

Regular feedback on progress with your service/process improvement actions – e.g. the move of defects process into the repairs process, creation of unified service centre etc.

Kitchen has not been completed for four years, now it is always incomplete jobs/ repairs (3)

You took a long time to repair a kitchen handle (2)

When we give you comments we want feedback on what you have done with it (6)

Should a disabled tenant be responsible for internal repairs? (1)

Listen and communicate (3)

Follow up every feedback individually where service has been poor (3)

I like the information ISHA provides

Tell us what the longer term plans for our blocks are, e.g. lifts (3)

I want to be able to comment on what I don't like about my home and you use these on future buildings (2)

Where can I get a plan of what you are going to do to my building over the next 5 years, 10 years (4)

Tell us how other housing association are doing and how ISHA compares (3)

Tell us where things work better lets all learn from this (2)

Fortnightly news letter as an email

Would like more information by email about my repair (1)

Update on when repairs will be carried out or why the repair did not take place

Value for money breakdown on Service Charge

No open plan kitchens and improve bin stores

Collate views of residents

Be constructive and regular

More regular face to face meetings with residents on estates

(Where you see () the number inside it shows how many stickers were placed next to the statement by residents as part of a sticker feedback session.)