



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

Value for Money

How can we make sure we spend money on the things that matter most to you?

The most important way to discover this is to listen and communicate. Recently after or during cyclical repairs there was a communication that said 'you asked for the radiators in the common areas to be removed and we have done this'. To be honest I never asked any such thing and I wonder who did.

I have had long standing issues with my boiler and ISHA have sent engineers round and spent, probably, a great deal of money attempting to put it right. When do they get to the stage where they have to accept that changing it is the best option? Sometimes attempting to avoid doing something (like changing the boiler) will prove more expensive in the long run and this cannot be value for money.

Involve residents in tendering and procurement processes.

Give residents advance notice of planned work e.g. cyclical decorations, so they can have input into how the budget for their scheme is spent.

I could tell you directly: Cleaner bin room, less noisy lift, fix the continual leak in the basement

A survey with specific questions letting us allocate the pot of money available on the services you currently spend on

Ask us what our priorities are, give us a choice!

Give us financial information so we can decide

Spend money where it reduces ongoing costs – e.g. decorating communal areas with materials which are resistant to dirt and accommodate regular cleaning

Manage your contractors better – especially on "defects"

Perhaps the Tenancy Services Manager should have an on-site "surgery" once a month – would enable a lot of issues to be dealt with in a short time

Listen to our input – for example a "meet your neighbour event" which we said was not being communicated with enough notice attracted zero residents – soliciting resident input before deciding on the date might have generated better attendance.

Do we really need bouncy castles, face painting, tabletop sales and picnics? We don't belong to the demographic that wants those things, but our rent and service charges are going towards them. Could we have things which are tailored to shared ownership /

leaseholders, or to people without children? Two-thirds of ISHA households do not have children according to your figures.

Monitor the standard of work carried out by contractors (4)

Increase proportions of checks on equipment as part of planned programme (2)

Do cost value on whether replacement is better than repair (1)

To buy equipment that lasts and is good quality e.g. fan in bathroom (1)

It's true that taking to repair too long damaged inside the door and etc. bathroom, walls, ceiling, etc (1)

Taking too long to repair causes other damage to our homes e.g. bathroom extractor not repaired causes condensation damage (3)

Make sure you maintain old homes (1)

Ask people what they want (3)

Show us you have through of value for money on the maintenance of your new home (1)

Do not use sub-standard building materials it costs more money in the long run (3)

Spend money on the things we have complained about – cleaner bins, lifts (3)

Stop repairing old things (doors, lifts, etc) and buy new saves money in long run (3)

Put a shutter over the small window at the back of my room, light comes in from the corridor at night.

Know what equipment needs a specialist contractor so that repairs visits are not wasted (3)

Outside people can't get in our block of flats so I feel safe. Please spend money on a better entry system with a phone number code

I get value for money i.e. good homes, durability, etc

Value for money ££! I don't have too much money

There are community events like this, which give you the opportunity to try new things

ISHA organise community get togethers

People unite and organise events, such as ISHA homes

The environment is green

Repairs working group to look at value for money

Depends on individual properties – i.e. insulation in older properties never gets a mention

Vote on suggestions

By listening to the tenants' complaints and give timeframe to deal with the complaints

By finding out from residents

I don't know because that is your business absolutely. We cannot involve to the matter

Windows that close properly to block draft and dust coming in.

The bin should be moved elsewhere to stop mice and other expected things coming in.
Value for money should be a priority and cheap doesn't always mean the best
sometimes a bit more money spent can save money in the long term.

Consultations before you commit to spending – it is not always about cheapest,
sometimes greenest or most ethical should be considered.

(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.)