



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

About You

What information about you would you like us to know that will help us to improve services to you?

I have had a lot of trouble with my boiler and had to take time off for quite a number of times. It got to the stage where I could not take any more time off because I had used up my holiday quota.

I work full time and am not easily able to take time off and if I do it has to be part of my holiday allowance.

Working / Not Working

Preferred method of contact

We have full-time jobs – we would like you to know when we are available (evenings and weekends) so that you can make services available at times which do not penalise those who go out to work.

As a minority demographic (shared ownership/leaseholder) within the ISHA resident population we feel our concerns are under-represented.

We have a preference to communicate by email, as your offices are closed when we leave for work in the morning, and closed when we return home in the evening, and during the day we have little opportunity for phone conversations.

Don't need free sandwiches (although it's a nice touch), and would like faster, more focused meetings.

Getting things done seems to take forever.

Make sure that children have somewhere to play outside (6)

Need for children to play (4)

I work full time and I want you to take account of this

Know if resident is working – daytime appointments cost holiday entitlement

To have a handyman (2)

Know what residents are having problems and make sure agencies are giving them the support they need (6)

Have a caretaker living on site (2)

Ask children what they want (6)

Would like more family activities (3)

There is somewhere for my children to play

Dedicated 'channel' on the website for repairs only

Can ISHA provide a PC in the reception so that tenants can access the website?

The website is only okay if you have a PC

Repairs satisfaction forms has to be monitored carefully because the nature is for most residents if they are satisfied **not to complete the form**

What will the 8 strands of diversity be? Will they be reviewed / updated what if people will not or cannot provide information?

ISHA needs to advertise regularly the ways to communicate to ISHA/vice versa
What if customers have no mobile phone?

Texting should include means of email

Follow-on cards have been asked for, for over 2 years and still hasn't been implemented why is it going to be working now!!

I work full-time sometimes I get the sense that it is assumed tenants don't work

Would like help with gardening – but be prepared to pay if not too expensive

My daughter helps me and my wife

I would like my kitchen to be demarcated from my sitting room (open plan) because my autistic child doesn't know danger

Turkish speaker

Some services are only available Mon – Fri 9-5 when we are at work

Children don't have anywhere to play – should have something for the children at Heathcroft Gardens

(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.)