

## **TENANT PANEL – REVIEW OF REPLACEMENT KITCHEN AND BATHROOMS**

Report of Derby Homes Tenant Panel

### **1. SUMMARY**

- 1.1 This report gives the findings of the Tenant Panel's review of replacement kitchens and bathrooms that are carried out by Derby Homes. This review looked at the variety of choices available and the level of satisfaction with the replacement service.

### **2. RECOMMENDATION**

1. To note and comment on the information as detailed in Appendix 1.
2. To approve the recommendations (Appendix 1 pages 4 – 5).

### **3. REASON(S) FOR RECOMMENDATION**

- 3.1 To take note of the review carried out by the Tenant Panel and to listen to customer feedback.

### **4. MATTER FOR CONSIDERATION**

- 4.1 As part of this review, the Tenant Panel explored the range of choices available for tenants who have a kitchen or bathroom replaced, as well as the tenant's level of satisfaction with the replacement service provided by Derby Homes.
- 4.2 This process included reading the Derby Homes Asset Management Strategy, meeting with the two work supervisors and the team administrator, as well as undertaking a structured telephone interview. The Tenant Panel spoke to 54 tenants (27 kitchen replacements and 27 bathroom replacements) from an overall sample of 124 tenants . The overall sample of 124 tenants consisted of customers who had not been contacted after their kitchen or bathroom had been replaced.
- 4.3 The feedback demonstrated a high level of customer satisfaction with 49 properties out of 53 (92%) stating that they were 'very satisfied or satisfied' with the work carried out.
- 4.4 All but one person (51 out of 52) felt that they were 'very happy or fairly happy' with the choices they were offered.
- 4.5 The overall results of the survey can be found in Appendix A and the customers' comments can be found in Appendix B of the report .
- 4.6 The Tenant Panel considers that the kitchen and bathroom replacement service notifies tenants of the process and achieves positive results within tight timescales,

that the supervisors are very knowledgeable about what is happening on the ground and they try to be as accommodating as possible to the tenant's needs.

- 4.7 The Tenant Panel have made two recommendations around the areas of Follow up / Tenant Satisfaction and Flooring. Further information and reasons for the recommendations can be found in Appendix 1.
- 4.8 The manager's comments on these recommendations can be found on page 5 of the report.

The areas listed below have no implications directly arising from this report:

- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review
- Financial and Business Planning Implications

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None