

**OPERATIONAL BOARD**  
**11 JUNE 2020**

**ITEM A2b**

**OUTSTANDING ACTIONS**

	Meeting date	Minute	Action	Action by	Date to be completed / Progress/completed
1.	12/12/19	19/110	DH SAT PM08 Tenant satisfaction with major improvements (kitchen and bathrooms) – to remain at 95% and to analyse a sample of the 'satisfied' responses to identify any trends.	I Yeomans	<p>- Following interest at the Operational Board about the issues behind the 5% dissatisfaction, interrogation of the free text comments, on the returned surveys, has highlighted some interesting comments from our tenants, which are repeated below in a short list:</p> <ul style="list-style-type: none"> <li>• <i>Choice of cupboard doors was very limited and all samey. Would like to have had wall tiles or splashback especially to sink area. Work was programmed but had to be postponed for about 4 weeks</i></li> <li>• <i>Decoration work should be done to finish off kitchen</i></li> <li>• <i>More plastering could have been done to make it easier to decorate</i></li> <li>• <i>Start date was given then had to be altered which was inconvenient for the tenant</i></li> <li>• <i>The electrician that arrived on the first day didn't complete work correctly. Rest of the team were brilliant</i></li> <li>• <i>The plastering of the kitchen could have been better, there are still some rough patches &amp; flaking paint on the walls. The</i></li> </ul>

					<p><i>light switches haven't been changed and there are dead sockets left on walls</i></p> <ul style="list-style-type: none"> <li><i>• Wall units are too small in size, wrong carcass for the kitchen units were sent but they accepted them as they didn't want to wait another 4 weeks</i></li> <li><i>• Work to install kitchen should be inspected by a supervisor on completion</i></li> <li><i>• Would have liked wall tiles above worktops instead of the upstand.</i></li> </ul> <p>As a consequence of the above and recognising the need to improve the quality of the tenant experience before, during and after the kitchen upgrades, the DOIM instigated an Improvement Project, involving customers and key members of the delivery team. The initial event in January involved a visit to the Rixonway (our kitchen unit supplier) in Dewsbury, West Yorkshire, where the Project team identified ideas to improve specification and ways of communicating with customers during the improvement process. A second meeting of the whole team is arranged for late February 2020.</p>
2.	27/2/20	20/	Head of Capital Works to contact tenant (PM) to discuss remedial works at Bretton Avenue.	I Yeomans	The Head of Capital Works accompanied by Paula Solowij (Area Housing Manager) visited Patrick Molson on 10 <sup>th</sup> March 2020, to discuss Bretton Avenue parking matters.
3.		20/	Grant to YMCA Youth Innovation Pilot Project – update Operational Board in six months' time.	H Johnson	3/9/2020