

**Tenant Panel Report
Review of Replacement Kitchen and Bathrooms**

Operational Board 29/06/17

About the Panel

In April 2012 members of existing tenant involvement groups were invited to form a scrutiny panel which evolved to the tenant panel. The current members of the panel are:

- Shirley Green - Chair
- Lyn Gadsby - Vice Chair
- Win Buchan
- Heather White

Review of Replacement Kitchens and Bathrooms

Purpose of the review

The purpose of this review was to explore the range of choices available for tenants who have had a kitchen or bathroom replaced, as well as the tenant's degree of satisfaction with the kitchen and bathroom replacement service provided by Derby Homes.

What we did

The process started by reading Derby Homes Asset Management Strategy. Next we met the two work supervisors in charge of the repairs team who explained their job roles and responsibilities. They told us that 386 kitchens or bathrooms over a 6 month period from September 2016 – February 2017 and showed us samples of the materials from which the tenants could make their choice for their new kitchen or bathroom. They also explained there was not a formal process for following up recent work to establish how satisfied the tenant was with the work carried out. The supervisors felt that the operatives and themselves have a lot of one on one time with the tenants to gauge satisfaction or that tenants will make a complaint if they are not satisfied. The work supervisors also described the order in which the work is carried out, time scales and that the flooring is normally laid by a subcontractor.

We also spoke to the team administrator who is the point of contact for any tenants who may have issues with their kitchen and bathroom replacements. The

administrator told us that there is a direct line for tenants to use when having a kitchen or bathroom replaced which the Tenant Panel felt was very helpful.

The Tenant Panel conducted a structured telephone interview using a survey that consisted of 9 questions plus the ability to record any additional comments. The initial list of 124 tenants to contact was provided by the team's administrator. The properties on this list were chosen because they had not been contacted after their kitchen or bathroom had been replaced. 76 of the properties had kitchens and 48 of the properties have had bathroom replacements.

The Tenant Panel spoke to a total of 54 tenants (27 kitchen replacements and 27 bathroom replacements).

Headline Results

Overall the feedback from the survey demonstrated there is a high level of satisfaction with the work that was completed. 49 properties out of a total of 53 properties (92%) stated that they were 'very satisfied or satisfied' with the work carried out. All but one person, 51 out of 52 people, felt that they were 'very happy or fairly happy with the choices they were offered when having the kitchen or bathroom replaced.

43 out of 51 respondents 'felt the area where the work was carried out was left in a clean and tidy state'. Almost all respondents (48 out of 51) felt that the letter they received from Derby Homes, before the kitchen or bathroom was replaced, clearly explained what was going to happen. Additional results can be found in Appendix A on page 5.

Conclusion

Overall, the tenants commented that the supervisors and operatives of the repair team acted with courtesy towards them and were respectful of their homes. This feedback was in line with the team supervisors comments that the different tradesmen worked in co-operation with each other.

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 team 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.

We also feel that tenants have a good range of choices when a kitchen or bathroom is being replaced. It is noted that workmen do respect the tenants' home and wear shoe coverings when the tenant requests this. We think workmen should always ask the tenant if they should wear shoe coverings before entering the property but we understand the health and safety aspect is being investigated before Derby Homes introduces a policy.

Recommendations

Follow up / Tenants Satisfaction

- The Tenant Panel recommends that the work supervisors look into how the team could be more proactive in checking for any outstanding issues after the replacement work has been completed.

We are making this recommendation because we feel that although tenants have reported a high level of satisfaction, we received approximately 24 comments (see Appendix B on page 7) reporting some type of issue or concern. By being proactive in following up work, we feel that this will maintain a higher level of tenant satisfaction, as well as a high standard of work within Derby Homes' properties.

Flooring

- The Tenant Panel are aware that in their original letter, Derby Homes does inform tenants the flooring will be carried out by subcontractors and also when the workmen are completing the work in the property, but consider tenants need to be given a more exact timescale of when the flooring contractor will be contacting them. We recommend that tenants receive information to say the contractor will contact them within 2 weeks of the completion of all other

works, and if contact is not made the tenant should contact the administrator via the direct phone number.

The Tenant Panel are making this recommendation based on conversations with tenants who have been waiting months for flooring after having a new kitchen or bathroom. If this timescale is not possible the Tenant Panel recommends that Derby Homes should investigate ways to tighten up the communication process with the contractor, as it seems some tenants (not all) end up waiting a long time for a new floor. If some tenants have to wait an extended period of time for new flooring, this is not conducive to daily life in a home.

Manager's comments:

I have met Lee and Mark at L and H flooring and they have stated that they would normally fit the next working day once Derby Homes' operatives have completed their work. On occasion there have been issues with delivery of flooring into our supplier and also access problems have caused delay. I have asked the Supervisors to check the fitting dates and report any that are not completed within two days of all other work being completed.

In the short term Supervisors have been asked to increase post inspection, but the emphasis is always on eliminating anything that is not completed or done before the Operatives have left the job.

Steve Bayliss, Head of Repairs

Appendix A: Overall Count of Survey Responses

In the last 6 months, I have had a replacement:	
Bathroom	27
Kitchen	27
Grand Total	54

Did the letter you received from Derby Homes clearly explain what was going to happen?			
	Bathroom	Kitchen	Total
No	3		3
Yes	21	27	48
Grand Total	24	27	51

How happy were you with the choices offered?			
	Bathroom	Kitchen	Total
Very happy	19	27	46
Fairly happy	5		5
Very unhappy	1		1
Grand Total	25	27	52

Did you feel there was enough choice?			
	Bathroom	Kitchen	Total
No	4	1	5
Yes	21	25	46
Grand Total	25	26	51

I felt the area where the work was carried out was left in a clean and tidy state.			
	Bathroom	Kitchen	Total
No	4	4	8
Yes	21	22	43
Grand Total	25	26	51

Overall, how satisfied are you with the work that was completed?			
	Bathroom	Kitchen	Total
Very Satisfied	18	23	41
Fairly Satisfied	6	2	8
Neither Satisfied nor Dissatisfied	1	1	2
Fairly Dissatisfied	1		1
Very Dissatisfied	1		1
Grand Total	27	26	53

Respondent Profile:

Gender			
	Female	Male	Grand Total
Bathroom	19	8	27
Kitchen	16	11	27
Grand Total	35	19	54

Age			
	Bathroom	Kitchen	Total
23-32	8	4	12
33-42	5	6	11
43-52	8	7	15
53-62	1	5	6
63-72	3	2	5
73-82	1	2	3
83-92	1	1	2
Grand Total	27	27	54

Ethnicity	
	Total
Asian Indian	1
Black African	1
Black Caribbean	1
No Information Given	4
White British	45
White Other	2
Grand Total	54

Appendix B – Comments from Structured Telephone Interview

- 2 plugs been put on a bit wonky. Looks like washing machine plugs has had too much to drink.
- 4 months to come back to fit vent fan, still not been
- All was satisfactory except a hole was left by a socket behind the cooker. It has been reported and the tenant was told an inspector would come along in March to look at it.
- Bathroom needed replaced. Very happy indeed with new bathroom and with workmen.
- Bathroom, bottom wall not finished. Tiles not straight. No floor laid either.
- Boxing in hasn't been finished in the bathroom
- Came back to sort tiles
- Clean and tidy
- Didn't clean the stairs up after themselves
- Didn't clean up properly after themselves, cupboards not hanging right. Trunking and filling not right.
- Didn't get the tiles chosen
- Extractor fan connected, tiles on roof need changing. Said that someone will be in touch.
- Extractor fan not working. Have rang but no one has come out.
- Good choice
- Have above bedroom things, had to go into outhouse to wire. Wasn't told to move bedroom to put wire into floorboards. Otherwise happy..
- Kitchen floor covering not sticking by door. Keeps riding up and kitchen unit going rusty.
- Kitchen much better than before. Really pleased.
- Lino not finished in Bathroom. Hole in toilet not finished.
- Man from Derby Homes door knocking then sent letter 2 weeks later. Wasn't happy at first was told not coming for 2 years so decorated bathroom.
- Most of debris was removed but area left dusty.
- Never concreted the base properly. Tenant re-did work, wouldn't recommend fitters.
- No tiles on kitchen window sill, sawdust left in cupboards. Leak after washing machine plumbed in, not able to use washer for 2 weeks. When reporting re: tiles, did not like attitude of person she spoke to. Was told she would just have to wait in spite of her explaining that she could not complete decoration of her kitchen.
- Not been, downstairs tiles still waiting to be done. Said they would come back, didn't want to say anything in case person got in trouble as they are happy with having a new bathroom and the person was good.
- Not cleaning up after themselves when picking covering up.
- Not happy with the way kitchen was left.
- Not very happy with letter. It simply gave date bathroom would be replaced and nothing more.
- Of the four choices offered, very happy with the one he chose.
- Only problem seems to be extractor fan is situated so it restricts opening of cupboard door.

- Really really good.
- Satisfied apart from wall socket. Rough plaster behind washer. Socket plaster not tidy, very scruffy – pare on and off wall.
- Satisfied with units, not satisfied with work.
- Tenant a DIY man. Very pleased with work done by plumber, tiler and electrician. Very satisfied with clear-up work they did. Recently had a blockage which he tried to remove using a plunger. Blew fittings apart. Derby Homes have repaired and he is very satisfied with repair.
- Tenant has been waiting for flooring for bathroom since January.
- Tenant has never had a new bathroom before so she is extremely happy.
- Tenant not able to speak English very well and just kept saying yes, very happy.
- Tenant said everything is ok but the workman left half a pipe sticking out from wall.
- Tenant still waiting for Derby Homes to get back to her about decorating grant or vouchers.
- Tenant was not happy with work done, but was rectified and compensated £30.
- Tiles not the ones chosen. Left a mess on walls from wallpaper being removed, workman said tenant had to do it himself.
- Underneath sink, black sticky mark, just won't go away.
- Veneer starting to peel recommended to report this.
- Very clean
- Very happy with kitchen
- Very happy with kitchen and with workmen, and the way they left the area. Clean and tidy.
- Very happy with new bathroom but has a problem with bath taps. English not good enough to explain problems, someone needs to call.
- Very happy with new kitchen equipment but not happy with finish. Where new sockets fitted, wiring chased into walls. Not happy with finish. Has had work re-plastered and kitchen re-painted and papered. Complained and was given £40. His paint alone cost £36.
- Very happy work was done.
- Very satisfied. Even raised the cooker for the tenants because of disability.
- Was happy with kitchen but was supposed to come back to fill a big hole in ceiling above cupboard. Not been back.
- Wasn't happy with choice of bathroom floor.
- Workman didn't clean up after themselves. Had to have tiling done again, had another workman to come back to do tiling. Tenant had to clear old tiles in black bags. Not happy.
- Workmen very polite and used shoe coverings when tenant asked.
- Workmen were very good, even made her a cup of tea.