

Maintenance Policy Review

The Results

We would like to say a big “thank you” to all tenants who filled in and returned the tenant consultation on the maintenance policy review.

The questionnaire was sent to all 634 tenants, 64 completed questionnaires were returned which is a response rate of 10.1%. Fifty one tenants gave their contact details for further involvement. The responses received to each question are shown below. Overall tenants were in agreement with changes proposed to the Maintenance Policy. The results were discussed at the Association’s Management Committee meeting in February and the new policy was approved and came into effect from 1st April 2012.



Reporting Faults

Q1.	Are you satisfied with the current methods of reporting repairs?	Yes	95%	No	5%
Q2.	If no what other methods would you suggest?				
Tenant feedback		Association’s Response			
Please get in contact to say whether anything was repaired or not		We have recently introduced contact cards for our contractors to leave at a property when they call to carry out a repair and the tenant is not present.			
Although I am satisfied I believe being able to report repairs online would be helpful		We are planning to update our website. Once the new website is up and running we plan to introduce on-line repair reporting.			
Get out a bit quicker. I have been waiting over a year for a new bedroom window.		Any new double glazing unit replacements will be scheduled to be fitted within a three month timescale. We will employ a contractor to fit the current back log of double glazing units waiting to be fitted.			
Q3.	Would you use an on-line reporting system if it was available?	Yes	50%	No	42%
		Not answered		8%	



Response Times

Q4.	Do you think that the repair timescales are appropriate?	Yes	97%	No	3%
Q5.	If no what changes do you suggest?				
Tenant feedback		Association's Response			
Emergency response time too long		We feel that our current response times are both realistic and achievable. In most cases repairs are responded to sooner than the target time. As the majority of tenants who responded to this consultation agree that the timescales are appropriate no changes are proposed.			
Emergency should be 1 hour. Urgent should be 24 hours. General should be 10 days but bedroom window over a year still nothing, not good enough then the rent goes up.					
Tenant feedback		Association's Response			
Just be sure "emergency" cases are always assessed. We went without heating and hot water for days.		We will monitor the progress of repairs to ensure basic amenities such as heating and hot water are available to tenants within an appropriate timescale.			



Out of hours

Q6.	Do you agree with tenants being charged for non-emergency call outs?	Yes	86%	No	8%
		Not answered		6%	
Tenant feedback		Association's Response			
No way, I have been paying my rent for 10 years I deserve free repairs its not fair I am on my pension.		There will be no charge for genuine emergency call outs. The cost to the Association of an emergency call out (at least £50) is ultimately a cost to all tenants. We want to encourage tenants to be more responsible. If a tenant goes out drinking at the weekend and loses their key and rings the emergency repairs service, the Association would not consider this to be a genuine emergency (exceptions would be made for vulnerable tenants).			
That's what we pay rent for...unless it is deliberate vandalism.					



Tenant Feedback

Q7.	Do you think that the current ways of gathering tenant feedback are appropriate?	Yes	95%	No	5%
Q8.	What other ways do you think we should gather tenant feedback?				
Tenant feedback			Association's Response		
Email replies would save on paper and postage			We are planning to update our website. Once the new website is up and running we plan to introduce on-line options for tenant feedback. We will explore options of communicating with tenants who wish to do so, by email.		
On a monthly basis to save postage					
Form could be filled in on line, thus perhaps saving postage costs					
Online option could be useful.					



Complaints

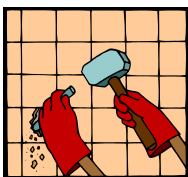
Q9.	Do you think the current method of dealing with complaints is appropriate?	Yes	98%	No	2%
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Planned Maintenance

Q11.	Are you happy with the proposed process for planned maintenance?	Yes	95%	No	3%
				Not answered	2%
Q12.	If no, please suggest ways it could be improved				
Tenant feedback			Association's Response		
I think if the rent goes up every year so should the service			The rent paid by tenants funds the planned maintenance programme for all the Association's properties. The Association will continue to provide information on planned maintenance to tenants through the newsletter so that they are aware of the upgrades planned.		

Tenant feedback	Association's Response
My only comment which I have brought to the attention of Hjaltland earlier is that we personally would not agree to workmen entering our property without our knowledge or permission.	The Association respects the wishes of tenants regarding access to their home and use of the pass key.
Please remember that some of us work nightshift and despite our gratitude, maintenance work=hell	We will work with tenants to find the most suitable time to carry out planned maintenance work to minimise any disturbance wherever possible.
Maintenance as far as I have observed has never ever been carried out to an agreed timescale. I do not see how this can be rectified as the situation has been on-going for so long. However I do not like the idea of pass keys being used for access when tenants are out.	Both day to day and planned maintenance work is set target timescales for completion; these are advised to tenants in writing. In the case of planned maintenance there may be occasions when there is slippage in the work starting due to the availability of funding, we will ensure that tenants are made aware of any slippage in the programme. The Association respects the wishes of tenants regarding access to their home and use of the pass key.



Right to Compensation for Improvements

Q13.	Do you have any comments on the changes to the expected life span of improvements	Yes	22%	No	62%
		Not answered		14%	
Tenant feedback		Association's Response			
Draft proofing, windows all need improving. Wall insulation would save a lot of energy.		Right to Compensation for improvements relates to improvements made by tenants rather than those made by the Association.			
Draft proofing we have a bit on the front door that's all, windows are no way going to last 20 years that's just a joke!		Kitchens and windows are upgraded as part of the planned maintenance programme.			
Our kitchen in falling apart. We moved in 1999, so these changes are welcome.					

Tenant feedback	Association's Response
What the homes need they should get if it is wear and tear not through vandalism	The lifespan of certain improvements has been changed to bring them into line with the Planned Maintenance Programme and to realistically reflect our own experience.
Reasons why the lifespan has been shortened?? Poor materials used.	
I would like more information.	Further details on the Compensation for Improvements Scheme have been sent to this tenant. Leaflets are available from the Association's office on request.



Menu of Improvements

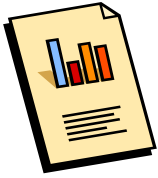
Q14.	Do you agree that the menu of improvements should be withdrawn?	Yes	80%	No	9%
		Not answered		11%	
Tenant Feedback		Association's Response			
I want more improvements The older houses do not have fitted showers, we/the tenant have fitted them, we have storage heating not central heating.		Tenants can ask the Association for permission to make improvements to their property, they may be eligible for compensation for these under the Compensation for Improvements Scheme when they terminate their tenancy.			
I think more could be done to ensure that tenants are facing up to their own responsibilities and periodic visits/checks should be carried out to ensure this is happening.		The Association intends as part of its estate management work to inspect the schemes more regularly. Where gardens etc. are not being kept in a clean and tidy manner we will advise tenants that they must take action. In terms of the internal condition of a property if we become aware of damage the tenant will be required to rectify this or be recharged for this work			
What about loft conversions for over-crowding?		The Association had hoped that it would be possible to access funding from the Scottish Government to undertake this on some properties but unfortunately this funding was not available. The cost of undertaking these adaptations means that it is not financially feasible for the Association.			
Fix the heating system in the houses that do not work properly.		Tenants should report any faults with their property to the Association so that any repairs can be carried out. We always try to ensure that repairs are fixed first time but we acknowledge that this is not always possible.			

Comments	Association's Response
I believe things should be done and not just talked about	If tenants feel that things are not getting done They should contact us and we will do our utmost to progress the work.



Tenant Responsibilities

Q15.	Do you have any comments on the changes to responsibilities?	Yes	19%	No	73%
		Not answered		8%	
Comments	Association's Response				
We pay you for grass cutting	Tenants in supported accommodation do pay a charge for their grass to be cut.				
If possible can you please look into problem of dog mess on the Old North Road. More boxes, more fines. It has become an assault course of pooh.	The Association has passed these details to the Shetland Islands Council's Environmental Health Department.				
If advice is required on how to deal with something that is a tenant's responsibility, options can be offered by Hjaltland	The tenant handbook is currently being updated, more information for tenants on how to meet their responsibilities will be included in the new handbook.				
The problems I had with mice were because of the gaps left by kitchen fitter therefore not tenant's responsibility. Vermin ok, pet fleas etc. but not rats, cockroaches, woodlice etc. If vermin are getting in due to a fault with the building it should be Hjaltland's responsibility, if it is due to a tenant (poor hygiene/waste disposal) it should be up to tenant.	The Association is responsible for any physical issues with a property which result in vermin entering the property, such as gaps left by a kitchen fitter.				
We need a path leading to the back garden. I also need hand rails due to ill health, I am recovering from cancer.	The Association is in discussion with this tenant regarding their requirements. Tenants requiring adaptations due to illness or disability should contact the Association for assistance.				



Performance Reporting

Q16.	Are you satisfied with the current methods of the Association's performance reporting?	Yes	97%	No	0
		Not answered		3%	



Monitoring and Reviewing-Tenant Involvement

To help us improve our tenant involvement and prepare for the Housing Charter assessment we asked tenants if they would be willing to become involved in various ways in future consultations, the numbers who agreed to take part are shown below.

I would be willing to...	
Attend meetings	7
Complete questionnaires	46
Respond to emails	33
Have a one to one conversation by phone or in person	32