

## Summary sheet

Event: <b>Maintenance Forum</b>	Venue: St Paul's Learning and Family Centre
Date: Monday 5 <sup>th</sup> March Time: 18.00 – 20.00	<b>Solon staff:</b> Paul Ville (Director), Ruth Berry (Managing Surveyer), Steve Ward (Maintenance Co-ordinator), Julie Sneddon Greaves (R.I.C.O) <b>Emmdee contractors:</b> Ken Neilson and Steve Devlin <b>Board Member:</b> Charlie Mosse, Margaret Richardson ( Solon Resident)

Attendees seventeen (including 1 resident board member)

Attendees were split into three groups, each with a facilitator from Solon. Each group was asked to consider four questions. The questions and all answers were as follows:

### **1. What's good about Solon's maintenance service?**

- Contractors usually turn up.
- Respectful / Friendly – depends who comes, but generally fairly good.
- Can do straight forward jobs ie. Taps, but large jobs / tricky more problems.
- The phone is answered quickly now and Paula is very nice. There is a direct number.
- The response times have improved. They are quite good at accommodating you – re a time convenient to resident.
- Contractors are polite and tidy up after themselves.
- Operatives able to phone Solon / office whilst on site to agree variations / additions to work order.
- Quality of work getting better.
- Helpful.
- Quick.
- Contact prior to attending.
- Analysis of ongoing problems.

### **2. What's not so good about the service?**

- Piroritisation of work by Solon.
- Lack of funds in budgets.
- Contractors unsure of job details on attending.
- Some operatives untidy.
- Contractor not following work order.
- Solon / contractor slow to respond.

- Quality of standard fitments.
- Communication / chase calls.
- Solon update to tenants following surveyor visits.
- Slow to respond to large jobs.
- Not enough post inspections of work.
- Poor home design.
- No clear route to talk to get poor workmanship sorted out.
- No knowledge of what acceptable standard is.
- Poor response to bad workman ship.
- Have to wait until Monday.
- Old central heating systems – inefficient and expensive to run. Breaks down every year.
- Not replacing gas fires.
- Not attending to security issues.
- Developing new homes but not maintaining older properties well.
- History of “fire fighting”.
- Not maintaining / decorating outside of properties properly.
- Historic poor maintenance repairs not now put right.
- Sound proofing.
- Kitchens – Constant repairs, hygiene issues.
- Patch repairing i.e. front door.
- Don't always do what you want them to do.
- Surveyors need to liaise better. So maintenance understand problems faced and many jobs not done at same time and done temporally.
- Not good at tricky jobs, no co ordination.
- Budgetary constraints and timing could we programme better?
- If jobs different we don't communicate what's going on.
- If difficult / job involved Solon doesn't want to know. I.e. contractors rush jobs.
- Not turning up
- No appointment time given.
- Fire fighting instead of prevention.
- Told take it or leave it.
- No idea of standards, what to compare it with.
- Can't do complex jobs and don't communicate what's happening.
- Age and death – delays re adaptations – advice from Solon poor / poor communication.
- No checking on completed jobs by Solon.
- Query job sheets.
- Query understanding forms.
- Solon won't pay for job is impression.
- Contractors have and will cut corners i.e. only change 1 tap.
- Leave people to complete jobs i.e. cooker installation i.e. pre agreed connection.
- Jobs outside 28 days, not done ignored when reported.
- Similar jobs at different times.
- Consultation on choice – door handles – more thought needed.

### **What's improved since the new contractor took over?**

- Easy to talk to i.e. Donna, to coordinate appointments.
- Good to explain things.
- Easier to communicate with and easier to go straight through to contractor.
- Attend quickly to do job.
- Will work Saturdays to get job done.
- Good to explain things, but permission to spend takes time i.e. from Solon.
- Solon not calling back i.e. over adaptations.

### **What ideas do you have to improve the overall maintenance service?**

- Invest in existing properties.
- Give contractors a chance to improve performance.
- Improve communication.
- Improve asset records (information on Solons records).
- Standardise fittings.
- Encourage tenant participation / input.
- Co ordinate complex jobs into one project.
- Quality
- Check work.
- Improve works order (unclear having max completion date and appt on same form)
- Contractors to call before attending (same day)
- Contractors to fit around school hours.
- Review Solon Out of hours message (frightens tenants out of placing call-outs)
- Better communication on planned programmes.
- More accurate feedback from operatives after attending.
- Weekend working.
- Quality control / random checks.
- Basic guidelines of how to carry out repairs that are residents' responsibility.
- Inform residents clearly what are theirs / Solon's responsibility.
- Don't paint windows shut!
- Clearer process – what to do when thing / repairs are not satisfactory.
- Be clear about what is an emergency i.e. out of hours. Mother & baby with no heating / hot water.
- Guidelines on how to work your boiler / setting timer on central heating / ability for instructions to be written in another language.
- Replacing kitchens before they're held together by nails.
- Prioritise repairs / replacement properly.

- Being able to phone up and find out where your home is in the planned programme.
- Make sure everyone has loft insulation.
- Double glazing.
- Inform residents of energy efficiency work Solon do & how Solon get funding that is available to private owners.
- Job number allocated when it's phoned to Solon, so can chase info.
- New technology i.e. hand held surveys.
- Survey forms need to be sent after job so no pressure.
- Check / post inspection complex jobs, very important.
- Communicate / explain.
- Fix jobs bloody windows.
- Satisfaction slips – Draws for residents and make more interesting.
- Co ordination / efficiently all at once!
- Bigger print / type face.
- Communication between Solon & resident – Solon Housing Officers & maintenance – just not working.
- Time of jobs especially related to health.
- Check work

**The next step is for the Asset Management Team to meet and create an action plan based on the results. This will then be sent to attendees for comment prior to being actioned and discussed at the next meeting.**

### **INFORMATION FROM THE FEEDBACK FORM**

#### **Do you have any comments about the event?**

- Where is the coffee? More cake, onion bahji
- It was very enlightening and the next similar event could be about anti social behaviour, very good venue.
- My first language is ARABIC, English is my second language.
- Bit rushed.

#### **Would you be interested in being on a maintenance panel?**

- By e mail =1
- Meetings =7

#### **Like to come along to a Resident Forum?**

- = 6

#### **Take part in an editorial panel for Solon's newsletter?**

- =4

**Do you have any other ideas about what you would like to get involved in/ need training in?**

- Quantum Physics
- English reading and writing.
- Member of Management Committee- Board Member.
- Writing for newsletter.

**Please give a mark out of ten to say how useful it was (1 is not good and 10 is very good)**

Mark Out Of ten	The venue was it easy to get to	Was the venue comfortable	Food/ Drinks were sufficient	The content of the meeting was relevant & helpful	The meeting met its expectations	The staff presented information clearly	I had the opportunity to meet different people
No mark				1	3	1	1
1			1				
2			1				
3							
4							
5	1	1			1		1
6		1	1	1	1	1	
7			1	1	1		1
8	4	5	4	3	2	4	4
9	2	3	2	3	1	3	1
10	6	3	3	4	4	4	5