

Quality Homes in Quality Neighbourhoods



St. Leger Homes

OF DONCASTER

St. Leger Homes Inspection Feedback

Presented by: Trevor Lincoln

Current Position

- Final Feedback – 5 April 2007
- Report to Moderation Panel c. 27 April 2007
- Result week commencing 7 May 2007



General Comments

- Staff very positive and enthusiastic
- Clear service improvements
- Good customer feedback
- Many strengths
- Well thought of by partners



Some Hang-ups

- Gas Servicing
- Too much information for tenants
- South Yorkshire Procurement Consortium
- Tenant handbook
- Telephone contact points – out of hours
- Diversity – Travellers and older people
- Satisfaction surveys analysis
- Complaints handling



Some Hang-ups continued

- Staff Sickness
- Decency Standards
- Responsive Repairs / performance monitoring and market testing
- Tenant participation strategy - Compact and Menu of Involvement
- Estates Environment "variable"
- Mixed Performance results (2005)
- Service Charges – de-pooling
 - leaseholders



Strengths

- Website
- Tenant Handbook
- Decency DVD
- Rural MOT
- Special Communication needs
- Investment Matrix
- Kitchen/Bathroom specifications
- Stock condition database



Strengths continued

- Tenant feedback on repairs service
- Voids standard
- Gas servicing
- Debt recovery work
- Robust resident involvement / participation
- ASB management
- Learning from others
- Clear system of plans – strategic → Teams
→ individuals



Governance

- Asbestos Policy approval?
- Board Review of Business Plan?
- Lack of Board Champions
- Lack of Board Appraisal system
- Board Away-Day to agree Strategic Direction
- Makes difficult decisions
- Effective system of meetings for consistency between Area and Main Board

Views

- Access ?
- Diversity OK
- Capital / Asset management Positive
- Responsive Repairs ?
- Voids Positive
- Gas Positive
- Income Management Positive
- Resident Involvement Positive



Views continued

- Tenancy / Estate Management Positive
- Allocations / Lettings ?
- Leaseholders OK
- Value for Money ?
(repairs service, costs & market testing)
- Judgement 2 Positive

“A lot of initiatives are new and not embedded”

