

Local Customer Involvement Update

ISSUE 2

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Repairs Service

There is an exciting opportunity to become involved in some NEW groups which will look in detail at our repairs service. We need your help to continue to make the service better and more customer focused.

Day to Day repairs

We are looking to get together a group of customers who will meet quarterly to monitor our day to day repairs. Areas that this group will look at will include, levels of customer satisfaction, whether contractors are meeting timescales for carrying out jobs, what our average repair costs are and the contractors code of conduct. This is just a starting point and we intend for this group to meet with our contractors too.

Planned Works

This group will be looking at our planned works programme over the next 5 years and helping us to make key decisions taking into account your priorities as customers. Planned works include new bathrooms, kitchens, re-wiring, new boilers etc.

If you would like more information or to be involved with either of these new groups, please let Sarah Woodhouse, Housing Services Manager know on 01432 377 900.



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If there is a group that you want to know more about please let us know by calling 01432 377 900

Environmental Improvements Update



Peter Clayton, Maintenance Surveyor with the Environmental Improvements Panel.

Since the last report, the group has considered 22 bids and has spent or committed £13, 962.68 (as at the end of February).

Customer members from this group are now actively promoting this fund by visiting Kemble schemes. They will identify some new projects that could be funded from this budget (which will be agreed by the residents living on the schemes). 3 members of this group have already identified a project for a scheme in Eardisley which will be proposed at the next meeting.

The budget for next year is £22, 210.00 so we can look forward to giving you details of more new projects in the new financial year from 1st April onwards.

Allan Farrington, Housing Officer is now supporting this group.



Some of our residents who have received mini bus training during the year to help them transport young Kemble residents to and from football matches as part of the football project.

Lettable Standards Update

This group continues to monitor levels of satisfaction from new customers moving in regarding the condition of their property.

We have recently updated our lettable standard to include some guidance on asbestos and legionella (The risk of Legionella only needs to be considered for schemes with a shared water supply).

Group members have been consulted on the updated lettable standard and it has now been agreed at the group meeting held on 9th March 2009.

A target of 10% was set for group members checking works to void properties with our Maintenance Surveyor, Peter Clayton, and this has been exceeded with 58% of properties being customer approved.

If you want to set up a Residents Group or hold an event in your area, please contact us on 01432 377 900



Above are the Kemble customers who took part in the judging of the Talent Competition and to the right are the 12 acts that made it through to the photo shoot in Bromsgrove.



Customer Panel Update

The Customer Panel met again on 20th March 2009 with Sarah Woodhouse, Housing Services Manager. They looked at how well Kemble are meeting its service standards including responding to letters and phone calls on time and dealing with complaints. The panel were also given some repairs performance information to look at for each of Kemble's main contractors - this is a starting point for the new repairs group mentioned on page 1.

The next meeting of the customer panel is 23rd June 2009.

Grounds Maintenance Monitors Update

The group met on the 31st March 2009 with Sarah Woodhouse, Housing Services Manager.

They reviewed the service following on from the last meeting in August 08 when Vale were our contractors. Everyone was much happier with our new contractors, Cutting Edge, although they felt that it would still be good to meet formally twice a year.

The group intend to use one of the meetings as a face to face meeting with Cutting Edge.

The next meeting will be arranged for June/ July 09.



Customer Board Member

Kemble has one customer Board Member called Ros Williams who is from Credenhill. Ros is actively involved in many customer groups that Kemble has but being a Board Member is the most responsible of all and is quite a different job. As a Board Member, Ros is responsible, along with the other Board Members, for making sure that Kemble is a well run organisation that operates by a strict set of rules. She attends an evening Board meeting every two months and has to read all of the reports, that will be discussed, before the meeting so that she can comment on and question staff at Kemble. Here are some of Ros' comments about how she has found being a Board Member over the last 12 months:

- Meeting interesting and like minded customers and staff from across West Mercia Housing Group
- Having a voice within the organisation and being able to have my own ideas and suggestions incorporated within Kemble and the Group as a whole
- Bridging the gap between customers, Kemble and the Board
- Gaining confidence to challenge Kemble when necessary
- I have never felt patronised by any of my fellow Board Members or by any member of staff within the Group
- I have learned new skills including using a computer

Disability Forum

11 customers came along to the 2nd meeting of this group on 23rd February. They have discussed all of the issues that they want to look at and have prioritised them into a workplan. One of the projects that they are keen to see happen is a disability awareness day to be held at the Kemble office where staff will find out first hand what it may be like to use a wheelchair or be partially sighted. Felicity Ryhs-Williams, Housing Officer and Dave Hider, Head of Care & Supported Housing are working on setting up this day.

Community Projects Fund

This group met on 5th March to look at 8 new bids for funding. One of the bids was for some cleaning equipment which has been agreed for one scheme, so that the residents there can look after their own communal areas and keep them clean. The group also agreed to a bid for residents at another scheme to have some gardening tools and to repair their shed where they will keep the tools. Mandy Lawson, Housing Officer will arrange another meeting in May/June.

Scrutiny Panel

The Scrutiny Panel are due to meet again in 2nd week of April. They are working closely with some Board

Members and at the next meeting will meet Elaine Cash, the new Contact Centre Manager, at our Worcester office (Nexus) where repairs are reported. The panel are keen to set some local performance indicators for our repairs service which will link into the new group that we are setting up (info on page 1).

Other News.....

Job shadowing - one of our residents has recently spent the day with one of our Housing Officers.

Scheme Walkabouts - the Housing Team are carrying out regular walkabouts, details of dates and schemes are in the newsletter.