

MAINTENANCE	Service User Consultation & Participation Consultation Procedure
Providence Row Housing Association	VERSION: 1

Property Service: Consultation & Participation Procedure



Customer Care Standard: 'All our properties will be clean and kept in good condition'. – PRHA Customer Care Standard number 3.

1. Policy Aim (Consultation & Participation)

Consultation & Participation: PRHA's Property Services Department will set up a central Property Services & Repairs advisory panel. Through this panel we will ask fundamental questions as to what our Licensees and Tenants expect from the service. We will examine the gaps between expectations and services currently delivered and look to ways to address any gaps where at all possible.

We will look to expand this panel to involve service users in repair inspections as laid out in the Inspection procedures and move to a 'Mystery Shopping Framework'. We will at all times involve service users in the recruitment of all new Property Services staff and expand this model to include participation in the selection of Property Services Consultants and involvement in major works specifications. Both of these latter will involve the provision of training and support in order that our Licensees and Tenants are enabled to fully participate.

2. Major Works Meetings

Prior to any works taking place PRHA's Property Services Department will set up a meeting on site for all services users to attend. This will include any works that affect several households and may cause disturbance to tenants either during the works or as a result of the works. The purpose of these meetings are three fold:

- **Information:** To give information as to why the works are needed. Who the main contractor will be, how the works will affect individuals. (This information will also be produced into an information sheet for the use of those who cannot attend the meeting).
- **Consult:** Where possible to consult on the nature of the works – for example the building is to be completely redecorated, consultation on colour, style etc. there are some works that are necessary for the health and safety of licensees and therefore cannot be changed. But what can be done is the provision of full information, listen to any concerns or queries and make any changes where at all possible.

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- **Where to report concerns during works:** Information on who to contact should the need arise during works will be provided. As well as the opportunity to discuss such concerns.

2. Property Services & Repairs Advisory Panel

Aim: An advisory panel will be set up between Licensees and Tenants to discuss the overall performance of the service and ask questions on expectations of the service and establish the gaps between expectations and services currently delivered.

First meeting: An invitation letter will be sent to all licensees and tenants to the initial Property Services and Repairs Advisory Panel. This procedure should be included with letter along with PRHA's Translation support leaflet.

Follow up: Once the panel has first met and is established the Maintenance Manager will write to all attendees thanking them for their attendance, provide minutes of the meeting and confirming the next meeting date.

Frequency: At first it is envisaged the panel should meet every 6-8 weeks to work through the major issues and to focus on plans for improvement. After a period of time the frequency of the meetings should be reviewed.

Training: Training needs of the panel should also be evaluated by ways of a questionnaire at this meeting or following this meeting. Training needs may include how to carry out an inspection, training in design and décor, health and safety etc. This training may be provided in house or by external providers. We will also look at training needs relating to the recruitment of consultants.

Scope of Panel: Through this panel discussion will take place on individual scheme issues, overall plans for improvement, gaining views on contractors' performance and further consultation methods the panel could discuss.

Minutes & Actions: Minutes will be taken by the Property Services Team with agreed actions being reported on via the following meeting.

Service User Advisory Panel: Actions agreed and progress reports will be taken to the service user advisory panel. A member of the Property Services panel will also be a member of the overall advisory panel. Feedback and updates will also be presented to the operations scrutiny group.

3. Development Areas for the Property Services and Repairs Advisory Panel

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Through the panel development areas will be presented and discussed. The priorities for development are.

- Service user repair and major works Inspection programme: Mystery Shopping programme.
- Service user involvement in the design of new buildings
- Service user involvement in the recruitment of contractors and consultants.

Related Property Services Policies, Procedures & Posters

Inspection Procedure: MP16	PRHA Handbook
Property Services Standard Information Poster	PRHA Customer Care Standards
Property Services: Information Procedure	Property Services: Feedback Procedure
Property Services: Consultation & Information Procedure	Maintenance report Form & Receipt

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