

Eastpark Meeting held on 5th May 2022 – Action Plan

	Customer issue	Customer proposed action	MHA response	Lead	Timeframe
Num.	Repairs				
1.	Long wait times on the phone	More staff answering the phone	The Association has increased resourced in the Customer Contact Team over the past year, and two additional posts have been approved for 2022/2023. We would recommend using MyHome as much as possible through which you can book a repair appointment at a time to suit you and pay your rent. We would also recommend calling in at less busy time, such as avoiding first thing in the morning and lunchtime. No further action is proposed.	N/A	N/A
2.	Common area repairs not being completed to a satisfactory quality	More post inspections of common area repairs	<p>The Association currently post inspects 100% of jobs with a value of over £1000 and 10% of other jobs. We do not currently distinguish between common area and repairs within customers' homes. The Association will give consideration to increasing the level of inspections for common areas by the end of June 2022.</p> <p>We are also developing our MyHome customer portal to notify customers when common area repairs have been raised and completed. This will not be launched until later in 2022/2023.</p>	<p>JS</p> <p>JS</p>	<p>June'22</p> <p>March '23</p>

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3.	Common area repairs and cyclical work not being done at all	Require photographic evidence of completed task from all contractors prior to payment.	<p>We currently require photographic evidence from our gutter cleaning contractors and roof anchor inspection contractors but no other cyclical contractors.</p> <p>There is currently no requirement for cyclical contractors to tell residents when they are carrying out work to common areas.</p> <p>We will ask our cyclical contractors to provide written notification to customers when works are going to take place by the end of August 2022.</p> <p>Where new cyclical contracts are procured after August 2022, we will include in the specification the requirement to provide written notification to customers and provide photographic evidence of attendance/work done.</p>	DB DB/DMcK	August '22 September '22
4.	Lack of communication around repairs – from confirmation logged to follow up.	Have better systems in place to communicate with customers during the journey of a repair and better housekeeping to ensure all repairs are actually completed.	<p>Text messages from contractors to tenants and our MyHome customer portal currently provides this information for tenants for repairs carried out to individual properties.</p> <p>We are in the process of developing this functionality for common area repairs, but this will not be launched until later in 2022/2023. Same action as 2 above.</p> <p>We are introducing tighter management of open repair jobs to ensure all jobs are fully completed and not left open.</p>	CB	August '22

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10.	Poor quality close cleaning service, particularly around detailed cleans	MHA to post-inspect and hold contractor to account on quality of close cleaning	<p>Housing officers have been briefed on the standards they should expect from the close cleaning contractors and the action they should take if standards are not being met.</p> <p>The Association to consider rolling out visual sign in sheets to confirm when close inspections have been completed by the end of September '22. The MyHome enhancements noted at 2 will also allow the close inspection records to be visible for all tenants.</p>	N/A JR	N/A September '22
11.	Poor quality landscaping service – anything other than grass cutting does not get done	MHA to post-inspect and hold contractor to account on quality of close cleaning	<p>The Association has an independent landscaping clerk of works who inspects the quality of the landscaping service. We will explore whether we can add their reports to the Association's website by the end of September '22.</p> <p>Housing officers will also be briefed on the standards they should expect from the landscaping service by the end of June '22, this will include the action they should take if standards are not met.</p>	DW JR	September '22 June '22

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12.	Areas of GCC owned land very unkept and impacting on feel of the area	Do more to work with GCC to take on these bits of land/consider taking on maintenance if a small area	<p>In order to take action on this point it would be really helpful to understand which specific areas customers are referring to.</p> <p>If customers are concerned about the quality of the service provided by Glasgow City Council, it is recommended that customers contact Glasgow City Council directly and make a complaint. This can be done simply on the Council's website. The Association is not a taxpayer and therefore cannot complaint to Glasgow City Council on customers' behalf.</p>	N/A	N/A
Communication/information/relationship with customers					
13.	Customers don't know who their housing officer is	More promotion of housing officers – e.g. through letter and newsletter	We will include a feature in the summer newsletter with details of the Housing Officer and Property Officer for each area. We will also update the Association's website with this information by the end of August '22.	DW	August '22
14.	Not sure that housing officers understand the issues in the area	Consider annual walk arounds with housing officers including follow up.	We will facilitate this for each Housing Officer patch by the end of September '22.	JR	September '22
15.	Customers don't understand how the bulk service works	Refresh the instructions for this including the fortnightly cycle of addresses. Clarity what customers can expect from the service.	We will include a feature on the bulk service in the summer '22 newsletter.	DW	August '22

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16.	Not all members of staff are offering timed call backs	Ensure this is offered by all members of staff, including Factoring and Property staff.	Customer contact team have been reminded that they should offer customer call backs for every call into the Association. If customers are not offered this in the future, please complain to the Association as this is a breach of the Association's Customer Charter policy.	N/A	N/A
Tenancy management					
17.	Customers do not think we are acting on reports of housing management issues, e.g., sub-letting property	Ensure housing officers provide feedback when issues are raised.	Unfortunately, we cannot investigate this issue unless specific details are provided. If any customers are concerned that they are not receiving a good service, they should complain to the Association immediately so we can address this issue for you as quickly as possible. You can complain by emailing enquiries@maryhill.org.uk or calling 0141 948 1109. You can also call into 45 Garrioch Road.	N/A	N/A
Owner-specific issues					
18.	Delays in billing for owners and issues with billing accuracy.	Get bills out sooner and ensure all works orders correctly apportioned before bills are issued	We are sorry that there have been delays issuing invoices to owners and issues with billing accuracy. We now have a timetable in place so that timely invoices are issued, and checks are carried out earlier to prevent the needs for corrections after invoices are issued.	N/A	N/A
19.	Repairs appear on bills a long time after they happened.	Consider moving to monthly billing	Unfortunately, we are not able to move to monthly billing as this would be significantly more intensive in terms of staff time and we would need to pass this cost onto owners. Quarterly billing is also in line with the wider Factoring sector.	N/A	N/A

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20.	Struggling to contact Factoring Manager for day-to-day issues. Don't understand why Factoring owners have a different point of contact	Move to a single point of contact for all customers	Initial contact should be made with our Customer Contact Team who will be able to deal with the majority of queries, such as making payments or answering questions about a common repair cost. We will update our invoices with this information for invoices issued from summer '22 onwards.	IM	August' 22
21.	Very minimal description of charges on accounts – e.g., MyHome	Ensure full description of repair job is entered at the point the job is raised.	We will investigate what scope there is to pull the full repair description into MyHome as part of planned MyHome developments by the end of March '23.	JS	March '23
22.	No notification of work before it is done	Consider notifying owners of work before it takes place not after the event.	The MyHome developments at 2 above will allow owners to see common area repairs requested. The additional communication from cyclical contractors as set out at 3 above will also provide additional information to contractors. No further action proposed.	N/A	N/A