



## **Albyn Housing Society: Performance Monitoring Panel Scrutiny of New Build Letting**

### **What the panel did:**

Our tenant Performance Monitoring Panel worked together using the results of the Customer Satisfaction Survey from 2022 to help them agree to investigate “what folks can expect in a home.”

The Panel agreed 17 comments on the process and 9 recommendations to the management team, which were all agreed.

### **What the panel found:**

01. Examples of great care with Albyn’s staff and contractors being customer focused but needing support to deliver best services.
02. There was too much information which put tenants off reading it, including errors and contradictions and was not related to the specific development but the YouTube videos was a good idea.
03. Open plan developments, which were often a Council planning requirement, were not liked but this is not explained, so tenants directed their dissatisfaction towards Albyn.
04. Communal / private spaces, responsibilities, and costs need explained
05. Staff and tenants need better information on making best use of eco systems.
06. Staff needed better handovers.
07. Experiences of pre moving in sessions were mixed but beneficial and worth developing.
08. Need to improve information at all sign ups.

09. More attention on tenant's specific needs is required.
10. Snagging was not completed during covid. It is now beyond the snagging period. Who will undertake this work needs clarified.
11. Tenants / community should be involved as early as possible in the planning of new developments.
12. Need a procedure covering emergency and health and safety issues during snagging period and share this with tenants.
13. Whether a new build or a relet Albyn's homes should be at the same standard.
14. Report of positive and negative experiences should be kept and made available to show that errors are not repeated.
15. Confusion on what is included in the Service Charge, responsibilities for private and communal areas, bin collection, etc.
16. A checklist at handover so that the tenant knows what to do is needed.
17. Surveying of new tenants' experience needs improved.

## What the panel recommended:

1.

Create new tenant information pack for all sign ups.

Name person responsible for new tenant information pack and being responsible for it on the tenants' portal.

Agree standard design / presentation for new tenant information pack.

Include information and contacts for:

- » Plans of layouts, etc. showing responsibilities and giving / directing to advice and assistance.
- » Asset / including snagging and how to use fixtures and fittings.
- » Repair (snagging and void repairs).
- » Allocations.
- » Housing management, including communal and individual responsibilities, bin collections, etc.
- » Rent, Service Charges, Council Tax.
- » Moving in arrangements.
- » Open plan developments and anything else that is not in Albyn's gift should be highlighted in.
- » Running costs and best operating guides.
- » Dealing with snagging.
- » Moving in check list (arranging power, etc).
- » Engagement opportunities.

Put new tenant information packs on tenants' portal. (Make available on paper only to those requesting it).

Review information & process after each development is let or at least every 2 years.

**2.**

Improve staff knowledge / training / awareness etc.

Make staff aware of their responsibilities before each development becomes live.

Develop a joint approach across Albyn specifically between HOs and assets team.

Notify those who will receive calls, so they expect calls and know their responsibilities.

Ensure staff are confident in heating systems etc. and available to give guidance throughout tenancy.

Enable staff to develop specialisms.

**3.**

Standardise pre moving in sessions.

**4.**

Adapted homes.

Improve system to record tenant's specific needs. As soon as can be arranged, visit with prospective tenants, OTs, etc. to customise properties.

**5.**

Update plans in new tenant information packs.

Update plans, including adaptations, snagging and void repairs in new tenant information pack. Tenants at snagging meetings when possible, written statement of snagging and void repair shared in new tenant information pack on portal.

6.

## Strengthen handover.

Strengthen handover between builders and Albyn and between Assets and housing management. Snagging issues resulting from covid needs explored/resolved. Review current snagging processes and communications.

7.

## Community engagement.

Do earlier and more engagement (consultations, displays, drop ins, meetings etc) in communities when new builds are being discussed and planned, going on site etc. Provide new developments updates on website, social media, etc.

8.

## New build and relet standards.

Devise a common new build and relet standards for Albyn's homes and include in new tenant information pack.

9.

## New tenant feedback

Review the process (and increase the return rate) of new tenants' feedback. Seek feedback from new tenants allocated homes prior to implementing groups recommendations via a revised satisfaction survey and annually thereafter.

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