

# **Uniting Tenant Advisory Forum 2020**

**Repairs and Maintenance**

## Purpose

The Uniting Tenant Advisory Forum (UTAF) has been established as a platform for ongoing dialog, advice and feedback between tenants, carers and the Uniting Community Housing team. It aims to assist the Uniting Community Housing team in the ongoing evolution of the service; striving for service improvement and providing tenants and carers with an opportunity to positively influence service delivery. Each UTAF will focus on a specific theme derived from the tenant satisfaction survey, tenant feedback and/or external assessment recommendations.

## Objective

- Positively engage tenants and carers;
- Create platform to inform tenants of any new changes within the service;
- Discuss and obtain feedback on service delivery;
- Opportunities to voice and raise issues around tenancy matters and customer experience;
- The forum will be held every 12 months at a location central to our tenants.

## Summary

As this was the first Tenant Advisory Forum being held the Housing team wanted the theme to be something our tenant's value. Repairs and maintenance is a topic that is often at the forefront of our tenant's conversations so this was chosen as the initial theme.

10 Uniting tenants attended the workshop held 8 September 2020 and each tenant was given a voucher for their valued contribution.

To ensure the forum would run smoothly, the 2-hour session was broken into 4 segments; Introduction, update on Housing service, workshop and a Q & A lunch.

To make sure the workshop was interesting and interactive we split the attendees into 3 groups, each group with its own Uniting facilitator. The 3 groups worked on flip board paper around the room, each with a different area of focus related to repairs and maintenance. Attendees had 10 minutes on each area to discuss and provide feedback before moving to the next.

## The 3 areas we focused on for repairs and maintenance were:

- What works well?
- What doesn't work so well?

- Contractors are.....?

## Feedback and action:

All feedback and comments were consolidated into one table across the 3 areas of focus. They were then analysed and reviewed for commonalities that may represent the wider tenant portfolio.

Below provides a summary of the common themes, comments and feedback provided by the attendees.

You Said	We will do
<ul style="list-style-type: none"> <li>• 18% of responses indicated contractors are prompt and efficient – good response times.</li> </ul>	<ul style="list-style-type: none"> <li>• Remind our maintenance contractors about how we and our tenants value their efficiency and that good time keeping is important to them.</li> </ul>
<ul style="list-style-type: none"> <li>• 9% of responses indicated the job wasn't always finished first time – need to send appropriate contractor for the job.</li> </ul>	<ul style="list-style-type: none"> <li>• Team Leader to remind Uniting team members to remember to send the correct person for the job i.e. Leaking tap – Send a plumber (not a handyman)</li> </ul>
<ul style="list-style-type: none"> <li>• 7% of responses indicated the contractors do not clean up after themselves.</li> </ul>	<ul style="list-style-type: none"> <li>• Team leader to issue reminder to contractors that sites should be left as they are found. If this is not possible then they must inform a Uniting team member.</li> </ul>
<ul style="list-style-type: none"> <li>• 14% of responses indicated there are communication issues relating to access. For instance, contractors do not always call prior to attending.</li> </ul>	<ul style="list-style-type: none"> <li>• Team leader to remind Uniting team members to ensure they input additional contact numbers when issuing work orders.</li> <li>• Team leader to remind Uniting team members to check contact details are correct at inspections.</li> <li>• If a tenant informs a team member their number has changed, check if there is any outstanding maintenance and inform the contractor.</li> <li>• Team leader to remind contractors that they must not cold call without permission from a Uniting team member.</li> </ul>

## Evaluation of forum

Overall, the forum was a great success. Many of the tenants said they really enjoyed it. They appreciated that Uniting was seeking their feedback and enjoyed socialising with other Uniting tenants.

The workshop itself was very energetic with great input from all tenants, however some tenants did appear restless towards the end. As such we may consider shortening the forum next year.

At the end of the session we provided an evaluation form for tenants to provide further feedback on how the forum was run. Below summarises their feedback;

Tenants give the forum a score of 87% and rated the location 80%.

Tenants were asked if they enjoyed the workshop. Yes or No. All tenants noted yes they enjoyed the workshop.

Some of the comments on the form were:

- Good to give feedback
- I met new people
- So much fun and companionship
- It was fun
- Very inclusive
- Ask what we need, better for future.

## Conclusion

Overall, the first Tenant Advisory Forum was deemed a success. It was a great way to obtain valuable feedback from tenants on service delivery and to ensure that our tenants are key in assisting our services to evolve and to become more person centred.

Everyone seemed to enjoy how it was run and the opportunity it created to meet other people.

The outcomes from the repairs and maintenance workshop will be published via the next Housing newsletter, ILP Facebook page and Uniting website.