

## Resident Inspectors'

### Repairs Inspection Report

#### 1. Introduction

<b>What was inspected?</b>	Tower Close, Frys Court, Waterways, New Beveridge House
<b>Who was involved in the Inspection?</b>	Gina Ravens Lily Bulmer Michael Jaremczuk Ian Crump
<b>Methods used?</b>	Met with Customer Repairs Manager Tav Sahota. Visual inspection of estates, talking to other residents
<b>When?</b>	Spring 2011

#### 2. Summary

<b>Key Findings</b>	<ol style="list-style-type: none"><li>1. If there was a DLO working on gardening contracts in the warmer months then they could be involved in snow clearing and gritting paths in the winter.</li><li>2. The white goods policy is unclear, white goods are supplied for some sites. It seems unfair that they are not supplied for all sites.</li></ol>
<b>Recommendations</b>	<ol style="list-style-type: none"><li>1. Provide grit bins where required and resolve problems of OCHA's policy of not covering people who fall, could they have a disclaimer waiver form to be signed against this.</li><li>2. Review the white goods policy.</li></ol>

<b>Your judgement</b>	
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### **3. Things that work well?**

The DLO is working well.

Repairs handbook well laid out and user friendly.

### **4. Recommendations for improvement.**

Update repairs handbook every 2 years or if and when required.

Shared ownership residents should have access to book repairs with the DLO as soon as possible, this would benefit OCHA in the long term with better repaired homes which will be kept in good condition.

**5. Action plan required? Yes**

**6. Which department? ...Asset Management....**

**7. Key contact ...Tav Sahota, Customer Repairs Manager**