

DISABLED ADAPTATIONS (DFG)

Building Services – Overview

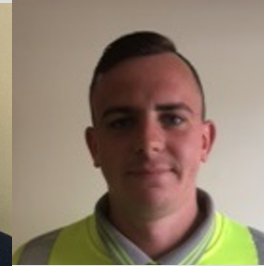
Building
Supervisor
(DFG)



Tenant
Liaison
Officer (TLO)



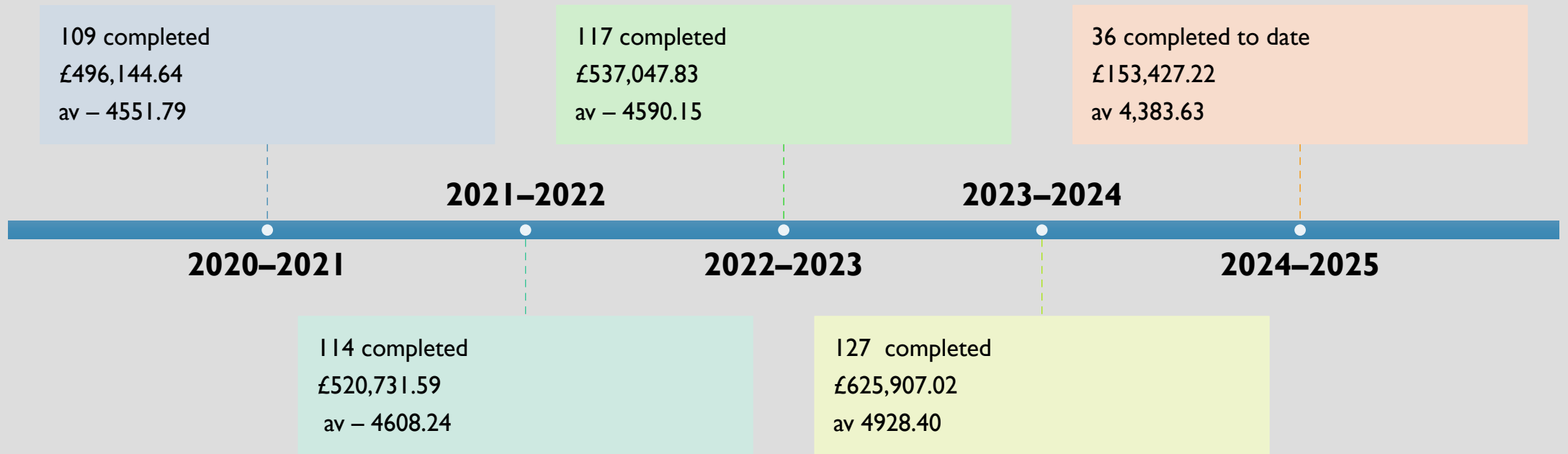
3 x
Multiskilled
Operatives



1 x
Apprentice

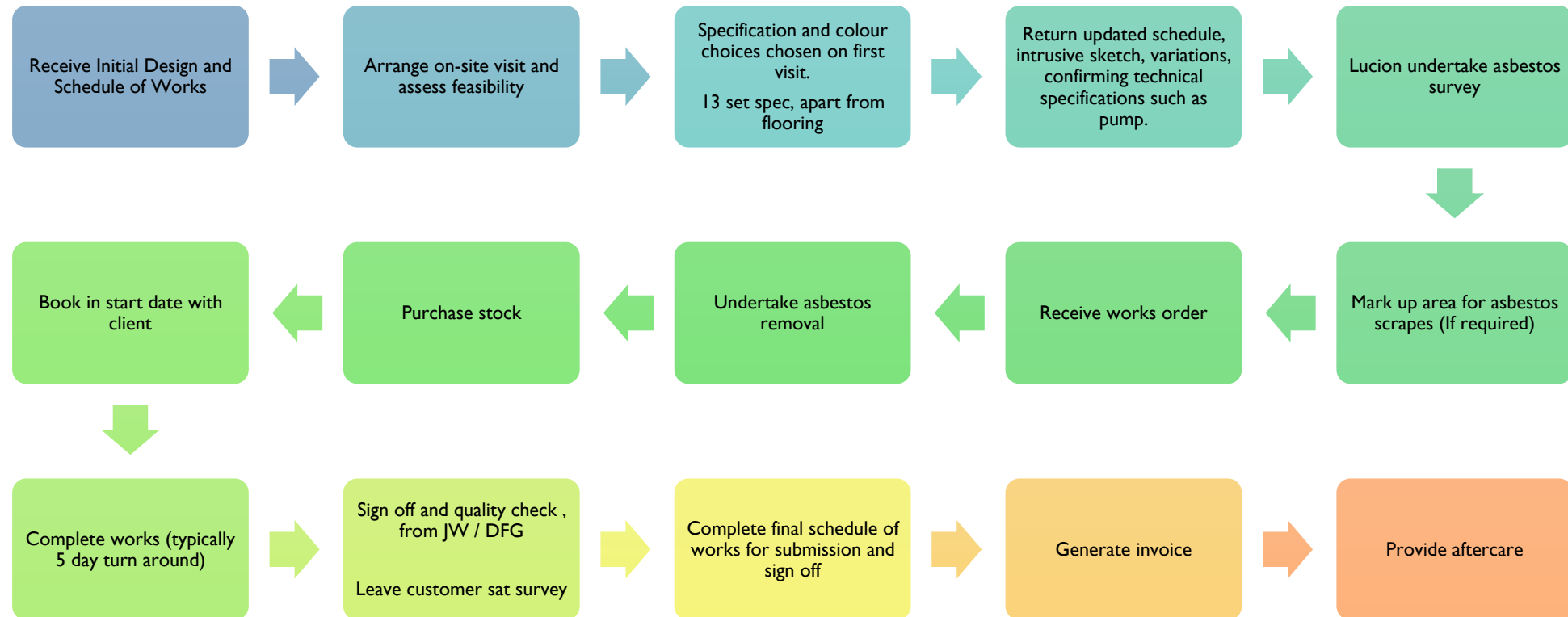


THE TEAM



BACKGROUND INFO

PROCESS OVERVIEW



TIMELINE

Aspect	Days Between (Av)
Referral and 1 st onsite visit	12
Onsite visit and return schedule	5
Asbestos Report	26
Asbestos scrapes and removal	6.5
Approval to proceed and start date	136
Total	185.5

CUSTOMER JOURNEY

- Fully explaining the customer experience journey prior to starting works by TLO / Supervisor
 - Operatives start the job, explain what will happen, what will happen the next day.
 - General update daily what stage they are at
 - Communication around additional contractors etc
 - Demonstration (hand over)

COMMUNICATION

- TLO – primary contact for the client
 - Done through phone
 - Direct contact details for TLO provided on first site visit.
- Communication for documentation between BSU and DFG is via e-mail.
- Progress is on an excel tracker
- Quarterly meetings with DFG and OT

FAST TRACK

- OT authorises fast track, DFG office will communicate this with BSU.
- 28 days turnaround
 - Dependant on current information available (such as spec, asbestos reports etc)
- Impact on the wider team, services and clients
 - Delays current waiting list
 - Puts pressure on stock storage / acquisition
 - 14 fast tracks this year to date

FEEDBACK

- Customer satisfaction left onsite after works are completed
- 3 services feedback into one form
- Feedback is shared across the teams
- Work is ongoing to provide a singular customer satisfaction survey to gain feedback on the whole client experience.

AFTERCARE

- 1 year warranty on all works
- Provide key contact details if future issues
- TLO main point of contact regarding any issues
- All 3 departments can receive aftercare requests which can be escalated to the BSU

PURCHASING

- Contractor Reviews
 - Recently changed flooring contractor due to performance
- Supplier engagement to drive discounts on common items
 - Regular updates with Impey to drive costs down, current discount rate is as high as 41% (shower trays)
- Bulk purchasing
 - Bulk purchasing of commonly used items has reduced prices and ensures required stock is always available from the stores.

SOCIAL HOUSING PROVIDERS

Increasing demand for services to support social landlords

- 2020 - 2021 – 8
- 2021 – 2022 – 31
- 2022 – 2023 – 35
- 2023 – 2024 – 47
- 2024 – to date - 45

CHALLENGES

- Different communications around the expectations and requirements the client will experience
- Waiting times for clients are resulting in conflict and frustration when we visit first time, the client may have been on their journey for a year before BSU is handed the case.
- Design and specification limitations / discrepancies can occur, alongside changes in clients condition / requirements.
- Key information can be missing that can slow down progress, i.e. measurements, asbestos reports etc.
- The team can become a mediator between issues, puts pressure on operatives.
- Limitations of having a small team. (Holidays, sickness etc)