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**BUILDING DESIGN SERVICES**

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# **Contents Page**

## **1. Who are Building Design Services & what do we do?**

- Mission Statement
- Aims & Objectives
- Strategic Goals
- Team Structure & Organisation Chart

## **2. Contact Details**

## **3. Building Design Services - Service Plan**

- Key Services in Housing Plan
- Performance Information & targets

## **4. Building Design Services Standards**

- Performance manual

## **5. Charter Mark**

## **6. Other Facilities Provided**

- Operating Costs

## **7. Complaints Analysis**

# **BUILDING DESIGN SERVICES**

## **Who are Building Design Services & what do we do ?**

### **Who are we ?**

Building Design Services (BDS) is a new division of the Housing Department within the City of Edinburgh Council. BDS was formed based on the recommendations of a best value review which proposed the amalgamation of 'Housing Conditions', who were responsible for all Housing work, and 'Architectural Services', responsible for all non - housing projects.

Building Design Services brings together all the technical functions within one multi-discipline unit, and incorporates Architects, Building and Quantity Surveyors, Structural Engineers, Services Engineers (mechanical, electrical and electronic) and Clerk of Works. The Contract Support Services team deals with all the contract and general administration duties for the Division. See BDS Structure<sup>58</sup>.

The overall aim of Building Design Services Planned Maintenance programme is to maintain our council housing properties in the best possible condition whilst meeting the expectations of the customers living in these properties.. Through planned maintenance and advice, BDS provide comfortable and good quality housing to all our customers. The main categories of work carried out by BDS include - Windows, Heating, Kitchens and Bathrooms, Roofs, Structural, Electrical Rewiring.

Building Design Services provides two functions – a traditional technical service and a client enabling function.

The technical service provides a procurement and financial management service for the Planned Maintenance Programme. This is done through cost estimating, cost control, preparation of contract documentation and tenders and contract administration and project management.

The client enabling function provides a value added service by helping clients on the advisability of their proposals, where necessary commissioning external consultants and in-house services, agreeing fee scales and monitoring the performance of these and generally controlling expenditure of Capital and Revenue programmes.

In providing these services, we strive to meet two of the Housing Department's five strategic goals:

- 1.To provide excellent quality services which customers choose to use.
- 2.To create successful, popular and well managed communities, where services are organised to meet customers' needs.
- 3.To build an organisation with excellent staff who thrive on performance improvement and customer service.

Building Design Services employee ninety-eight full time staff, with 60 working on the delivery of the Planned Maintenance Service. The office is centrally located in Edinburgh. Building Design Services works to an Annual Budget of £28-29 million pounds per year with approximately £14/15million p.a. on Planned Maintenance to Housing Stock. The total Council owned housing stock currently stands at 26,300.

We have statutory obligation to maintain properties in a wind and watertight condition. Our budget is funded through an agreed Central Government borrowing consent and through the sale of assets.

Building Design Services has a wide customer base extending to owner-occupiers as well as our 26,300 Council tenants.

The Housing Department is committed to using the Charter Mark framework as a tool to improve customer service and believes that the framework compliments the Investor in People (IIP) accreditation which the Department was awarded in December 2000.

### **What do we do ?**

One of the functions of the Building Design Services Division (BDS) is to provide a Planned Maintenance programme to maintain council housing in the best possible condition whilst making best use of resources. Through planned maintenance and advice, we provide comfortable and good quality housing that meets our customers expectations.

Customer Care is the key focus of our business. We are committed to developing and improving our services and together, with our customers, we have produced a set of clear and measurable service standards. We inform our customers what our standards are and report on our performance through local publications, electronic means and directly to Edinburgh Tenants' Federation.

We communicate effectively with our customers. Consultation is an essential element of our work and forums for this include open days, home visits, tenants groups, displays and satisfaction surveys. We also keep customers informed at all stages of work being carried out in their home.

We promote customer choice whenever possible. Through customer consultation we identified our customers' priorities and aligned our Planned Maintenance programme to these.

We have a comprehensive Customer Care Charter that outlines the standards of service customers can expect from us. Our staff have been trained in customer care including mainstreaming awareness and apply mainstreaming principals to their operational procedures. We are committed to providing excellent customer service and staff are assessed on customer care as part of their performance review.

We have direct access to the City of Edinburgh Council's Interpretation and Translation Service which means that we have access to interpreters and can provide information in a number of languages, large print , Braille, a variety of computer formats or on tape.

We deal with problems as they arise and aim to put things right as soon as possible. We regularly conduct surveys to determine customer satisfaction and follow up on any feedback. Our service is continually developing and we use our customer contact to help us to improve it.

We have used new technology to significantly improve our service. Through the development of a bespoke Planned Maintenance IT system we are able to provide customers with an accurate and up to date information service with regard to work being carried out in their homes, which, in turn, leads to improved customer satisfaction. System capabilities also enable more robust performance monitoring allowing us to identify areas for improvement and take corrective measures earlier. Our Service Improvement Plan sets out our commitment to improve services for the year ahead.

To ensure that our resources are used effectively, we recently undertook a Best Value Review that concentrated on three main key themes ie cost, performance and quality. We also benchmark our services against other organisation providing similar services.

We work in partnership with a wide variety of organisations to provide services which go beyond our Planned Maintenance programme, such as such as fuel poverty and energy awareness advice, digital TV to multi storey properties. This leads to improved services and value for money for our customers.

The key test of any service is what the customer thinks about it and our customers repeatedly tell us that they are happy with the service we are providing and developing.

## **Building Design Services Mission Statement**

*"To provide excellent quality services which customers choose to use because they believe they represent good value for money" and "To create successful, popular and well-managed communities"*

## **Aims & Objectives**

The overall aim of Building Design Services is to maintain The City of Edinburgh Council housing stock in the best possible condition and, through planned maintenance, provide comfortable and good quality housing which, with energy conservation measures, is affordable to tenants.

BDS contributes to the success of three Housing Departments Five Strategic Goals.

**Housing Department Strategic Goal 1-** *To provide excellent quality services which customers choose to use because they believe they represent good value for money.*

### **BDS Involvement:**

- Develop 3-year expenditure strategy.
- Re- engineer repairs service.
- Complete low-rise window and heating programme.

**Housing Department Strategic Goal 4 –** *To create successful, safe and well -managed communities where services are organised to meet customers needs.*

### **BDS Involvement:**

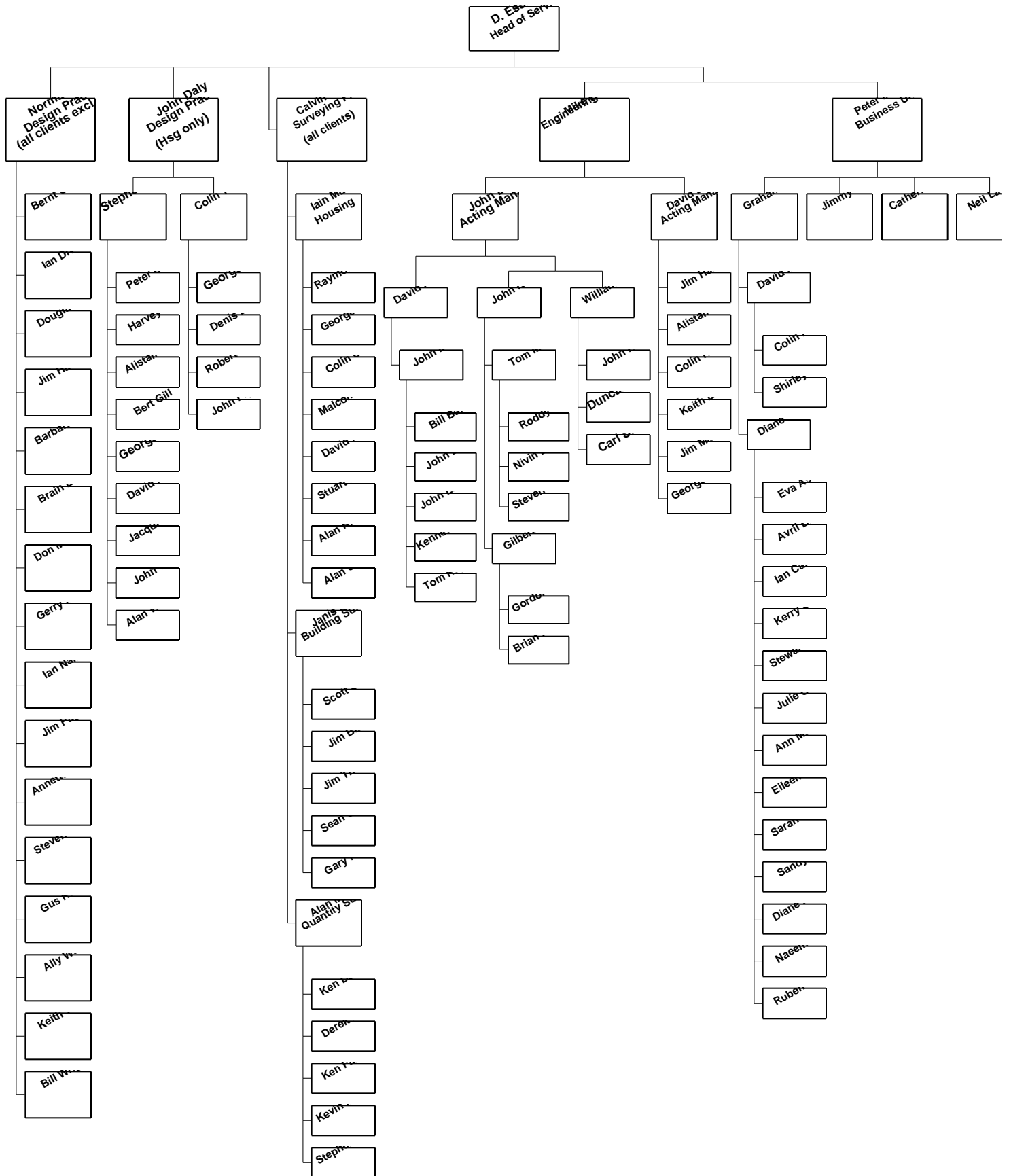
- Carry out a survey of Council “Below Tolerable Standard” stock.
- Implement Warmburgh Plan.
- Complete National Home Energy Rating survey of Council stock.
- Investigate National Home Energy Rating survey of non-council stock.
- Develop Affordable Warmth Strategy.
- Develop Marketing Alliance- working in partnership with electricity and gas companies.

**Housing Department Strategic Goal 5 –** *To build an organisation with excellent staff who thrive on performance improvement and customer service.*

### **BDS : Involvement**

- Brief and train all staff on mainstreaming issues.
- Ensure that all outside bodies that receive grant funding comply with the Councils mainstreaming policy.
- Mainstream 50% of works contracts awarded to outside contractors
- Carry out mainstreaming audits on 30% of services.
- Mainstream the department’s complaints scheme.

# BDS ORGANISATION





**Kevin McLaughlin**  
*Quantity Surveyor*

0131 529 5891

[kevin.mclaughlin@edinburgh.gov.uk](mailto:kevin.mclaughlin@edinburgh.gov.uk)

**Team job description:**

To effect cost control on large scale Capital Projects on behalf of Non Housing Clients. Advise clients on the most appropriate contract procurement routes. Prepare and agree Project budgets with the client and Design team. Prepare appropriate Tender documentation and manage the Tendering process. Prepare Tender Reports, with recommendations to the client. Deal with the on-site contractual finances on behalf of the clients.

**Architects**

**Team Members & Title:**

**Phone Numbers:**

**E-mail Address:**

**Norman Ellis**  
*Architectural Manager*

0131 529 5850

[norman.ellis@edinburgh.gov.uk](mailto:norman.ellis@edinburgh.gov.uk)

**Job description:**

Manages and leads the Division's non-HRA Architects and Architectural Assistants groups in providing a comprehensive architectural service on all aspects of the Council's building programmes.

**Team Members & Title:**

**Phone Numbers:**

**E-mail Address:**

**Ian Nairn**  
*Senior Architects*  
**Don Mackenzie**  
*Senior Architects*

0131 529 5878

[ian.nairn@edinburgh.gov.uk](mailto:ian.nairn@edinburgh.gov.uk)

0131 529 5852

[don.mackenzie@edinburgh.gov.uk](mailto:don.mackenzie@edinburgh.gov.uk)

**Team job description:**

This part of the team ensures that all group work is carried out in accordance with client briefs and specified requirements. Monitors project fee income and expenditure, together with staff resources to ensure the efficient and effective execution of all work.

**Team Members & Title:**

**Phone Numbers:**

**E-mail Addresses:**

**Annette Patterson**  
*Architects*  
**Bernt Cederstrom**  
*Architects*  
**Gus Roarty**  
*Architects*

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**Team job description:**

Operate as a group of Architects in the implementation of the Council's capital and revenue building programmes and provide a professional architectural service to all Council client bodies. Total involvement in all aspects of the architectural process as set down in the RIBA plan of work. Advise clients in all architectural matters relative to their buildings and land. Responsible for the production and execution of design concepts of the highest professional standard on major and minor capital and revenue projects.

**Team Members & Title:**

**Phone Numbers:**

**E-mail Addresses:**

**Gerry Masson**  
*Senior Architectural Technician*

0131 529 5855

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<b>Brian Leckie</b> <i>Senior Architectural Technician</i>	0131 529 5861	<a href="mailto:brian.leckie@edinburgh.gov.uk">brian.leckie@edinburgh.gov.uk</a>
<b>Jim Pagan</b> <i>Senior Architectural Technician</i>	0131 529 5881	<a href="mailto:jim.pagan@edinburgh.gov.uk">jim.pagan@edinburgh.gov.uk</a>
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<b>Ally Watt</b> <i>Senior Architectural Technician</i>	0131 529 5858	<a href="mailto:ally.watt@edinburgh.gov.uk">ally.watt@edinburgh.gov.uk</a>
<b>Barbara Harvey</b> <i>Senior Architectural Technician</i>	0131 529 5864	<a href="mailto:barbara.harvey@edinburgh.gov.uk">barbara.harvey@edinburgh.gov.uk</a>

**Team job description:** Act as project leader or team member to assist on capital and revenue architectural projects carried out by the Department. This includes property inspections, surveys, construction project management and liaison work. Prepares reports, documents, drawings and models for presentations and publishing by the Architect.

<b><u>Team Members &amp; Title:</u></b>	<b><u>Phone Numbers:</u></b>	<b><u>E-mail Addresses:</u></b>
<b>Douglas Gray</b> <i>Architectural Technician</i>	0131 529 5883	<a href="mailto:douglas.gray@edinburgh.gov.uk">douglas.gray@edinburgh.gov.uk</a>
<b>Steven Raeburn</b> <i>Architectural Technician</i>	0131 529 5882	<a href="mailto:steven.raeburn@edinburgh.gov.uk">steven.raeburn@edinburgh.gov.uk</a>
<b>Bill Wright</b> <i>Architectural Technician</i>	0131 529 5884	

**Team job descriptions:** Acts as project leader or team member to assist on capital and revenue architectural projects carried out by the Department. This includes property inspections, surveys, construction project management and liaison work. Prepares reports, documents, drawings and models for presentations and publishing by the Architect.

<b><u>Team Members &amp; Title:</u></b>	<b><u>Phone Numbers:</u></b>	<b><u>E-mail Addresses:</u></b>
<b>Jim Hamilton</b> <i>Planning Supervisor</i>	0131 529 5921	<a href="mailto:jim.hamilton@edinburgh.gov.uk">jim.hamilton@edinburgh.gov.uk</a>

**Job Description:** Provides Planning Supervisor services, in accordance with Construction (Design & Management) Regulations 1994, to implement and carry out the Council's capital and revenue building and maintenance programmes, including notification of projects to the Health and Safety Executive and preparation of the pre tender Health and Safety Plans. Monitors projects pre and post construction for compliance by outside consultants.

## **ENGINEERS-NON-HOUSING**

**Team Members & Title:**                      **Phone Numbers:**                      **E-mail Addresses:**

**Mike Wagner**                      0131 529 7039  
*Service Practice Manager*                      [mike.wagner@edinburgh.gov.uk](mailto:mike.wagner@edinburgh.gov.uk)

**Job description:**                      To manage the teams of Mechanical, Electrical and Electronic engineers who are engaged on the design, project management, supervision and implementation aspects of programmes of work.

**Team Members & Title:**                      **Phone Numbers:**                      **E-mail Addresses:**

**David Love**                      0131 529 5905  
*Engineering Manager*                      [David.love@edinburgh.gov.uk](mailto:David.love@edinburgh.gov.uk)

**Jim Maxwell**                      0131 529 5905  
*Electrical engineer*                      [jim.maxwell@edinburgh.gov.uk](mailto:jim.maxwell@edinburgh.gov.uk)

**Alistair Harvey**                      0131 529 5908  
*Senior Mechanical Engineer*                      [alistair.harvey@edinburgh.gov.uk](mailto:alistair.harvey@edinburgh.gov.uk)

**Keith Logan**                      0131 529 5909  
*Engineering Assistant (Mech.)*                      [keith.logan@edinburgh.gov.uk](mailto:keith.logan@edinburgh.gov.uk)

**Colin Kirkwood**                      0131 529 5910  
*Engineering Assistant (Mech.)*                      [colin.kirkwood@edinburgh.gov.uk](mailto:colin.kirkwood@edinburgh.gov.uk)

**Team job description:**                      Deals with all aspects of building services design and installation for all non-housing properties within the Council. The scope of work includes feasibility studies, budget costing, detailed design, tendering and site supervision of electrical and mechanical works. Projects can be solely of an engineering nature or part of a full design team.

**Team Members & Title:**                      **Phone Numbers:**                      **E-mail Addresses:**

**George Robertson**                      0131 529 5912  
*Licensing Inspector / Eng. Assistant*                      [george.robertson@edinburgh.gov.uk](mailto:george.robertson@edinburgh.gov.uk)

**Jim Haldane**                      0131 529 5911  
*Licensing Inspector*                      [jim.haldane@edinburgh.gov.uk](mailto:jim.haldane@edinburgh.gov.uk)

**Team job description:**                      This part of the engineering section deals with inspections of electrical installations that form part of a public entertainment licence and/or theatre licence. Providing technical backup and advice to the public safety team from building control, the inspectors carry out testing and inspections of fixed and/or temporary electrical installations and report findings accordingly.

## **SURVEYORS-HOUSING PROJECTS**

### **Team Members & Title:**

### **Phone Numbers:**

### **E-mail Address:**

**Iain Murray**

0131 529 7656

*Senior Surveyor/ Section Supervisor*

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**Colin Cook**

0131-529-7705

*Senior Technical Officer*

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**Stuart Pendreich**

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*Senior Technical Officer*

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**Raymond Adamson**

0131-529-7198

*Senior Technical Officer*

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**Alan Richardson**

0131-529-7599

*Technical Officer*

[alan.richardson@edinburgh.gov.uk](mailto:alan.richardson@edinburgh.gov.uk)

### **Team job description:**

The team survey, design, and supervise a wide range of planned maintenance construction contracts relating to the Council owned low rise housing stock in Edinburgh. They also carry out work to ex council stock where the Council has houses in the same scheme. The team also provides a surveying service to our Design Team colleagues, and many other departments within the Council to assist in ensuring contracts are delivered on time and on budget. The team also undertake the role relating to the health and safety aspects of construction work and are committed to ensuring that all our customers receive an excellent service.

### **Team Members & Title:**

### **Phone Numbers:**

### **E-mail Address:**

**Dave McNeill**

0131-529-7291

*Technical Officer*

[david.mcneill@edinburgh.gov.uk](mailto:david.mcneill@edinburgh.gov.uk)

**Malcolm Lurette**

0131-529-7569

*Technical Officer*

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**Allan Samuel**

0131-529-7658

*Technical Officer*

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**George Combe**

0131-529-7525

*Technical Officer*

[george.combe@edinburgh.gov.uk](mailto:george.combe@edinburgh.gov.uk)

### **Team job description:**

This team assist the surveyors and our design team colleagues in all aspects of the construction work to ensure that it is carried out correctly. They act as the eyes and ears of the surveying and design teams to ensure our customers receive the best possible service from the contractors who carry out the work for us. They provide a front line service to our customers to help assist in getting any problems sorted out from arranging for our elderly residents to be moved out of their house while some particularly difficult work is being carried out, to simply providing assurance in a difficult situation.



**Team Members & Title:****Phone Numbers:****E-mail Addresses:****Colin Taylor***Project Manager*

0131 529 7565

[colin.taylor@edinburgh.gov.uk](mailto:colin.taylor@edinburgh.gov.uk)**Robert Graham***Senior Technical Officer*

0131529 7809

[robert.graham@edinburgh.gov.uk](mailto:robert.graham@edinburgh.gov.uk)**George Bruton***Technical Officer*

0131 529 7361

[george.bruton@edinburgh.gov.uk](mailto:george.bruton@edinburgh.gov.uk)**Denis Dunn***Technical Officer*

0131 529 7317

[denis.dunn@edinburgh.gov.uk](mailto:denis.dunn@edinburgh.gov.uk)**John Pryde***Technical Officer*

0131 529 7053

[john.pryde@edinburgh.gov.uk](mailto:john.pryde@edinburgh.gov.uk)**Team job description:**

This is a multi-disciplined team responsible for the programmed repair and refurbishment of the Council's high rise housing. The team also provides structural and technical advice to the Housing Department's six Local Offices.

## MECHANICAL & ELECTRICAL ENGINEERS

<u>Team Members &amp; Title:</u>	<u>Phone Numbers:</u>	<u>E-mail Addresses:</u>
<b>John Rayne</b> <i>Principal Technical Officer</i>	0131 529 7953	<a href="mailto:john.rayne@edinburgh.gov.uk">john.rayne@edinburgh.gov.uk</a>
<b>Tom Moir</b> <i>Senior Technical Officer</i>	0131 529 7952	<a href="mailto:tom.moir@edinburgh.gov.uk">tom.moir@edinburgh.gov.uk</a>
<b>Steven Donoghue</b> <i>Technical Officer</i>	0131 529 7932	<a href="mailto:steven.donoghue@edinburgh.gov.uk">steven.donoghue@edinburgh.gov.uk</a>
<b>Nivin Drummond</b> <i>Technical Officer</i>	0131 529 7933	<a href="mailto:nivin.drummond@edinburgh.gov.uk">nivin.drummond@edinburgh.gov.uk</a>

**Team job description:** This team is responsible for Stair lighting (Council and private), maintenance of :- laundry equipment, Ventilation, Emergency Lights, fire and intruder alarms and concierge equipment (CCTV and Door entry), also miscellaneous rewires.

<u>Team Members &amp; Title:</u>	<u>Phone Numbers:</u>	<u>E-mail Addresses:</u>
<b>Gilbert Logan</b> <i>Senior Technical Officer</i>	0131 529 7947	<a href="mailto:gilbert.logan@edinburgh.gov.uk">gilbert.logan@edinburgh.gov.uk</a>
<b>Gordon McKenzie</b> <i>Mechanical Engineer</i>	0131 529 7948	<a href="mailto:gordon.mckenzie@edinburgh.gov.uk">gordon.mckenzie@edinburgh.gov.uk</a>
<b>Brian Henderson</b> <i>Mechanical Engineer</i>	0131 529 7957	<a href="mailto:brian.henderson@edinburgh.gov.uk">brian.henderson@edinburgh.gov.uk</a>

**Team job description:** This team oversee minor works improvements delegated by senior engineer. Also provide technical support to area housing officers. The engineers monitor electric passenger lifts in the councils multi-rise housing blocks. They are responsible for communal water tanks as well as the annual sampling conducted and analysed by the City of Edinburgh Councils analytic services.

<u>Team Members &amp; Title:</u>	<u>Phone Numbers:</u>	<u>E-mail Addresses:</u>
<b>William Ellis</b> <i>Senior Technical Officer</i>	0131 529 7935	<a href="mailto:william.ellis@edinburgh.gov.uk">william.ellis@edinburgh.gov.uk</a>
<b>Carl Storey</b> <i>Technical Officer</i>	0131 529 7956	<a href="mailto:carl.storey@edinburgh.gov.uk">carl.storey@edinburgh.gov.uk</a>
<b>John Hood</b> <i>Technical Officer</i>	0131 529 7943	<a href="mailto:john.hood@edinburgh.gov.uk">john.hood@edinburgh.gov.uk</a>
<b>Duncan Robertson</b> <i>Technical Officer</i>	0131 529 7954	<a href="mailto:duncan.robertson@edinburgh.gov.uk">duncan.robertson@edinburgh.gov.uk</a>

**Team job description:** This team work primarily on electronic installations, on projects such as, Sheltered Housing and Dispersed Alarm systems city wide, Digital television systems in high rise blocks city wide, television systems-low rise properties city wide, installation/alteration of communication towers on high rise blocks. The Engineers do work for both the Capital and Revenue programs. The Revenue program involves preparing cyclical maintenance tenders; programs, progress and check works. Also advise the local office on technical issues relating to the aforementioned work.

<u>Team Members &amp; Title:</u>	<u>Phone Numbers:</u>	<u>E-mail Addresses:</u>
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*Principal Technical Officer*

**John Meikle**

0131 529 7951

[david.ramage@edinburgh.gov.uk](mailto:david.ramage@edinburgh.gov.uk)

*Senior Services Engineer*

**Roderick Ward**

0131 529 7907

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*Services Engineer*

**Bill Banks**

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*Electrical Engineer*

**John Duncan**

0131 529 7934

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*Mechanical Engineer*

**John Livingstone**

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*Mechanical Engineer*

**Kenneth MacKenzie**

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*Mechanical Engineer*

**Tom Reynolds**

0131 529 7929

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*Electrical Engineer*

[tom.reynolds@edinburgh.gov.uk](mailto:tom.reynolds@edinburgh.gov.uk)

**Job Description:**

This team is responsible for 'On-site' supervision of electrical rewiring and electric heating Planned. Maintenance Projects. Duties include ensuring that all work carried out by Contractors is in compliance with contract documents, checking quality of installation, customer care / satisfaction and also the financial monitoring of the project (including authorising and agreeing additional work).

## **BUSINESS UNIT**

### **Team Members & Title:**

### **Phone Numbers:**

### **E-mail Addresses:**

**Peter MacLean**  
*Business Manager*

0131 529 7228

[peter.maclean@edinburgh.gov.uk](mailto:peter.maclean@edinburgh.gov.uk)

### **Job description:**

To manage the HRA and Non HRA business functions within Building Design Services, including Investment and the implementation of the Business plan. This team has a strong client liaison function.

### **Team Members & Title:**

### **Phone Numbers:**

### **E-mail Addresses:**

**Derek Easton**  
*Business Officer*

0131 529 7573

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**Raymond Adamson**  
*Business Officer*

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**Stewart Dickson**  
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**Jim main**  
*Senior Technical Officer*

0131 529 7875

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### **Team job description:**

The Business Unit encompasses two sides, HRA and Non-HRA (Housing Revenue Account). The HRA function involves the design and implementation of the Housing Business Plan and includes Investment planning on an annual basis. The Business Unit is also involved in the maintenance of property records through I.T databases. The unit has a strong client liaison role through project monitoring and reviews, which entails administering contract and legal advice on procurement. The Non-HRA side involves the provision of a design and project management service to internal and external clients, thus involving a strong client liaison and commissioning role for our clients. The Non- HRA side also administer contract and legal advice on procurement. This involves the controlling of Quantitative Analysis procedures, reviews, assessment and inspection audits.

## **Contract Support Services**

### **Team Members & Title:**

### **Phone Numbers:**

### **E-mail Addresses:**

**Graham Milne**  
*Administration Manager*

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**David McLeod**  
*Administration Officer*

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*Administration Officer*

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**Colin Riddell**  
*Administration Officer*

0131 529 4316

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**Team job description:**

This team provides the necessary support for Building Design Services contractual practices and procedures including the issue of tender documents and conclusion of contracts. It also provides an administrative and co-ordinating support service in relation to the monitoring of the Capital Programme, e.g. progress, expenditure in relation to budget, etc. The Contract Support Services Customer Advisors play an important role in promoting Customer Care thereby ensuring all customers receive a level of service that meets their expectations.

**ADMINISTRATIVE SERVICES**

**Team Members & Title:**

**Phone Numbers:**

**E-mail Addresses:**

**Diane Gordon**

*Senior Administration Officer*

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**Team job description:**

The Administration Team is responsible for dealing with all customer enquiries, and is the interface between the customer and the technical departments. This also entails maintaining customer records through the Planned Maintenance System. The Administration team monitors and organises the repair or emergency service in all council high rise lifts. The Administration team also provides numerous other clerical services to all the other teams within Building Design Services.

**BDS Service Plan**

**Repairs & Improvements to Homes and Properties**

The Council is committed to maintaining its homes and properties in a good condition through the implementation of a programme of **Planned**

In addition to what is spent on repairs, another £13m is spent annually from the Capital Programme on improving the internal and external condition of council homes.

The **window and central heating programmes** were identified as top priorities for tenants in 1998 and these have been completed two years ahead of schedule. The **warm air heating replacement programme** was also completed. Tenant satisfaction with planned work stands at 90%.

The Council continues to deliver the **Warmburgh Plan**, a strategy under the Home Energy Conservation Act (1995). A significant progress has been made over the period that the plan has been in operation to improve energy efficiency in the council's stock. The average NHER rating of council homes in 1996 was 3.7 and now stands at 5.4, representing a 13.2% improvement in energy efficiency terms. We will raise the NHER rating for all council homes above 6 over the next three to four years. A **preferred supplier** arrangement now exists with Scottish and Southern Energy, which will facilitate tenant's access to energy supplies and contribute to further energy efficiency improvements.

Further investment is now targeted to improve the fabric of 58 multi-storeys; 15 have been completed and 3 to 5 multistoreys are being improved each year. £4.2m will be spent this year alone to improve insulation, replace lifts and roofing and improve security. In addition, feasibility studies are being carried out in relation to individual multi-storeys.

**By Design – Your Home Your Choice** is a new package of home improvements designed to maximise customer choice and flexibility. In this initial year the Council will spend £1.5m improving more than 375 homes and plans to step this up in future years to over 1000 each year. The package will include new kitchens and bathrooms, energy saving measures and improved security to all external doors.

The above initiatives are linked to the long term investment strategy – The **Edinburgh Standard**. The strategy sets the standards for long term planned maintenance and investment. Priorities for the next five years are roofs and gutters, windows, heating replacement, kitchens and bathrooms. Consultation with tenants will guide our replacement programme.

Following the Council's **Best Value Review of Technical Services**, Building Design Services now delivers new build as well as upgrading existing buildings in the Council's property portfolio and Joint Boards. The service currently has a programme of major projects with a total value of approximately £30m. A customer-focused and cost-effective service is being developed, which will also be transparent and performance driven.

**KEY SERVICE: REPAIRS & IMPROVEMENTS TO HOMES & PROPERTIES**

<u>ACTIONS IDENTIFIED IN STRATEGY DOCUMENTS FOR HOUSING &amp; OUTCOMES</u>	<u>RESOURCES</u>	<u>TARGET</u>	<u>LEAD RESPONSIBILITY</u>	<u>PROGRESS</u>
<p><b>Fuel Poverty &amp; Energy Efficiency:</b>  <u>CHS59</u>                      Investigate extending heat with rent schemes for social rented housing. Tasks and targets set out in Affordable Warmth Strategy</p> <p><u>CHS92</u>                      Continue to promote the Affordable Warmth Strategy to ensure that all housing in public and private sector meets high standards of energy efficiency. Newly developed grant funded affordable homes will have high standard of energy efficiency (NHER=9). Private developments will be encouraged to develop new housing to a high standard and to use this as a marketing tool until Building Regulations include more stringent standards (Also relates to Housing Development)</p>			<p><u>Building Design Services</u></p>	

<p><b>Physical Accessibility:</b>  <u>CHS77</u>                      Encourage all housing improvement plans in the social rented sector to consider whether physical accessibility can be improved. Ongoing as new plans are developed.</p> <p><u>CHS111</u>                      Develop Council facilities and encourage others to develop facilities that are</p> <ul style="list-style-type: none"> <li>i) Accessible to people with mobility difficulties, particularly those using wheelchairs</li> <li>ii) Accessible to people with communication difficulties (hearing or sight difficulties)</li> </ul> <p>All facilities to be accessible by 2007.</p>		<p><u>By 2007</u></p>	<p><u>Building Design Services</u></p> <p><u>EBS &amp; Building Design Services</u></p>	<p><u>A working group is being set up to look at all tasks related to accessibility identified in the Housing Strategy.</u></p> <p><u>As above. Also, a number of departments, including us, are moving to a modern building by 2004.</u></p>
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**KEY SERVICE: HOUSING WITH SUPPORT**

<b><u>ACTIONS IDENTIFIED IN STRATEGY DOCUMENTS FOR HOUSING &amp; OUTCOMES</u></b>	<b><u>RESOURCES</u></b>	<b><u>TARGET</u></b>	<b><u>LEAD RESPONSIBILITY</u></b>	<b><u>PROGRESS</u></b>
<b>Community Alarm Service</b>  <b>CHS152</b> Encourage the use of communication aids and SMART technology to help people live independently. First stage of this is to pilot the inclusion of SMART technology in some council houses to assist older people to live at home and reduce home accidents. Evaluate during 2002.			<u>Care Housing &amp; Building Design Services</u>	

**KEY SERVICE: NEIGHBOURHOOD MANAGEMENT**

<b><u>ACTIONS IDENTIFIED IN STRATEGY DOCUMENTS FOR HOUSING &amp; OUTCOMES</u></b>	<b><u>RESOURCES</u></b>	<b><u>TARGET</u></b>	<b><u>LEAD RESPONSIBILITY</u></b>	<b><u>PROGRESS</u></b>
<b><u>Neighbourhood Management Structures/arrangements:</u></b>  <b>CHS125</b> Contribute to improving the co-ordination of information, investment and service provision between different CEC departments to ensure a good range of facilities such as shops, buses, play areas. A high quality environment is necessary to attract people and businesses. Plans for housing investment will be circulated to relevant departments as early as possible.		Ongoing.	<u>Housing Development &amp; Building Design Services</u>	

<p><b>Energy Efficiency &amp; Fuel Poverty CHS58</b> Identify fuel poor households in all tenures so that action can be appropriately targeted. Methods for identifying fuel poor to be developed during 2002 and implemented in 2003.</p> <p>CHS92 Continue to promote the Affordable Warmth Strategy to ensure that all housing in <b>public and</b> private sector <b>meets high standards of energy efficiency. Newly developed grant funded affordable homes will have high standard of energy efficiency (NHER=9).</b> Private developments will be encouraged to develop new housing to a high standard and to use this as a marketing tool until Building Regulations include more stringent standards (Also relates to Housing Development)</p> <p><u>CHS96</u> Develop further action as and when required by the Minister's fuel poverty Statements. Timescale to be set by Scottish Executive.</p>		<p><u>In 2002 &amp; 2003</u></p>	<p><u>Building Design Services</u></p> <p><u>Building Design Services &amp; Care Housing</u></p> <p><b>Building Design Services</b></p>	<p><b><u>Scottish Housing Condition Surveys 2002–due in 2003.</u></b> Stock Condition Survey for Council Homes; Warm &amp; Well referrals; Developing improved referral mechanisms as part of our input to City for All Ages. See service plan for more detail.</p> <p>Progressing - also a small pilot project to improve energy efficiency in three tenements in partnership with LEEP.</p>
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<b>Strategic Goal 1</b>							
<b>To provide excellent quality services which customers choose to use because they represent good value for money</b>							
Objective	KPI or SPI where indicated	2002/03		2003/04 Target	2004/05 Target	2005/06 Target	Trend Information
		Target	Performance to 31st August 2002				
To improve our landlord service	8. Tenants satisfied with condition of home	72%		75%	78%		2001/02 69% Stock Condition Survey 60%
To improve customer satisfaction with core services	11. Home improvements & Planned maintenance	93%	April to June 2002 89%	95%	95%		2001/02 91% 2000/01 89% January 2000 93%
"	12. Building Design Services	N/A	N/A				

<b>To create successful, safe and well-managed communities where services are organised to meet customer needs</b>							
Objective	KPI or SPI where indicated	2002/03		2003/04 Target	2004/05 Target	2005/06 Target	Trend Information
		Target	Performance to 31st August 2002				
To provide popular homes	33. % of residents satisfied with condition of home	86%		87%	88%		2001/02 85% 2000/01 83% TSS 1998 82%

To ensure good quality housing througho	35. No. of Below Tolerable Standard houses	288 private sector 30 public sector	192 private sector 0 public sector	96 private sector 0 public sector	Public Sector 2001/02 3 2000/01 49
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To improve energy efficiency	36. % improve ment in energy efficienc y	3%		3%	3%	City Wide 3% (1999- 2001): 2.6% owner occupier 5.3% local authority 1.7% private rented 3.2% housing association
To provide popular communi ties	37. % residents satisfied with area	76%		76%	77%	2001/02 76% 2000/01 72% TSS 1998 73%
To create safer communi ties	40. Recorded crime per 1000 househol ds	<=217		<=206	<=196	2001/02 239 2000/01 239

**BUILDING DESIGN SERVICES**

**PLANNED MAINTENANCE  
STANDARDS**

**PERFORMANCE SUMMARY**

**Contract Support Services  
October 2002**

## **BUILDING DESIGN SERVICES**

### **STANDARDS**

#### **OUR SERVICES**

**The overall Housing investment strategy is outlined in the City of Edinburgh Council's Services Plan. Building Design Services, located in the Housing Department, assist in the implementation of this strategy by working to a long term Planned Maintenance programme of repairs and improvements to Council Housing stock.**

**Each year, a programme of work is finalised against an approved budget.**

#### **OUR VISION STATEMENT**

**"To provide excellent quality services which customers choose to use because they believe they represent good value for money"**

**and**

**"To create successful, popular and well managed communities"**

## **BUILDING DESIGN SERVICES - STANDARDS**

### **AT THE START OF A PROJECT**

- a) If required, we will hold evening meetings and/or open days in show flats to put forward our proposals and listen to your views.**
  
- b) We will keep you informed of our proposals for work in your home and where appropriate, offer choice.**
  
- c) Ensure you receive easy to read information giving work details, contact names and phone numbers.**

## **BUILDING DESIGN SERVICES - STANDARDS**

### **DURING THE PROJECT**

- a) **We will give you, wherever possible, a minimum of 7 days notice when work is to take place within your home.**
- b) **We will try to ensure that work is carried out and completed on the dates and times arranged with you. We will keep you informed of progress.**
- c) **We will make any necessary arrangements for residents with special needs.**
- d) **We will use clean dustsheets to protect soft furnishings and fittings when working in your home.**
- e) **We will ensure the contractors are polite, considerate, dress appropriately, do not use bad language, carry identification and leave your home in a safe and watertight condition at the end of each working day.**
- f) **We will ensure the contractor instructs you on the use of any new installation in your home.**
- g) **We will carry out a final inspection to ensure you are happy with the work.**

## **BUILDING DESIGN SERVICES - STANDARDS**

### **AT THE END OF A PROJECT**

- a) **We will continue to provide assistance after the work is complete to help you with any further enquiries you may have.**
- b) **We will carry out customer surveys to assess your satisfaction with our products and service.**

## **BUILDING DESIGN SERVICES - STANDARDS**

### **GENERAL**

- a) **Any information we provide will be easy to understand, available in a variety of formats and will give our contact details. We will offer our Interpretation and Translation service (ITS) to our customers to help in situations where communication in English may be difficult.**
- b) **We will respond to all written enquiries within 10 working days.**
- c) **We will ensure that faults reported to our help desk are dealt with within 10 days working days. Where this is not possible, we will keep you abreast of the latest position.**
- d) **We will respond to your complaints within 10 working days. If the complaint cannot be dealt with in that time, we will keep you informed of the latest position.**
- e) **We will ensure that your enquiries to our help desk are dealt with immediately where practical but no later than 10 working days where an enquiry requires further research or action.**
- f) **All telephone calls will be answered within 5 rings whenever possible.**
- g) **Our staff will be polite and courteous at all times.**

## **BUILDING DESIGN SERVICES - STANDARDS**

### **PERFORMANCE**

- a) Each year, we will publish our performance against these Standards so that our customers can hold us accountable for them.

**BUILDING DESIGN SERVICES**

**PLANNED MAINTENANCE -  
STANDARDS**

**MEASUREMENT**

**Contract Support Services**

**October 2002**

**STANDARDS MEASUREMENT - INDEX OF CONTENTS**

<u>Stage of Project</u>	<u>Measurement Standard</u>	<u>Page</u>
<b>1. At the start of a Project</b>	a) If required, we will hold evening meetings and/or open days in show flats to put forward our proposals and listen to your views.	1
	b) We will keep you informed of our proposals for work in your home and, where appropriate, offer choice.	2
	c) Ensure you receive easy to read information giving work details, contact names and phone numbers.	3
<b>2. During the Project</b>	a) We will give you, wherever possible, a minimum of 7 days notice when work is to take place within your home.	4
	b) We will try to ensure that work is carried out and completed on the dates and times arranged with you. We will keep you informed of progress.	5
	c) We will make any necessary arrangements for residents with special needs.	6
	d) We will use clean dustsheets to protect soft furnishings and fittings when working in your home.	7
	e) We will ensure the contractors are polite, considerate, dress appropriately, do not use bad language, carry identification and leave your home in a safe and watertight condition at the end of each working day.	8
	f) We will ensure the contractor instructs you on the use of any new installation in your home.	9
	g) We will carry out a final inspection to ensure you are happy with the work.	10
<b>3. At the end of a project</b>	a) We will continue to provide assistance after the work is complete to help you with any further enquiries you may have.	11
	b) We will carry out customer surveys to assess your satisfaction with our products and service.	12/13
<b>4. General</b>	a) Any information we provide will be easy to understand, available in a variety of formats and will give our contact details. We will offer our Interpretation and Translation service (ITS) to our customers to help in situations where communication in English may be difficult.	14
	b) We will respond to all written enquiries within 10 working days.	15

desk are dealt with within 10 days working days. Where this is not possible, we will keep you abreast of the latest position.

- |   |       |
|---|-------|
| d) We will respond to your complaints within 10 working days. If the complaint cannot be dealt with in that time, we will keep you informed of the latest position.           | 17    |
| e) We will ensure that your enquiries are dealt with immediately where practical but no later than 10 working days where an enquiry requires further research or action.      | 18/19 |
| f) All telephone calls will be answered within 5 rings whenever possible.   | 20    |
| g) Our staff will be polite and courteous at all times.   | 21    |
| <b>5. Performance</b><br>a) We will publish our Standards in appropriate publications so that our customers are aware of these standards and can hold us accountable to them. | 22    |

***1. At the start of the project.....***

**a) If required, we will hold evening meetings and/or open days in show flats to put forward our proposals and listen to your views.**

- *Measurement. The consultation process will take place through regular meetings with Edinburgh Tenants Federation. On an individual project basis, this will be through, where appropriate locally arranged consultation meetings*

*Previous meetings with Edinburgh Tenants Federation were held as and when the situation dictated. In order to improve the consultation process between ETF and BDS, from August onwards, a series of monthly meeting will now be held to discuss all issues in relation to the delivery of the Planned Maintenance Service. This will include the projects within the current programme, issues of concern, performance against our standards, etc.*

*The first meeting was held on 27<sup>th</sup> August 2002 at 7 pm. The meeting will set the agenda and structure of subsequent meetings. Minutes awaited.*

**Consultation (Your home, neighbourhood and surrounding areas)**

*Building Design Services have standardised their approach to Customer Consultation Meetings. New procedures are in place covering the setting up of the meeting, information sheets, promotion of choice, minutes, follow up actions, etc*

1. *At the start of the project.....*

**b) We will keep you informed of our proposals for work in your home and, where appropriate, offer choice.**

- Measurement.

The customers receive notification of any forthcoming consultation meeting at least 10 days prior to the meeting - see Procedure PROJ 2.1 - Tenant Consultation Meeting/Exhibition.

Further to this, each customer receives the set of Customer Care letters through PMS.

Example of choice -

**Moredun Multis** - Colin Taylor - Customers (through Tenant's group) were given choices with regard to style of windows, colour of render, pattern on building. Sometimes set up a flat with examples of choice.

**BISF** - Colin Taylor - Choice of heating, door style/colour, colour in common areas.

**Window Projects** - Iain Murray - Good examples would be Lady Nairne, Oxbgangs, where customers were given a choice of style. In fact, public display meetings were arranged to demonstrate choices available.

**Heating Installations** - Dave Ramage - Customers are given a choice of gas or electric heating with a limited selection of fires. They also have a choice of fire surround. It is proposed to expand this choice to a greater range in the future.

**Kitchens and Bathrooms** - Stephen Whitehead - Customers were given the opportunity of attending a show house type arrangement to view the types of installations available. Customers were given option to specify their preference in type of kitchen unit, worktop, fittings, wall tiles, flooring and decoration. With regard to bathrooms, a choice was offered on style of bathroom suite, bath panel, wall tiles, flooring and decoration. An option was also given with regard to the doors ie style and colour.

*1. At the start of the project.....*

**c) Ensure you receive easy to read information giving work details, contact names and phone numbers.**

- *Measurement To measure this BDS will check that all correspondence sent out to customers meets "Plain English" requirements/standards. Correspondence will be checked by the Communications Department before being sent out to our customers.*

*Development of the computerised Planned Maintenance System has resulted in an improved and standardised method of communication with our customers specifically with regard to work being carried out in their home. Customers are kept informed at all stages of the project.*

1. When the project is approved in the current year's Capital Programme, or soon after, customers are informed of approximate dates as to when the work will be carried out in their home.
2. As the start of the contract nears, customers are informed of the successful contractor, useful help numbers, contacts, etc and that the contractor will give the customer at least 7 days notice prior to work being carried out in their home.
3. At the end of the work, or soon thereafter, the customer will be asked to complete a questionnaire assessing the performance of the contract as it applied to their particular property. They will also be informed of subsequent guarantee periods and what to do should a fault or problem occur as a result of the work being carried out.
4. Towards the end of the contractor guarantee period, we will again write to our customers advising them that should they have any problems after the guarantee period is up, then they should contact their local area office. Appropriate contacts will be given.

**2. During the project.....**

***a) We will give you, wherever possible, a minimum of 7 days notice when work is to take place within your home.***

- *Measurement. Monitoring is carried out through PMS Management Reports to BDSSMT. Performance reports are supplied to ETF and BDS Management Team. Analysis is carried out through Customer Satisfaction Survey returns.*

<b>Month</b>	<b>Forms analysed</b>	<b>Average notification</b>
August 02	1445	7.42 days
September 02	1669	7.50 days
October 02	1691	7.48 days
November 02		
December 02		
January 03		
February 03		
March 03		
April 03		
May 03		
June 03		
July 03		
August 03		
September 03		
October 03		
November 03		

Source - PMS Reports/Customer Care Analysis

2. During the project.....

**b) We will try to ensure that work is carried out and completed on the dates and times arranged with you. We will keep you informed of progress.**

- Measurement. To measure this, BDS will analyse the results of two elements of the Customer Care satisfaction survey returns ie that of Question 5 "Was the work done on the dates given to you by the Contractor" and Question 6 "Did the Contractor complete the work in the time scale specified to you".

Note - The figures are cumulative since recording started on PMS. Future development would include a more detailed report on the "Report Menu" of PMS.

**Question 5 "Was the work done on the dates given to you by the Contractor"**

Month	Yes	No	Not Applicable	%age
September 2002	1376	196	0	87.53%
October 2002	1514	201	0	88.28%
November 2002				
December 2002				
January 2003				
February 2003				
March 2003				
April 2003				

**Question 6 "Did the Contractor complete the work in the time scale specified to you"**

Month	Yes	No	Not Applicable	%age
September 2002	1374	199	0	87.34%
October 2002	1518	199	0	88.41%
November 2002				
December 2002				
January 2003				
February 2003				
March 2003				
April 2003				

**c) We will make any necessary arrangements for residents with special needs.**

- Measurement.

Building Design Services staff work to the guidelines as indicated in BDS Procedure PROJ2.1 - Tenant Consultation Meeting/Exhibition.

A questionnaire is sent to all customers asking if they have any special requirements and this is forwarded back to BDS in a pre-paid envelope.

For example, in the Kitchens and Bathrooms Programme, the extent of the work was discussed with customers with specific regard to special needs ie whether a customer needs referral to the Social Work Dept or the assistance of an Occupational Therapist in deciding the most adaptable installation that would meet their needs.

We would handle this for our customers.

Some customers prefer to retain their existing bath, say, and would prefer a bath seat fitted. In this case, BDS would have the bath built or altered in length to suit the customers needs. BDS are doing this for one customer in the current programme.

Also, with regard to the kitchens, some wheelchair customers require the help of an Occupational Therapist in deciding whether or not a specially adapted kitchen actually meets their needs. It is not always the case that a wheelchair user requires a specially adapted kitchen, but the option remains open to allow them choice.

In one case where a customer was blind, we liased with the customers daughter regarding choice, etc. We also arranged for the attendance of the Visually Impaired Service along with the Surveyor who designed the kitchen to ensure that all the customers needs were met.

We also follow up no replies to our letters. For example, one customer was very ill and in respite care for a few months. We liased with her niece who wanted the work to go ahead and we altered the programme to ensure the work was carried out prior to the customer returning to her home thereby avoiding any unnecessary disruption to the customer.

2. During the project.....

**d) We will use clean dustsheets to protect soft furnishings and fittings when working in your home.**

- *Measurement.* To measure this, BDS will analyse the results of one element of the Customer Care satisfaction survey returns ie that of Question 7 "Did the Contractor protect your carpets/furnishings by using dustsheets".

Note - The figures are cumulative since recording started on PMS. Future development would include a more sophisticated report on the "Report Menu" of PMS.

**Question 7 "Did the Contractor protect your carpets/furnishings by using dustsheets"**

<b>Month</b>	<b>Yes</b>	<b>No</b>	<b>Not Applicable</b>	<b>%age</b>
September 2002	1143	193	188	85.55%
October 2002	1238	233	198	84.16%
November 2002				
December 2002				
January 2003				
February 2003				
March 2003				
April 2003				

Source - PMS Reports, Tables

2. During the project.....

e) We will ensure the contractors are polite, considerate, dress appropriately, do not use bad language, carry identification and leave your home in a safe and watertight condition at the end of each working day.

- **Measurement.** To measure this, BDS will analyse the results of one element of the Customer Care satisfaction survey returns ie that of Question 8 "Were the Contractors operatives polite and considerate".

Note - The figures are cumulative since recording started on PMS. Future development would include a more detailed report on the "Report Menu" of PMS.

**Question 8 "Were the Contractors operatives polite and considerate".**

Month	Yes	No	Not Applicable	%age
September 2002	1509	65	0	95.87%
October 2002	1652	65	0	96.21%
November 2002				
December 2002				
January 2003				
February 2003				
March 2003				
April 2003				

**Question 14 "Upon completion of the work, what condition did the contractor leave the work area in".**

Month	Tidy (1)	Acceptable (2)	Untidy	%age (1) & (2)
September 2002	991	435	140	91.06%
October 2002	1094	467	153	91.07%
November 2002				
December 2002				
January 2003				
February 2003				
March 2003				
April 2003				

Source - PMS Reports, Tables

**f) We will ensure the contractor instructs you on the use of any new installation in your home.**

- *Measurement.* To measure this, BDS will analyse the results of one element of the Customer Care satisfaction survey returns ie that of Question 11 "Did the Contractor leave you with User Instructions for the newly installed equipment".

Note - The figures are cumulative since recording started on PMS. Future development would include a more sophisticated report on the "Report Menu" of PMS.

**Question 11 "Did the Contractor leave you with User Instructions for the newly installed equipment".**

Month	Yes	No	Not Applicable	%age
September 2002	556	441	510	55.76%
October 2002	585	424	616	57.98%
November 2002				
December 2002				
January 2003				
February 2003				
March 2003				
April 2003				

Source - PMS Report, Tables

**2. During the project.....**

**α) We will carry out a final inspection to ensure you are happy with the work**

- *Measurement* - After the work is completed, the Project Officer will check and measure this in relation to the terms and conditions as specified within the contract. From a customer satisfaction viewpoint, BDS will analyse the results of one element of the Customer Care satisfaction survey returns ie that of Question 12 "Have you had any problems with the new equipment since it was first fitted". An additional question is then asked as follows - Question 13 "If you did have any problems, were these sorted out to your satisfaction".

Note - The figures are cumulative since recording started on PMS. Future development would include a more detailed report on the "Report Menu" of PMS.

**Question 12 "Have you had any problems with the new equipment since it was first fitted".**

Month	Yes	No	Not Applicable	%age
September 2002	345	651	502	34.63%
October 2002	353	686	608	33.97%
November 2002				
December 2002				
January 2003				
February 2003				
March 2003				
April 2003				

**Question 13 "If you did have any problems, were these sorted out to your satisfaction".**

Month	Yes	No	Not Applicable	%age
September 2002	486	180	630	72.97%
October 2002	506	182	759	73.55%
November 2002				
December 2002				
January 2003				
February 2003				
March 2003				
April 2003				

Source - PMS Report, Tables

### 3. At the end of a project.....

- a) We will continue to provide assistance after the work is complete to help you with any further enquiries you may have.

- Measurement - This will be measured in conjunction with the measurement of General Enquiries, etc.

*This available assistance is conveyed to customers through the standard PMS letters generated for each project.*

*Letter # 4, which is sent to customers upon completion of the work, advises that the contract is now in DLP and that should any queries, problems, etc arise then customers should call the help desk numbers specified.*

*The measure of success in relation to the way in which we deal with these enquiries is shown under Standard entitled - "We will ensure that your enquiries are dealt with immediately where practical but no later than 10 working days where an enquiry requires further research or action"*

3. At the end of a project.....

**b) We will carry out customer surveys to assess your satisfaction with our products and service.**

- Measurement. Monitoring is carried out through PMS Management Reports to BDSSMT. Performance reports are supplied to ETF and BDS Management Team.

**2000/2001 - Customer Care Statistics**

Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Target	87	87	87	87	87	87	87	87	87	87	87	87
Performance	-	89	88	86	90	89	91	91	92	92	94	92

**2001/2002 - Customer Care Statistics**

Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Target	91	91	91	91	91	91	91	91	91	91	91	91
Performance	88	92	82	92	92	91	89	88	92	94	-	-

**2002/2003 - Customer Care Statistics \***

Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March
Target	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%
Performance	88.23%	86.48%	86.74%	87.09%	87.01%	90.99%	90.77%					
Issued	2250	2527	3721	4394	4495	4589	5506					
Returned	552	614	1059	1291	1306	1432	1691					
Return Rate	24.53%	25.92%	28.46%	29.38%	29.05%	31.21%	30.71%					

**Note -** \* Figures for 2002/2003 are now cumulative since being recorded on PMS. Figures shown indicate performance against all

Questionnaires issued up to the end of the particular month.

Source - PMS Reports/Customer Care Analysis

Continued

**Quality Performance spot checks on enquiries**

- 1. Where you happy with the response time in dealing with your enquiry.**
- 2. Did we resolve your enquiry/problem.**
- 3. If the enquiry/fault was not resolved, were you offered any further advice.**
- 4. Did the response to your enquiry/fault meet your expectations.**
- 5. Overall, on a scale of 1 to 5, how would you rate the level of services received. (4 and 5 acceptable)**
- 6. If not, could you please let me know where we failed to meet your expectations. Further, do you have any further comments or suggestions you would like to make.**

<b>Month</b>	<b>Checked</b>	<b>Sample %age</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
June 02	18	12.50%	67.00%	61.00%	67.00%	67.00%	61.00%
July 02	18	15.92%	77.80%	77.80%	75.00%	88.90%	77.80%
August 02	20	9.09%	80.00%	70.00%	28.57%	70.00%	70.00%
September 02	20	10.69%	90.00%	85.00%	33.00%	80.00%	80.00%
October 02							
November 02							
December 02							
January 03							
March 03							
April 03							
May 03							
June 03							
July 03							

Source - Telephone enquiry

**4. General.....**

a) Any information we provide will be easy to understand. available in a variety of formats



April 01	10	9	1				90.0%
May 01	23	21	2				91.3%
June 01	25	22	3				88.0%
July 01	24	24	0				100.0%
Aug 01	18	17	1				94.4%
Sept 01	13	11	2				84.6%
Oct 01	17	17	0				100.0%
Nov 01	24	24	0				100.0%
Dec 01	8	8	0				100.0%
Jan 02	14	0	0				100.0%
Feb 02	24	22	2				91.7%
March 02	23	20	3				87.0%
April 02	1	1	0	0	0	13.00 days	100.00%
May 02	5	2	3	0	0	27.20 days	40.00%
June 02	7	6	1	0	0	11.00 days	85.71%
July 02	13	10	4	1	1	7.71 days	76.92%
Aug 02	28	23	2	4	4	2.80 days	82.14%
Sept 02	11	8	0	3	2	4.63 days	80.00%
Oct 02	20	14	1	6	0	3.40 days	100.00%
Nov 02							
Dec 02							
Jan 03							
March 03							
April 03							

**Note** - Figures up to and including March 02 monitored against a previous Council standard of 14 days

**Report Source** - PMS/Report Menu/Customer Care Reports/Letters received

4. General.....

c) We will ensure that faults reported to our help desk are dealt with within 10 days working days. Where this is not possible, we will keep you abreast of the latest position.

- *Measurement.* Monitoring is carried out through PMS Management Reports to BDSSMT. Performance reports are supplied to ETF and BDS Management Team

Month	Faults Received	Completed within Statutory period	Completed out-with Statutory period	Number Outstanding	Number Outstanding but greater than Statutory Period	Average time to reply	Performance
May 02	38	27	11	0	0	15.37 days	71.05%
June 02	52	35	16	2	2	12.37 days	67.31%
July 02	51	35	7	9	8	6.74 days	70.00%
Aug 02	87	65	11	13	10	4.62 days	77.38%
Sept 02	63	39	2	22	9	2.93 days	78.00%
Oct 02	71	46	7	20	5	4.19 days	82.14%
Nov 02							
Dec 02							
Jan 03							
March 03							
April 03							
May 03							
June 03							
July 03							
Aug 03							
Sept 03							
Oct 03							
Nov 03							
Dec 03							

**Note** – The above figures show the fault reporting statistics for each Month. These figures form part of the total enquiries received as shown in Report 12.

**Report Source** – PMS/Report Menu/Customer Care Reports/Customer Care Details/Enquiries Received/Faults

4. General.....

**d) We will respond to your complaints within 10 working days. If the complaint cannot be dealt with in that time, we will keep you informed of the latest position.**

- Measurement - Monitoring is carried out through PMS Management Reports to BDSSMT. Performance reports are supplied to ETF and BDS Management Team.

Month	Complaints Received	Completed within Statutory period	Completed out-with Statutory period	Number Outstanding	Number Outstanding but greater than Statutory Period	Average time to reply	Performance
May 02	17	12	5	0	0	15.24 days	70.59%
June 02	26	22	4	0	0	9.15 days	84.62%
July 02	34	23	13	2	2	7.42 days	67.65%
Aug 02	35	19	5	12	10	5.04 days	57.58%
Sept 02	14	6	3	6	5	6.11 days	46.15%
Oct 02	29	20	1	9	1	2.86 days	95.24%
Nov 02							
Dec 02							
Jan 03							
March 03							
April 03							
May 03							
June 03							
July 03							
Aug 03							
Sept 03							
Oct 03							
Nov 03							
Dec 03							

**Note** – The above figures form part of the total enquiries received as shown in Report 12.

**Report Source** - PMS/Report Menu/Customer Care Reports/Customer Care Details/Enquiries Received/Complaint and Make Contact

4. General.....

e) We will ensure that your enquiries to our help desk are dealt with immediately where practical but no later than 10 working days where an enquiry requires further research or action.

- **Measurement** - Monitoring is carried out through PMS Management Reports to BDSSMT. Performance reports are supplied to ETF and BDS Management Team.

Month	Enquiries Received	Completed within Statutory period	Completed out-with Statutory period	Number Outstanding	Number Outstanding but greater than Statutory Period	Average time to reply	Performance
May 02	83	60	23	0	0	15.06 days	72.29%
June 02	143	105	34	5	5	9.94 days	73.43%
July 02	176	126	37	19	16	6.29 days	72.83%
Aug 02	222	167	26	34	27	4.13 days	77.67%
Sep 02	187	118	9	61	26	3.64 days	77.63%
Oct 02	197	130	9	61	17	3.15 days	84.97%
Nov 02							
Dec 02							
Jan 03							
Feb 03							
March 03							
April 03							
May 03							
June 03							

**Note** – The above figures show the total enquiries received per month ie whether for General Enquiries, Fault reporting, Complaints, etc  
**Report Source** – PMS/Report Menu/Customer Care Reports/Customer Care Details/Enquiries Received

Continued

Month	General Enquiries Received	Completed within Statutory period	Completed out-with Statutory period	Number Outstanding	Number Outstanding but greater than Statutory Period	Average time to reply	Performance
May 02	26	19	7	0	0	15.65 days	73.08%
June 02	64	47	14	3	3	8.39 days	73.44%
July 02	88	67	14	8	6	5.23 days	77.91%
Aug 02	98	81	4	14	12	2.99 days	84.38%
Sept 02	110	73	4	33	12	3.73 days	82.02%
Oct 02	93	61	0	32	11	2.46 days	84.72%
Nov02							
Dec 02							
Jan03							
March 03							
April 03							
May 03							
June 03							
July 03							
Aug 03							
Sept 03							
Oct 03							
Nov03							
Dec 03							

**Note** – The figures show enquiries that can be categorised as being of a general nature. They form part of the overall enquiries received as shown on report 12.

**Report Source** – PMS/Report Menu/Customer Care Reports/Enquiries received



System off line - May 1<sup>st</sup> to 14<sup>th</sup>, 12<sup>th</sup> June, 13<sup>th</sup> to 27<sup>th</sup> June, 16<sup>th</sup> to 18<sup>th</sup> July, 24<sup>th</sup> to 28<sup>th</sup> August, 17<sup>th</sup> to 18<sup>th</sup> October, 25<sup>th</sup> to 31<sup>st</sup> October. -

4. General.....

**g) Our staff will be polite and courteous at all times.**

- *Measurement.* To measure this we will ask our customers through the Customer Satisfaction Survey if our staff were polite and courteous.

**MYSTERY SHOPPING EXERCISE - by Scotinform Ltd**

	<b>Total Calls</b>			<b>Nov/Dec 2001 Actual</b>	<b>March/April 2002 Actual</b>
<b>Calls answered within 5 rings</b>	7			6	7
<b>Greeting -</b>					
• <b>Time of Day</b>	7			6	7
• <b>Housing Department</b>	7			6	5
• <b>Name</b>	7			5	2
• <b>How can I help</b>	7			1	7
<b>Calls transferred in 5 rings</b>	5			5	5
<b>Greeting</b>	5				
• <b>Time of Day</b>	5			2	5
• <b>Housing Department</b>	5			2	3
• <b>Name</b>	5			3	4
• <b>How can I help</b>	5			2	4
<b>Correct Information Supplied</b>	7			7	7
<b>Overall Rating Nov/Dec 2001 (7 calls)</b>					
	<b>Very Good</b>	<b>Quite Good</b>	<b>Neither/No r</b>	<b>Not Very Good</b>	<b>Not at all good</b>
<b>Professionalism</b>	5	1	1		
<b>Courtesy</b>	5	1	1		
<b>Clarity of info</b>	6		1		
<b>Accuracy of info</b>	5	1	1		
<b>O/all Satisfaction</b>	6		1		
<b>Overall Rating Mar/Apr 2002 (7 calls)</b>					
	<b>Very Good</b>	<b>Quite Good</b>	<b>Neither/No r</b>	<b>Not Very Good</b>	<b>Not at all good</b>
<b>Professionalism</b>	5	2			
<b>Courtesy</b>	6	1			
<b>Clarity of info</b>	5	2			
<b>Accuracy of info</b>	4	3			
<b>O/all Satisfaction</b>	5	2			

## **5. Performance.....**

**a) We will publish our Standards in appropriate publications so that our customers are aware of these standards and can hold us accountable to them.**

- Measurement. To measure this Building Design Services should publish their Standards on an annual basis. A logbook could be kept detailing the dates of publications and the channels used. The logbook can also detail any changes to the Standards from year to year. The logbook could then be made available to customers via the Edinburgh Tenants Federation, or anyone who wishes to view the Standards. Performance figure published on an annual basis through the Internet and journal publications.

### **6<sup>th</sup> August 2002 - Customer Information Booklet**

Currently developing a Customer Information Booklet in relation to the delivery of the Planned Maintenance Service. It is proposed to send a copy of the leaflet to each customer prior to the start of work within their home. The leaflet will contain our charter, outline what happens during all stages of the work, after completion, how customer enquiries/complaints, etc are dealt with, typical questions answered and customer feedback.

Until this is finalised, and as an interim measure, a brief summary has been included on the back of the first letter sent to the customers informing them of work to be carried out in their home during the current year.

Once the leaflet is finalised and in use, it is proposed to include a summary of related performance statistics on the back of the initial letter to our customers.

### **10<sup>th</sup> September 2002**

Draft leaflet circulated to Management Team

### **Annual Report**

For 2000/2001, an Annual Report was produced but for internal circulation only. Based on the results of the recent Stock Condition Survey which also asked customers view on how they wished to receive information, we are currently developing four avenues for this, viz

**Publications - Capital Tenant (November 2002) - Possibly Annual Report plus advertising feature on our service, performance figures.**

**Edinburgh Tenants Federation** - Monthly performance meetings, **Tenants Voice** - information feature.  
**Internet** - Information and Annual Report - Currently under design, **Intranet** - Information - Currently under design

## **Other facilities available to Building Design Services customers.**

### **Communication**

**If you have special needs when trying to communicate with Building Design Services we have a range of facilities at our disposal that can make communication easier. These include:**

**Language Line-** Building Design Services has access to this facility, which provides a confidential, accurate, impartial interpreting, in over 100 languages. A connection is guaranteed within 90 seconds.

**Interpretation & Translation Service-** Building Design Services has access to this facility, which provides interpretation and translation in ethnic minority and disability community languages. This service is only available to Council staff.

**Induction Loops-** Building Design Services will provide Induction Loops. This facility caters for those with hearing difficulties. Whenever you come to Building Design Services premises an Induction Loop will be active. The Induction Loop increases the volume of speech whilst eliminating background noise. This facility will be available at all Building Design Services open days and meetings.

**BT Typetalk-** Building Design Services has access to this facility which, enables deaf and blind people to contact Building Design Services without needing any other help. All Building Design Services Customer Advisors know how to use this facility. If they need to contact a deaf or blind person then the call is put through to BT typetalk and the message is given to the operator who then relays the message via a text phone to the customer. A conversation can continue in this way. If a customer wants to have a conversation with Building Design Services, then provided the customer has a BT typetalk phone a conversation can proceed.

### **Face to face contact**

Building Design Services can provide private rooms for consultation.

Building Design Services can provide upon request transport to and from open days.

Building Design Services can provide information in community languages, Braille and large print if required.

Building Design Services can liaise with other Council departments such as Social Workers, Occupational Therapists, Support Workers, or family, friends, or neighbours to help out the communication process.

**If you have any other suggestions that would make our service more accessible we would be pleased to hear from you. . We are contactable on 0131 529 7699 or 0131 529 7079 or 0131 529 7964. You can also write to Building Design Services at the following address: Building Design Services, level 5,23-25 Waterloo Place, Edinburgh, EH1 3BH. We are also contactable via e-mail on**

**[www.bds@edinburgh.gov.uk](mailto:www.bds@edinburgh.gov.uk)**

## **How do our operating costs compare against others ?**

### **Our Budget**

Building Design Services (BDS) work to an annual Planned Maintenance Budget of around £13 to £14 million and monitor progress against these budgets. Monitoring is controlled by means of financial reports to Building Design Services Senior Management Team and also through monitoring carried out at the monthly Housing Capital Investment Group meetings.

Value for money in service delivery is obtained through competitive tendering against set standards and specifications using approved contractors.

### **Our operating costs**

Building Design Services are members of the Benchmarking Club for Local Authorities. BDS's current cost for the delivery of the Planned Maintenance service is 11.5%. The Society of Chief Quantity Surveyors Report for 2001 summarises all other Local Authority Benchmarking data. From 16 national returns, BDS are 5<sup>th</sup> best in relation to fee rates for the majority of our projects that are in the range £100k to £500k. BDS also compare costs against the Private sector, fees for adaptations and external commissions. A Council agreed framework arrangement, by which all consultancy work under £1.5m will be dealt with by BDS, will be subject to audit by the framework monitoring group and compared against the Private Sector. We provide best practice information to the Convention of Scottish Local Authorities (COSLA) eg "Non Traditional Housing Practices and treatment of Multi Storeys", all related to Planned Maintenance.

Our operating costs are also included in the City of Edinburgh Council's Annual Report and annually via our web sit

## Complaints Analysis for the period 01/05/02-31/10/02

### COMPLAINT TABLE

### TYPES of COMPLAINTS

	Installation Complaint	Contractor left mess	Faulty Equipment	Damaged Property	Unfinished Work	Start Dates	Misc	Totals Complaints
May	1	1	2	4	7		2	17
June		3	8	10	3	1	1	26
July	4	5	4	6	7	3	5	34
August	3	4	4	5	9	2	8	35
September		3	2	4	6			15
October	4	4	8	3	3	2	5	29
<b>Totals</b>	<b>12</b>	<b>20</b>	<b>28</b>	<b>32</b>	<b>35</b>	<b>8</b>	<b>21</b>	<b>156</b>

**Period of Complaints  
complaint**

**S**  
01/05/02- 31/10/02

**Notes**

**Installation Complaints** Covers any situation where the service of installation or the product being installed was not up to the customers expectations

**Contractor left mess** Covers any situation where the contractor has not cleaned up after working on the property. This category also includes any inappropriate behaviour by the contractor as well as unacceptable workmanship

**Faulty Equipment** Covers any installation that has a defect and is within the Defect Liabilities Period

**Damaged Property property** Covers any situation where it is claimed the contractor has damages the customers property

**Unfinished Work** Covers any situation where the works made to customers property are not completed within the specified time frame or to the customers satisfaction

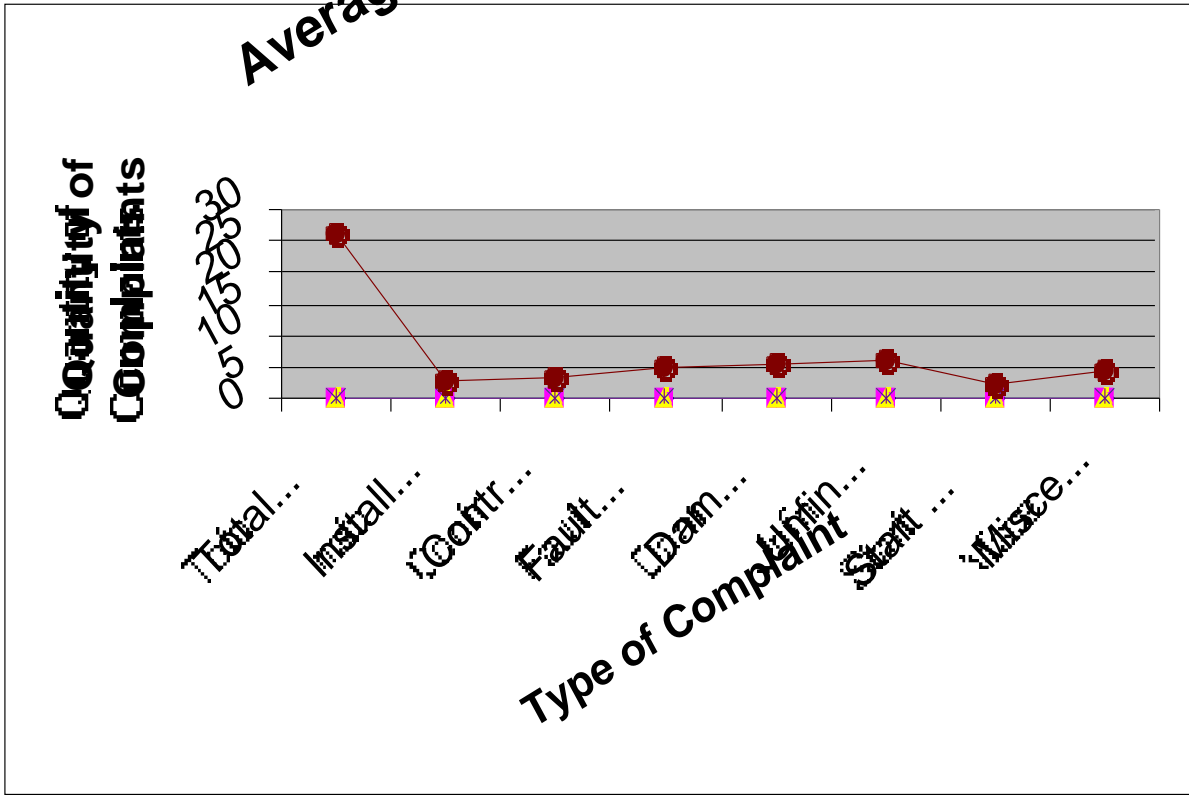
**Start Dates** Covers any situation where the contractor has started work on a customers property without giving the customer the appropriate notice, or the customer has not been notified of start dates

**Miscellaneous** Covers any written correspondence, movement of contractor equipment, bills, lift complaints



Average Monthly Complaints Break-down

<u>AVERAGES</u>	
Total Monthly Average Complaints	26
Installation Complaints Monthly Average	3
Contractor Complaints Monthly Average	3.333
Faulty Equipment Complaints Monthly Average	4.667
Damaged Property Complaints Monthly Average	5.333
Unfinished Work Complaints Monthly Average	5.833
Start Date Complaints Monthly Average	2
Miscellaneous Complaints Monthly Average	4.2

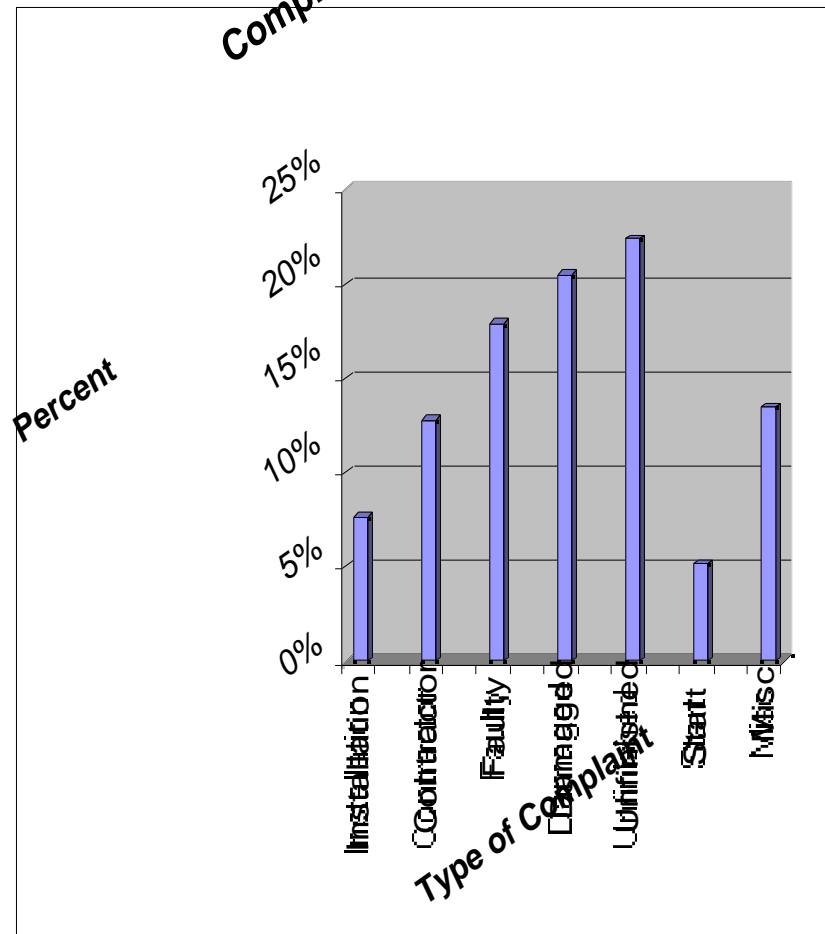




## Average Monthly Complaints Percentage

### Complaints by Percentage of all Complaints.

Installation	8%
Contractor	13%
Equipment	18%
Property	21%
Unfinished	22%
Start	5%
Misc	13%
Total	100%





## Analysis

Building Design Services have received a total of *156 complaints* in the period from 01/05/02 through 31/10/02. On Average BDS receive 26 complaints a month. In the same 6 month period BDS completed work on 2935 customers home's, whilst working on more homes. This means our current complaint percentage per property completed is 5.3 %An analysis of the variety complaints received by BDS reveals that most complaints received in a month by BDS are

1. **“Unfinished works”**. ( 22% of all complaints) This means, the contractors representing BDS, start work on a house, but don't complete the work within the specified time frame. BDS customers therefore phone in and make a complaint, wanting to know when the contractors will be back to complete the work on their property.

The second largest category of complaints received by BDS relate to

2. **“Damaged Property”**. (21% of all complaints) This means that the contractors representing BDS, have damaged property belonging to the residents of the house they have been working on.

The next category of complaints received by BDS relate to

3. **“Faulty Equipment”**. (18% of all complaints) This means that the product used by contractors in repairing, replacing or improving customer's homes has broken, has a defect or the customer has not been shown how to use the equipment properly or not given an instruction manual.

The next category of complaints received by BDS relate to

4. **“Contractor left mess” (13% of all complaints) & “Miscellaneous complaints” (13% of all complaints)**. The first category- Contractor left mess, BDS customers have phoned to complain about the mess the contractor has left on the property, or the quality of the work undertaken by the contractor has been unsatisfactory, or the contractors behaviour has been unsatisfactory. The Miscellaneous category represents complaints in writing, poor lift performance in multi-storey blocks, and account payments.

The next category of complaints received by BDS relate to

5. **“Problems within Installation” (8% of all complaints)**. This means that BDS customers have complained as the equipment installed in their home is not working to their satisfaction and that the customer would like to get the contractor back fix the customers problems.

The last category of complaints received by BDS relate to

6. **“Start dates” (5% of all complaints)**. This is where customers have complained because either, contractors have turned up to start work and have not given the required notification to the customer, or customers have complained because they would like to know an exact date that proposed work is due to take place on their property.



## **Summary**

82% of all complaints received by BDS from 01/05/02 through 31/10/02 are Contractor related. Categories 1,2,3,4,5 combined add to 82%. This raises issues for BDS to look at when implementing further contracts. For example, review the Customer Code of the contract documents to ensure contractor compliance.

The outstanding 18% of complaints relate to Miscellaneous complaints and complaints about unknown "Start Dates". BDS have received very few complaints of a miscellaneous nature, but need to look at these individually to isolate any re-occurring problems and take the necessary corrective measures. BDS and the contractor currently work closely to organise appropriate start dates for works programmes. "Start Date" complaints are complaints where the contractor has turned up to start work, but where the customer has not been appropriately notified of the works to take place. There should be a significant improvement in this aspect of the service as the introduction of the new Planned Maintenance System computer system takes affect, whereby tenants should receive 5 letters through the course of the works programme, as well as thorough door to door surveying of the homes involved in the works programmes. Included in BDS contracts with contractors are clauses that state a minimum of seven days notice will be given by contractors to customers.