



Maintaining and Improving High Standards of Workmanship

With the busy Planned Works program and day-to-day repairs activity, the achievement of high standards of workmanship is important to our Customers and to Gwalia. To keep an eye on quality and to help gauge overall value for money, a range of measures are used:

- 10% of all smaller jobs (under £500 in value) are followed up to check quality and to judge value for money. For some jobs, this is done by a phone call to the household who has had the repair done, other jobs are physically inspected
- In addition, jobs are often Inspected if Customers tell us they are not happy with the quality of workmanship or request us to have a look at what has been done
- All jobs valued £500 and over are inspected when complete
- Planned maintenance Contracts receive quality visits during the program of works as well as afterwards
- All people reporting a day-to-day repair are invited to complete a Customer Satisfaction survey when the job is done – those completed and returned to us are entered into a monthly £25 draw
- Where it is reported that a repair subsequently fails again, or that the problem persists, either the Contractor is sent back to do the repair again at their own expense or we carry out an inspection to establish why the job has failed and to find a solution

The information that comes from these quality checks is fed into our computers and assembled periodically into reports for discussion with our Contractors. In this way, in addition to Contractors being given the opportunity to put things right when they go wrong, overall performance and standards are monitored over time. The trends that emerge from this are then discussed with individual Contractors at regularly held Contractor Review meetings. Members of the Resident Home Improvement Panel attend many of these Review meetings. Where there is serious or persistent failure of Contractors to achieve high standards of workmanship, penalties are imposed from a range of sanctions including:

- Requirement for Contractor to re-do a job to the correct standard at their own expense

- Agreeing a realistic timescale in which a Contractor is required to come up to a particular standard
- Withholding of payment on individual jobs or groups of jobs
- Reducing the flow of work to a Contractor, either by volume or by type of jobs
- Replacing a poorly performing Contractor with one that performs well

In addition to these sanctions, Gwalia reserves the right to act immediately if there are issues about any Contractors working unsafely.