

Clydesdale Service Plan Update – March 2008

Service Areas	Progress Report
Customer Focus & Involvement	<p>All Measures of Success now completed. Recent progress in achieving this:</p> <ul style="list-style-type: none"> • Using customer feedback to improve service standards – negative feedback received on Tenancy Management Services (anti-social behaviour and neighbour complaints) identified an inconsistent approach to reporting back to tenants who complained about a neighbour. The Housing Management Team are now focusing on this issue in order to eradicate this problem. Target timescales for concluding all actions regarding neighbour complaints have recently been agreed by the Housing Management Team for the 2008/9 period. • 2008/9 rent increase consultation improved to include personalised letter to each tenant providing estimate of what new weekly rent would be. • Service Charge review complete – March 2008.
Anti-Social Behaviour & Estate Management	<p>All Measures of Success now completed. Recent progress in achieving this:</p> <ul style="list-style-type: none"> • Service Charge structure reviewed over 2007/8 for implementation from 1 April 2008. • See above for details of recent improvements to anti-social behaviour/tenancy management services.
Repairs & Maintenance	<p>All Measures of Success now completed. Recent progress in achieving this:</p> <ul style="list-style-type: none"> • Emergency response time reduced from 24 to 12 hours for 2006/7 and <u>a further reduction in the response time to 6 hours implemented from 1 April 2008.</u> • Asset Management database currently being re-structured to provide more meaningful stock profile information – completion due May 2008. • Price & quality procurement method used to select reactive contractors for 2007/8 & 2008/9. • Enhanced reactive repairs service for vulnerable people introduced over 2007/8.
Rent & Arrears	All Measures of Success now completed.
Financial Management	All Measures of Success now completed.
Access to Housing & Allocations	All Measures of Success now completed with the exception of the South Lanarkshire Common Housing Register.
New Housing Design & Adaptations	All Measures of Success now completed with the exception of involving future service users in the design process for new housing. It should be possible to address this issue during the detailed design process for the Rodding development in Lanark.