



Draft Post Completion Review Policy

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Approved:	
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SHR Regulatory Standards:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
- The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.
- The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

CHA Strategic Objectives

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for physical and socio-economic regeneration in Clydebank.
- To ensure that our resources are adequate to deliver our objectives by investing in our people, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do

This policy can be made available on request in a variety of different formats, such as on CD, in large print and translated into other languages.

1. Introduction

- 1.1 This policy describes CHA's approach to reviewing individual schemes after practical completion. The progress of individual schemes is monitored throughout the construction period; in addition, CHA undertakes a post-completion scheme assessment to ensure that the scheme is performing well and that residents are satisfied. In developing this policy, CHA has taken account of the Regulatory standards of Governance and Financial Management, in particular:

- Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users
- Standard 2: The RSL is open and accountable for what it does. It understands and takes account of the need and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities

CHA has also had regard to the terms of the Scottish Social Housing Charter, in particular Charter Standard 4 – Quality of Housing and SHR Charter Indicators:

- 9: Percentage of tenants satisfied with the quality of their home when moving in
- 17: Percentage of tenants satisfied with the management of the neighbourhood they live in

2. Purpose

- 2.1 CHA strives for continuous improvement in all its activities. This policy aims to ensure that:

- Continuous improvements in standards are achieved from each scheme that we develop.
- A co-ordinated and inclusive approach to scheme review is applied.
- Regulatory expectations for post completion audit are met.
- Residents' views are obtained.
- Findings are fed into future scheme specifications and inform consideration/assessment of future working with contractors and consultants
- Identified problems are remedied satisfactorily.

3. Implementing the Policy

- 3.1 All schemes will be reviewed after completion as part of the CHA's performance monitoring activities and our commitment to continuous improvement. CHA will be responsible for the conduct of the post completion review and will gather evidence and information during the development period that is likely to be relevant to the assessment. We will use a standard form to monitor the physical quality of completed schemes and the performance of our contractors and consultants. At the time that a scheme is proposed and the design brief is prepared, we will identify any specific elements that we wish to monitor after completion and agree a mechanism for doing so. These elements may relate to design aspects (e.g. energy efficiency initiatives) or to working practices and contractor performance (e.g. number of defects and how they are remedied) and will be integrated into the overall post completion scheme audit. Elements to be monitored will be identified and agreed by CHA's housing and maintenance staff.
- 3.2 A post completion review team will be established for each scheme at least one month in advance of practical completion. The team will include CHA development, housing management and maintenance staff/consultants and may also include CHA

Management Committee members as well as occupiers. A member of the review team (from CHA) will attend practical completion and handover meetings. The review team is responsible for ensuring that the expectations of The Scottish Government are met in respect of post completion scheme audit and that the terms of this policy are implemented effectively. The review team will be led by a member of CHA development staff/consultants. Its findings and any recommendations will be reported to CHA's Management Committee. Post completion reviews will normally be completed within fifteen months of practical completion, although some initiatives that are innovative may require a longer monitoring period. Where this is the case, these elements will be identified as requiring ongoing monitoring and the remainder of the review will be progressed within the timescale set out in this policy.

- 3.3 The review team will hold at least one site meeting to gather views and impressions about the scheme.

4. Physical Quality

- 4.1 In reviewing the physical quality of the scheme, the review team will consider the project brief and design specification to identify whether they have been met fully and whether costs were contained within the original budget. Findings will be used to inform any changes or improvements that might be required for future reviews of CHA's standard Design Brief. Any developing maintenance history will be reviewed and referred to the consultants and contractor in accordance with the contractual terms relating to defects and the implementation of our Contract Management Policy. Defects that may have the potential to be categorised as latent defects will be subject to careful recording and monitoring to ensure that contractual provisions are complied with.
- 4.2 Findings from the review of physical quality will inform any proposed amendments to CHA's standard design brief and will inform its application to subsequent schemes.

5. Residents' Views

- 5.1 We will seek residents' views on their satisfaction with their new home and the service provided by CHA by:
- Visiting new residents within six weeks of moving in to ensure that they are settling in well and are familiar with CHA's policies and practices, including those for defects/repairs reporting and rent payment. At this visit, initial feedback will be invited on the resident's satisfaction with their home and the allocations process.
 - Issuing customer feedback cards to any resident reporting a repair or defect to obtain feedback on the quality of service provided.
 - Carrying out a structured survey of all residents 12 months after the last resident moved in to assess satisfaction levels.
- 5.2 The survey will gather residents' views on issues including:
- Suitability of the design of the house and the surrounding environment
 - How well the house meets their needs
 - Standards of components and ease of use, including ease of use of heating systems, fuel costs and neighbourhood management
 - Contractor's performance in respect of defects
 - Suggested changes for future developments

- 5.3 The review team will determine the appropriate method for surveying residents and will assess their feedback to inform the scheme review and its recommendations. Recognising the small scale of many of our developments, we will aim to achieve responses from at least 75% of residents. A summary of the feedback received will be provided to residents, together with details of how any problems are to be addressed.
- 5.4 Outstanding defects will be notified to the contractor, in accordance with the Contract Management Policy. Any concerns or complaints identified will be referred to the relevant department to be dealt with appropriately, and the resident notified of the action taken.

6. Contractor's Performance

- 6.1 We will review contractor's performance to assess their effectiveness in:
- Quality control
 - Safety
 - Relationships with ourselves and our consultants
 - Adherence to timescales
 - Service and attitude to neighbours and prospective residents
 - Speed and quality of attention to defects
 - Speed and ease of settling the final account
- 6.2 In assessing contractors' performance we will seek views from our Development agent, consultants and the Clerk of Works. The Review Team will also seek views from other CHA staff involved in the scheme and from neighbours and residents.
- 6.3 We will use the findings from this review to inform our evaluation of future tenders, as described in our Procurement Policy. We will provide a summary of the feedback to the contractor.

7. Consultants' Performance

- 7.1 We will review the performance of each consultant engaged on a scheme individually. The review will cover:
- Suitability of the scheme design and adherence to the design brief
 - Performance in relation to the individual terms of appointment
 - Effectiveness of contribution to the project team
 - Relationships with our Agent and with contractor(s)
 - Accuracy of cost estimates
 - Effectiveness of cost control
 - Adherence to timescales
 - Attitudes to neighbours and prospective residents
 - Speed and ease of settling the final account
 - Liaison with other partners e.g. Planning and Building Control; Roads Dept.; Utilities.
- 7.2 In assessing consultants' performance, we will seek views from the contractor. We will use the findings of the review to inform our evaluation of future tenders and proposals, as described in our Procurement Policy. We will provide a summary of the feedback received to the consultants.

8. Report

- 8.1 The Review Team will prepare a report of its findings and recommendations for consideration by CHA. The CEO will advise the Management Committee of any action required to implement the recommendations and seek approval, where necessary. A report on the outcome of the review will be made to residents through the regular newsletter.

9. Equal Opportunities

Our commitment to equal opportunities and fairness will apply irrespective of factors such as age, disability, gender reassignment, marriage, and civil partnership, pregnancy & maternity, race, religion or belief, sex, and sexual orientation.

Customer Consultation Required/Arranged	No
Intranet Update	Yes
F Drive Update	Yes
Website Update	No
Leaflet change required?	No
Newsletter Promotion?	No
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	No
Equality Impact Assessment completed	Yes 22.03.21