



Post Scheme Appraisal (Resident Consultation) Policy

Introduction

The Association will complete a full post scheme appraisal for each and every completed development project.

The purpose of the post completion review will be to serve two main strands:-

The first will focus on the technical aspects of the file and our compliance with our statutory and regulatory obligations. The technical file will be held for scrutiny and audit purposes, which can then be made available to the funding regulator and/or the housing regulator on request.

The second will focus on Resident Consultation through the form of a satisfaction survey. (more and more we are building houses for unknown end-users which means that we are unable to consult on specification and design prior to developing projects. Satisfaction surveys for completed projects will help inform the continuous improvement of our future designs and specifications.)

It will be the Investment Team's responsibility to assemble the post completion review files for each project and hold these together with the relevant project files.

The Technical File

The technical file will comprise copies of:-

- the Project Proposal and Scheme Agreement.
- the project Specification.
- a complete set of Architects "As-Built" drawings.
- a complete set of Civil Engineering "As-Built" drawings.
- a complete set of Mechanical Engineering "As-Built" drawings.
- the complete Health & Safety File.
- the Planning Approval and Planning Conditions.
- the Building Warrant.
- the Building Control Completion Certificates.
- the Certificate of Practical Completion.
- the Certificate of Non-Completion (where applicable)
- the Certificate of Making Good Defects.
- the Certificate of Completion.
- the Contractor procurement / selection process.
- the Contract acceptance letter.
- the Design Team procurement / selection process.
- the Design Team letters of appointment.
- the project Partnering Agreement.
- the Secure by Design Certification.

- the Quantity Surveyor Report on Offers.
 - the Quantity Surveyor Cost Reports.
 - the Minutes of all Contract Progress (site) Meetings.
 - the Defect reports.
 - The final Defect schedule. (where applicable)
- Any third party warranties that apply.

The Resident Consultation (Satisfaction Survey)

The Resident Consultation (Satisfaction) Survey will take the following format:

	Element	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
1	Size of the Kitchen				
2	Layout of the Kitchen				
3	Number of Kitchen Units				
4	Quality of Kitchen Units				
5	Number of Electric Sockets				
6	Position of Electric Sockets				
7	Type of Central Heating				
8	Position of the Radiators				
9	Heating System Performance				
10	Heating System Controls				
11	Window Design				
12	Window Opening/Closing				
13	Draughtproofing				
14	Size of the Bathroom				
15	Layout of the Bathroom				
16	Bathroom fixtures/fittings				
17	Size & Layout of Bedrooms				
18	Size & Layout of Living Room				
19	Choice/Quality of Finishes				
20	House Security				
21	General Layout of Gardens				
22	General Layout of Estate				
23	The Television System				
24	Repairs / Defects				
25	Overall Satisfaction				
Tot					

The Association's targets will be:-

- 75% return for all completed development projects.
- 95% (total) satisfaction rate

The survey will be recorded in both number and percentage format with findings and comments being routinely presented to the Management Board then shared with Design Teams and Contractors so that future design and specification can be better informed and tailored to our customer needs.