



# New Build Post Scheme Appraisal Resident Consultation Policy

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## 1. Introduction

The Association will complete a full new build post scheme appraisal for each completed development project.

The post completion review will be in two parts as follows:

The first will focus on the **Technical 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 provider and/or the Scottish Housing Regulator on request.

The second will focus on **Resident Consultation** through the form of a satisfaction survey. We are often 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.

## 2. The Technical File

The Technical File will comprise the following:

- Project Proposal and Scheme Agreement.
- Project Specification.
- Complete set of Architects 'As-Built' drawings.
- Complete set of Civil Engineering 'As-Built' drawings.
- Complete set of Mechanical Engineering 'As-Built' drawings.
- Complete Health & Safety File.
- Planning Approval and Planning Conditions.
- Building Warrant.
- Building Control Completion Certificates.
- Certificate of Practical Completion.
- Certificate of Non-Completion (where applicable)

- Certificate of Making Good Defects.
- Certificate of Completion.
- Contractor procurement / selection process.
- Contract acceptance letter.
- Design Team procurement / selection process.
- Design Team letters of appointment.
- project Partnering Agreement.
- Secure by Design Certification.
- Quantity Surveyor Report on Offers.
- Quantity Surveyor Cost Reports.
- Minutes of all Contract Progress (site) Meetings.
- Defect reports.
- Final Defect schedule. (where applicable)
- Any third-party warranties that apply.

### 3. 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				
Total					

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.

#### **4. Other Related Strategies, Policies/Procedures**

- Asset Management Strategy
- Design and Specification Policy
- Development Defects Policy and Procedures
- Development Handover Procedures Policy
- Tenants Right to Repair Policy
- Repairs & Maintenance Policy
- Clerk of Works Procedures

## **5. UK General Data Protection Regulation 2021**

The ng group will treat your personal data in line with our obligations under the UK General Data Protection Regulation 2021 (UK GDPR) and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

## **6. Equality Impact Assessment**

This policy is equally applicable to all and has no detrimental impact on protected characteristic groups as specified within the Equality Act 2010.

## **7. Policy Review**

This policy will be reviewed every three years, or earlier, in line with regulatory or legislative changes and / or good practice guidelines.