

5

PFI WORKS SURVEY

R1 or R2

Inspection 1

Date/time 18/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|-------|
| 1 keeping your home clean and tidy | 8.00 |
| 2 keeping appointments | 8.00 |
| 3 progressing the work properly | 7.00 |
| 4 not caused any leaks, floodings or water penetration | 10.00 |
| 5 looking after you generally in terms of customer care and communication | 5.00 |

COMMENTS from the occupants

Partners broke tile behind the cooker and did not fit a cooker chain.

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 8 |
| quality of finished works | 8 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Lofts are done

PFI WORKS SURVEY**R1 or R2****Inspection 1**

Date / time 28/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|-------|
| 1 keeping your home clean and tidy | 10.00 |
| 2 keeping appointments | 5.00 |
| 3 progressing the work properly | 5.00 |
| 4 not caused any leaks, floodings or water penetration | 10.00 |
| 5 looking after you generally in terms of customer care and communication | 2.00 |

COMMENTS from the occupants

Work took too long

Found operatives asleep on the sofa at 11.30am

Bread missing from the kitchen

No boiler instructions

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 8 |
| quality of finished works | 8 |
| health and safety | 8 |

Lofts done

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

PFI WORKS SURVEY**R1 or R2****Inspection 1**

Date / time 25/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	2.00
2 keeping appointments	10.00
3 progressing the work properly	7.00
4 not caused any leaks, floodings or water penetration	6.00
5 looking after you generally in terms of customer care and communication	4.00

COMMENTS from the occupants

two operatives found asleep in the bedroom

Other operatives were okay

Fire alarms go off randomly and seem to set off the other alarms in the street

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	7
quality of finished works	6
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Loft not done

PFI WORKS SURVEY**R1 or R2****Inspection 1**

Date / time 24/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	2.00
2 keeping appointments	0.00
3 progressing the work properly	1.00
4 not caused any leaks, floodings or water penetration	7.00
5 looking after you generally in terms of customer care and communication	1.00

COMMENTS from the occupants

Always hard to get hold of anyone.

Messed up carpet

Has mice infestation now

Did not adhere to programme

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	8
quality of finished works	8
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Lofts done

PFI WORKS SURVEY**R1 or R2****Inspection 2**

Date / time 28/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|------|
| 1 keeping your home clean and tidy | 6.00 |
| 2 keeping appointments | 6.00 |
| 3 progressing the work properly | 5.00 |
| 4 not caused any leaks, floodings or water penetration | 5.00 |
| 5 looking after you generally in terms of customer care and communication | 5.00 |

COMMENTS from the occupants

Residents complaining that they had painted the property two years prior to refurb but Partners insisted on doing again.

Scaffolding up a long time.

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 8 |
| quality of finished works | 6 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Lofts not done

PFI WORKS SURVEY**R1 or R2****Inspection 2**

Date / time 18/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|------|
| 1 keeping your home clean and tidy | 5.00 |
| 2 keeping appointments | 5.00 |
| 3 progressing the work properly | 4.00 |
| 4 not caused any leaks, floodings or water penetration | 6.00 |
| 5 looking after you generally in terms of customer care and communication | 4.00 |

COMMENTS from the occupants

Electricians brought their own microwave to cook food in the tenants flat

Roof leak

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 6 |
| quality of finished works | 6 |
| health and safety | 7 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Lofts not done

Asbestos flues left

Hole in cupboard ceiling

PFI WORKS SURVEY**R1 or R2****Inspection 2**

Date / time 25/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:	2
1 keeping your home clean and tidy	2.00
2 keeping appointments	2.00
3 progressing the work properly	0.00
4 not caused any leaks, floodings or water penetration	0.00
5 looking after you generally in terms of customer care and communication	

COMMENTS from the occupants

Operatives sleeping on the stairs

Braclet gone missing reported to the police

Wardrobe broken - operatives used it to stand on for loft access

Kit flooring ripped in two places

Fire alarms go off randomly

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	8
quality of finished works	8
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Lofts done

PFI WORKS SURVEY**R1 or R2****Inspection 2**

Date / time 28/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|-------|
| 1 keeping your home clean and tidy | 10.00 |
| 2 keeping appointments | 8.00 |
| 3 progressing the work properly | 9.00 |
| 4 not caused any leaks, floodings or water penetration | 8.00 |
| 5 looking after you generally in terms of customer care and communication | 10.00 |

COMMENTS from the occupants**INSPECTING OFFICERS OBSERVATIONS - for a score out of 10**

- | | |
|------------------------------|---|
| quality of works in progress | 8 |
| quality of finished works | 6 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Loft not done

PFI WORKS SURVEY**R1 or R2****Inspection 3**

Date / time 28/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|-------|
| 1 keeping your home clean and tidy | 9.00 |
| 2 keeping appointments | 10.00 |
| 3 progressing the work properly | 9.00 |
| 4 not caused any leaks, floodings or water penetration | 9.00 |
| 5 looking after you generally in terms of customer care and communication | 10.00 |

COMMENTS from the occupants**INSPECTING OFFICERS OBSERVATIONS - for a score out of 10**

- | | |
|------------------------------|---|
| quality of works in progress | 8 |
| quality of finished works | 8 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Lofts done

PFI WORKS SURVEY**R1 or R2****Inspection 3**

Date / time 27/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|-------|
| 1 keeping your home clean and tidy | 7.00 |
| 2 keeping appointments | 7.00 |
| 3 progressing the work properly | 6.00 |
| 4 not caused any leaks, floodings or water penetration | 10.00 |
| 5 looking after you generally in terms of customer care and communication | 6.00 |

Tenant complaining that the radiator has been moved in the small bedroom

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 7 |
| quality of finished works | 5 |
| health and safety | 7 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Loft not done

PFI WORKS SURVEY**R1 or R2** R2**Inspection 3**

Date / time 27/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|-------|
| 1 keeping your home clean and tidy | 6.00 |
| 2 keeping appointments | 9.00 |
| 3 progressing the work properly | 6.00 |
| 4 not caused any leaks, floodings or water penetration | 0.00 |
| 5 looking after you generally in terms of customer care and communication | 10.00 |

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 7 |
| quality of finished works | 6 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Loft not done

PFI WORKS SURVEY**R1 or R2** R2**Inspection 3**

Date / time 28/08/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|-------|
| 1 keeping your home clean and tidy | 8.00 |
| 2 keeping appointments | 10.00 |
| 3 progressing the work properly | 5.00 |
| 4 not caused any leaks, floodings or water penetration | 5.00 |
| 5 looking after you generally in terms of customer care and communication | 4.00 |

COMMENTS from the occupants

Hot water off for three weeks when pregnant and has very young children

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 8 |
| quality of finished works | 8 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Loft done

PFI WORKS SURVEY**R1 or R2****Inspection 1**

Date/time

04/12/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	8.00
2 keeping appointments	7.00
3 progressing the work properly	8.00
4 not caused any leaks, floodings or water penetration	4.00
5 looking after you generally in terms of customer care and communication	7.00

COMMENTS from the occupants

water pen from flat roof after completion of works
David Heath and David Shadbolt were very good.

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	8
quality of finished works	7
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Resident complaining that some of the coping stones were renewed but others left - Cement pointing / jointing appears missing.

Holes at eaves of new roof has allowed squirrel infestation
Loft is partially done

PFI WORKS SURVEY**R1 or R2****Inspection 1**

Date / time

03/12/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|-------|
| 1 keeping your home clean and tidy | 7.00 |
| 2 keeping appointments | 10.00 |
| 3 progressing the work properly | 5.00 |
| 4 not caused any leaks, floodings or water penetration | 10.00 |
| 5 looking after you generally in terms of customer care and communication | 1.00 |

COMMENTS from the occupants

leaseholder, made following comments

Not notified about the works - claims no section 20 sent.

Gave permission for the wood in the loft to be moved so insulation could be laid but did not happen.

Told Partners she did not require an intercom system but was fitted anyway.

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 5 |
| quality of finished works | 5 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Loft not done. The whole loft was signed off as a snagging item - Not acceptable
John Venning emailed separately about this.

PFI WORKS SURVEY**R1 or R2****Inspection 1**

Date / time 27/10/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	2.00
2 keeping appointments	9.00
3 progressing the work properly	7.00
4 not caused any leaks, floodings or water penetration	3.00
5 looking after you generally in terms of customer care and communication	5.00

COMMENTS from the occupants

Electricians and gas fitters good but plumber not so good.

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	8
quality of finished works	8
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

No steps to check the loft

PFI WORKS SURVEY**R1 or R2****Inspection 1**

Date / time 15/12/2009

Address

Name of occupant

Telephone 7561 1723

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	8.00
2 keeping appointments	0.00
3 progressing the work properly	0.00
4 not caused any leaks, floodings or water penetration	10.00
5 looking after you generally in terms of customer care and communication	0.00

COMMENTS from the occupants

Antique plates stolen and other things. £50 compensation awarded for this.

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	8
quality of finished works	6
health and safety	7

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Loft is partially done

PFI WORKS SURVEY**R1 or R2****Inspection 2**

Date / time 08/12/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	8.00
2 keeping appointments	10.00
3 progressing the work properly	9.00
4 not caused any leaks, floodings or water penetration	10.00
5 looking after you generally in terms of customer care and communication	10.00

COMMENTS from the occupants**INSPECTING OFFICERS OBSERVATIONS - for a score out of 10**

quality of works in progress	8
quality of finished works	7
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Half landing sash window - 6mm play - staff bead needs adjusting.
Resident requested appointment by letter.

Loft is insulated but not hatch

PFI WORKS SURVEY**R1 or R2****Inspection 2**

Date / time 27/10/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	1.00
2 keeping appointments	5.00
3 progressing the work properly	1.00
4 not caused any leaks, floodings or water penetration	7.00
5 looking after you generally in terms of customer care and communication	1.00

COMMENTS from the occupants

Resident claims to have made formal complaint to Partners about carpets and floorbrds not put back.

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	8
quality of finished works	8
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Lofts all done

PFI WORKS SURVEY**R1 or R2****Inspection 2**

Date / time 07/12/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|-------|
| 1 keeping your home clean and tidy | 3.00 |
| 2 keeping appointments | 4.00 |
| 3 progressing the work properly | 5.00 |
| 4 not caused any leaks, floodings or water penetration | 10.00 |
| 5 looking after you generally in terms of customer care and communication | 1.00 |

COMMENTS from the occupants

Partners lost residents keys

Without hot water for three days because no instructions given how to operate boiler and hotwater cylinder.

The UH RLO and Partners emergency said it wasn't their problem to resolve.

Kit wall cupboard - shelf peg missing

Cooker and makeshift table left behind by Partners

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 8 |
| quality of finished works | 6 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

fix back internal flue collar and pipe boxing below boiler

lots of paint on the bathroom light - needs to be cleaned or changed

Made good hair line cracks in bedroom and hall walls ?

Insulate loft hatch

Loft done

PFI WORKS SURVEY**R1 or R2****Inspection 2**

Date / time 21/12/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	0.00
2 keeping appointments	5.00
3 progressing the work properly	4.00
4 not caused any leaks, floodings or water penetration	5.00
5 looking after you generally in terms of customer care and communication	3.00

COMMENTS from the occupants

Felt no respect from UH

Radiator fell off wall 1st fl frt bed in Feb 2009 - seven different people looked at but nothing

Radiator in 1st floor rear bedroom too small 1000x400mm (very large bedroom)

UH promised to change small radiator in bedroom but never did

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	8
quality of finished works	5
health and safety	7

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Main front loft is done

Loft in rear addition not done

pipes and MST not insulated

PFI WORKS SURVEY**R1 or R2****Inspection 3**

Date / time 04/11/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|------|
| 1 keeping your home clean and tidy | 6.00 |
| 2 keeping appointments | 6.00 |
| 3 progressing the work properly | 5.00 |
| 4 not caused any leaks, floodings or water penetration | 5.00 |
| 5 looking after you generally in terms of customer care and communication | 6.00 |

COMMENTS from the occupants

boiler kept breaking down - okay now

possible damp to LR

Loose cupboard back in base unit - behind gas meter

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 8 |
| quality of finished works | 7 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Hole in ceiling to communal front hall 100x100mm

Loft done apart from hatch

PFI WORKS SURVEY**R1 or R2****Inspection 3**

Date / time 27/10/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|-------|
| 1 keeping your home clean and tidy | 9.00 |
| 2 keeping appointments | 8.00 |
| 3 progressing the work properly | 9.00 |
| 4 not caused any leaks, floodings or water penetration | 10.00 |
| 5 looking after you generally in terms of customer care and communication | 10.00 |

battery bell removed and mains bell fitted but has never worked

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 8 |
| quality of finished works | 8 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

No steps to check the loft

PFI WORKS SURVEY**R1 or R2** R2**Inspection 3**

Date / time 08/12/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|------|
| 1 keeping your home clean and tidy | 9.00 |
| 2 keeping appointments | 9.00 |
| 3 progressing the work properly | 9.00 |
| 4 not caused any leaks, floodings or water penetration | 9.00 |
| 5 looking after you generally in terms of customer care and communication | 7.00 |

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 8 |
| quality of finished works | 7 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

- Loft done but not hatch
- Truncking to bathroom fan very untidy
- fix back cables at low level if disturbed by building works
- Washing machine and fridge should be levelled after reinstallation (OAP)
- Cable for entry phone left in a taped up coil

PFI WORKS SURVEY**R1 or R2** R2**Inspection 3**

Date / time 21/12/2009

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

- | | |
|---|------|
| 1 keeping your home clean and tidy | 4.00 |
| 2 keeping appointments | 2.00 |
| 3 progressing the work properly | 6.00 |
| 4 not caused any leaks, floodings or water penetration | 2.00 |
| 5 looking after you generally in terms of customer care and communication | 6.00 |

COMMENTS from the occupants

Used toilet without permission and did not flush.

Four separate leaks

g done No communication

Used kitchen knives to open paint cans

Poor management

Operatives stole cans of beer from kitchen

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

- | | |
|------------------------------|---|
| quality of works in progress | 9 |
| quality of finished works | 7 |
| health and safety | 8 |

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Electrical spur not fixed back after damp works

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PFI WORKS SURVEY

Date/time 24/12/09 10am

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	8.00
2 keeping appointments	8.00
3 progressing the work properly	9.00
4 not caused any leaks, floodings or water penetration	6.00
5 looking after you generally in terms of customer care and comm	10.00

COMMENTS from the occupants

Silicone failing in bathroom

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	7
quality of finished works	6
health and safety	7

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Loft not done (resident says she told partners the lumber could be removed)

Sealant on bath failing

check bathroom for roof leak

PFI WORKS SURVEY**R1 or R2**

Date / time 26/01/2010

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	1.00
2 keeping appointments	8.00
3 progressing the work properly	6.00
4 not caused any leaks, floodings or water penetration	0.00
5 looking after you generally in terms of customer care and comm	5.00

COMMENTS from the occupants

Flats B and C doors kicked in - police said the person had keys to communal front door.

FED locks loose - possibly fitted by Rydon

Leak from upstairs heating refurb caused extensive damage to flat a - whole room destroyed and residents decanted to hotel for 2 weeks.

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	7
quality of finished works	8
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

sound insulation worse since refurbishment - from neighbours above needs invest
damage to kit ceiling when fixing hardboard to floor in communal passage
communal light switch faulty

PFI WORKS SURVEY**R1 or R2**

Date / time 22/01/2010

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	9.00
2 keeping appointments	9.00
3 progressing the work properly	7.00
4 not caused any leaks, floodings or water penetration	7.00
5 looking after you generally in terms of customer care and commi	6.00

COMMENTS from the occupants

Nice operatives

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	8
quality of finished works	8
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Loft done

PFI WORKS SURVEY**R1 or R2**

Date / time 15/02/2010

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	6.00
2 keeping appointments	8.00
3 progressing the work properly	5.00
4 not caused any leaks, floodings or water penetration	10.00
5 looking after you generally in terms of customer care and commi	6.00

COMMENTS from the occupants

Took a long time

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	8
quality of finished works	6
health and safety	7

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Loft wasn't done as deemed available - loft finally done 4/2/10

PFI WORKS SURVEY**Inspection 2**

Date / time 09/02/2010

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	10.00
2 keeping appointments	10.00
3 progressing the work properly	10.00
4 not caused any leaks, floodings or water penetration	10.00
5 looking after you generally in terms of customer care and comm	10.00

COMMENTS from the occupants**INSPECTING OFFICERS OBSERVATIONS - for a score out of 10**

quality of works in progress	7
quality of finished works	7
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Shadbolts on site fitting loft insulation - 9/2/10 witnessed by Mchurch.

Damage to communal wall under lightswitch - reported to Rydons and Mchurch has chased Tom Deszo.

PFI WORKS SURVEY**R1 or R2****Inspection 2**

Date / time 26/01/2010

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	8.00
2 keeping appointments	8.00
3 progressing the work properly	7.00
4 not caused any leaks, floodings or water penetration	10.00
5 looking after you generally in terms of customer care and comm	7.00

COMMENTS from the occupants**INSPECTING OFFICERS OBSERVATIONS - for a score out of 10**

quality of works in progress	7
quality of finished works	7
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

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PFI WORKS SURVEY**R1 or R2****Inspection 2**

Date / time 12/01/2010

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	6.00
2 keeping appointments	9.00
3 progressing the work properly	6.00
4 not caused any leaks, floodings or water penetration	0.00
5 looking after you generally in terms of customer care and commu	2.00

COMMENTS from the occupants

Lots of problems with boiler

Toilet leaks - ie separate wc next to bathroom

Wall plastered but not decorated ie 1m2

WC in bathroom leaking

Lots of hairline cracks filled in but not decorated

Emersion cable not secured

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	7
quality of finished works	6
health and safety	6

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

loft area/access/ to eaves in attic room not insulated - MST not insulated.

Lots of problems with boiler

Toilet leaks - ie separate wc next to bathroom

Wall plastered but not decorated ie 1m2

WC in bathroom leaking

Lots of hairline cracks filled in but not decorated

Emersion cable not secured

PFI WORKS SURVEY**R1 or R2****Inspection 2**

Date / time 19/01/2010

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	1.00
2 keeping appointments	4.00
3 progressing the work properly	1.00
4 not caused any leaks, floodings or water penetration	1.00
5 looking after you generally in terms of customer care and comm	0.00

COMMENTS from the occupants

Poor finished to bathroom

Roof has continued to leak pre and post refurbishment - now damaging new ward

Alleges leg of lamb stolen from freezer

Electrical shower fitted but broke down after 3 months and has paid £67 to repair

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress

quality of finished works

health and safety

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Damp reading to ceiling below roof leak is 100%

Hot water to bath is very slow

Loft is done

PFI WORKS SURVEY**R1 or R2**

Date / time 26/02/2010

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	5.00
2 keeping appointments	7.00
3 progressing the work properly	2.00
4 not caused any leaks, floodings or water penetration	0.00
5 looking after you generally in terms of customer care and commu	1.00

COMMENTS from the occupants

would like redundant bell push removed

Roof has been leaking 2 years prior to refurbishment and is still leaking

Roof left exposed for 3 weeks during refurbishment and caused damage to whole

UH repaired now.

Poor finish to new path

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	7
quality of finished works	7
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Very poor finish to new cast in situ front path

Roof leaking for years and still not resolved

Remove redundant bell push

as

PFI WORKS SURVEY**R1 or R2**

Date / time 22/01/2010

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	5.00
2 keeping appointments	2.00
3 progressing the work properly	1.00
4 not caused any leaks, floodings or water penetration	4.00
5 looking after you generally in terms of customer care and commu	1.00

comments from residents

Roof leak

Workers don't speak English

Low energy light bulbs removed and replaced with tungsten bulbs

Smoking outside

scaffolding up too long

Pointing to brickwork unnecessary

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	7
quality of finished works	6
health and safety	7

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Roof leak - tested with Protimeter 100% and staining

Loft not insulated

communal light switch sticks

PFI WORKS SURVEY**R1 or R2** R2

Date / time 15/01/2010

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	9.00
2 keeping appointments	10.00
3 progressing the work properly	8.00
4 not caused any leaks, floodings or water penetration	10.00
5 looking after you generally in terms of customer care and commu	10.00

Operatives were polite

Radiators not working properly (resident called UH out twice but still not working)

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	8
quality of finished works	7
health and safety	7

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments

Cracking to kitchen firebreast and hall

Radiators not working in hall, dining room, 1st floor front room, 2nd floor front room

No loft here.

PFI WORKS SURVEY**R1 or R2** R2

Date / time

Address

Name of occupant

Telephone

QUESTIONS TO OCCUPANTS for a score out of 10

Is the contractor:

1 keeping your home clean and tidy	1.00
2 keeping appointments	10.00
3 progressing the work properly	6.00
4 not caused any leaks, floodings or water penetration	5.00
5 looking after you generally in terms of customer care and commu	2.00

COMMENTS from the occupants

Sarah RLO was very good

Resident said that she gave UH a list of her concerns and issues but not resolved.

UH removed good quality brass fasteners and replaced with zinc fasteners

INSPECTING OFFICERS OBSERVATIONS - for a score out of 10

quality of works in progress	8
quality of finished works	8
health and safety	8

GENERAL OBSERVATIONS BY THE INSPECTING OFFICER comments