

Discussion Item

**What information would you need before
Improvement Works to your property
started.**

Improvement works to Properties

Last year, we completed:

- 58 New kitchens and bathrooms
 - 121 homes had new doors
- Window replacement to 42 homes
- New pitched roof coverings – 10

Improving Communications

- Capital Improvement Workshop
- Feedback following a complaint

For discussion in your groups

- Have you had improvements to your home in the past 2 years?
- What information did you receive before the work started?
 - What notice were you given?

Then..

- What information or advice would you expect as a minimum?
- Think about how you would like that to be presented
 - Leaflet / letter / in person

Consider...

- Service from other organisations
- Some example leaflets I have found
- Whether a more supported approach would be relevant

Discussion and Feedback

Want to get involved.....
Know someone with an opinion?