

Property Services – You Said, We Did

Comments to Action from Customer Surveys 2019/20 (Some surveys suspended during 2020/21 due to integration/Covid)

The former Construction Services has issued post project reviews within 2 months of completion of projects and in addition has issued surveys to customers of the Property Helpdesk in relation to repair requests.

The results have been analysed and are used to update the former Construction Services Performance Indicators in Pentana. A range of comments from the surveys are listed below along with our response / action.

Customer Comment	PS Response / Action	Action By
I consider for projects with relatively small budgets, a design and building approach with direct contact between client and contractor is more economical.	We use design and build contracts for small landscaping work and minor projects and will continue to do so. Should the client request this we are happy to accommodate their wishes.	PS Management Team
Occasionally the finance information was confusing i.e. a simple summary of what had been spent, what the budget was and what the projected spend was would be useful.	We have a simple budget cost report which captures this information and we will work with Project Officers to ensure this is provided regularly to clients to keep them informed of spend during the projects.	PS Management Team
Changes to scope by the Architect weren't always communicated.	Regular client updates will be provided and a change control process will be utilised to ensure any changes to scope are better communicated in future.	PS Project Officers
The project was challenging being a listed building but the quality of the design was great.	We will continue to strive for excellence in design across all areas whilst ensuring designs not only meet the client needs but are efficient to maintain in the long term.	PS Project Officers
Communication could have been better when my repair request was refused.	The new Property asset management system, Concerto will provide a dashboard which will provide information on every repair request to allow the premises manager to see what work will be progressed and any reasons for work not being approved.	PS Management Team
The Project Officer spent time working with me to create a vision of how it should look. He was willing to adapt design based on feedback and all layouts were thorough and meticulously planned.	Project Officers will continue to work closely with clients to meet their aspirations for work delivered by Construction Services.	PS Project Officers