



Creating communities,  
empowering lives

# Desktop review: Planned maintenance uPVC doors and windows

## Abri Resident Scrutiny Group

RSG PROJECT LEAD: NO PROJECT LEAD

SEPTEMBER 2024 – APRIL 2025

REVIEW 2 – 2024/2025 YEAR

Resident Scrutiny Group Review: Planned maintenance uPVC doors & windows  
September 2024 - April 2025

## Review Project Team

### Involved Residents:

Piotr Olszewski  
Debbie Collis  
Debs Armstrong  
Sioux Mingaye  
Dennis Clay

### Abri RSG Team:

Gemma Gray – *Scrutiny Advisor*  
Kelly Metani – *Scrutiny Co-Ordinator*

### Involved Staff:

Colin Gallaugher – *Commercial Services Director*  
John Watts – *Associate Director of Homecare*  
Alison Rixon – *Head of Property Care*  
Harvey Taylor – *Communications Business Partner*

*\*please note that there were other Abri colleagues involved, however the above met with the working group*

## Introduction

This review was the second for the resident scrutiny group (RSG) working group for 2024/2025, it commenced in a very busy period for both the RSG and Abri. Part of the learnings from this year have led to changes in the ways the RSG will work on projects in the coming years. It is to be noted that there were periods within this review that no works took place, including Christmas break and support colleague absence, therefore the review took longer than originally scheduled and the target dates for delivery were amended accordingly.

As part of the annual RSG survey repairs was one of the top three themes from feedback, TSM data and complaint data. It is recognised that this topic needs to have further analysis to ascertain the key themes within this to ensure that the RSG are reviewing relevant processes and services. Over the year the RSG have commenced work with the service improvement team and root cause analysis team and will be working towards more tailored themes in the next working year. This has been a really valuable learning and development for the RSG this year.

## Approach

The structure for this review was topic understanding sessions (two were held), review of documents, data and resident communications, further questions and sessions with the relevant Abri colleagues and teams before drafting the recommendations and report. There was no dedicated project lead for this review and it was agreed that a written report of findings was the preferred method of delivery.

Initially this project was going to cover these three topics however from the understanding sessions it was clear that this was too vast to be covered in one review. The group agreed on following the uPVC process and project for this review but requested that the other two topics were scheduled for future year work plans as both had been themes in TSM and feedback data shared.

The first two virtual sessions held focused on three topics of discussion:

1. uPVC Project and Process
2. ‘Right first time’
3. Responsive repairs

Following the virtual sessions the group were supplied with letters, guides and other relevant information / communications to review and scrutinise. A variety of methods were used to ensure that both data and feedback from residents and staff were shared with the project group for this review.

## Findings

### Process

The project group were keen to understand the whole process for this service not just from the resident perspective but internally with Abri colleagues and with the contractor delivering and installing the products.

The first part of the review involved understanding how Abri chose the supplier – NWD. The process involved an external tender, the rules of this are governed by OJEU and are a legal requirement that aims to provide value for money and quality of works. Both of these are key criteria for an award decision.

Abri contract managers attend both during the installation process and after to ensure the works are being completed to a high standard, this is also taken as an opportunity to speak directly to the resident listening and addressing any feedback given. This isn’t for all installations, however a proportion will.

Post installation surveys are carried out, resident surveys for both the doors and windows programmes were shared with the project group. Typically high levels of satisfaction are received with any reports of dissatisfaction being addressed directly with the resident.

Date	Door Replacement		Window Replacement	
	Responses	CSAT	Responses	CSAT
<b>2023</b>	<b>56</b>	94.64%	<b>11</b>	100.00%
<b>Qtr2</b>	<b>5</b>	80.00%	<b>1</b>	100.00%
<b>Qtr3</b>	<b>23</b>	95.65%	<b>4</b>	100.00%
<b>Qtr4</b>	<b>28</b>	96.43%	<b>6</b>	100.00%
<b>2024</b>	<b>17</b>	94.12%	<b>18</b>	100.00%
<b>Qtr1</b>	<b>9</b>	88.89%	<b>7</b>	100.00%
<b>Qtr2</b>	<b>3</b>	100.00%	<b>4</b>	100.00%
<b>Qtr3</b>	<b>5</b>	100.00%	<b>7</b>	100.00%
<b>Total</b>	<b>73</b>	94.52%	<b>29</b>	100.00%

The second part of the understanding was around how Abri prioritise their properties for the programme. For the planned programme the replacement cycle is dependent on “life-cycle” this is determined through the asset register and the 5 year asset condition surveys that Abri undertake. For any responsive repairs – replacements are based on the functionality of the window / door and will only be replaced if it is no longer possible to repair.

The project group discussed the length of time from survey to installation. It's acknowledged that each property is individual and many have bespoke sizes or requirements needed. The group understood that it takes on average 12 weeks from the initial survey to installation for both doors and windows. This was seen as an acceptable amount of time given the multiple and varying factors, but noted that in certain cases this time may be extended due to issues outside of Abri's control, for example; manufacturing issues or breakages.

### **Resident Journey & Communications**

The drive for this review was to really understand and discuss the resident in this journey. For some this could be a very exciting time, however for others this could be incredibly stressful. The project group wanted to understand the journey and review the communications residents received during the process.

There were a total of 5 communication documents the RSG reviewed which included FAQ guides and relevant letters sent to residents.

The FAQ guides covered majority of the questions that were perceived to come up however there were discussions around other that may be helpful and relevant to the resident. The below points were highlighted as key messages for Abri to look into further, acknowledging that some of the wording and content is used for specific reasons and may not be able to be amended.

- Keep the positivity but remove reference to 'on the big day' (this is within the FAQ document currently)
- Highlight the positive reasons why the works are being carried out (energy efficiency/legal requirements/decent home standards etc)
- Review the timescales and process contained within the FAQ documents that can be sent out to residents alongside the initial letter so that residents are aware of how long the process will take from the start (Including reference to bad weather operations)
- Choice on colour/design for doors /no choice on windows to be included on the FAQ document, potentially including photographs
- Look into how often the resident is not available for survey and window installation to see if this process needs to be reviewed
- Include reference to a resident over 18 being required to be available within the initial letter
- Find out what happens when windows or doors are unpackaged and found to be damaged
- Review the wording around the windows being removed and replaced as the sentence appears to be disjointed and doesn't make it clear this will all happen in one day "When your installation date arrives, we will start the installation process by removing and disposing of your current windows. When we're finished, you'll have brand new windows, which will be more energy efficient."
- Include details regarding waste disposal within the FAQ document
- Reference to key safe included within the FAQ document to be looked at as team were unaware this was included in this. It was advised that this is likely referenced for communal area doors but AR will review this further.
- Provide an extra level of assurance about the contractors within the FAQ documents e.g. offer details of trust pilot reviews
- It was agreed that some onus should be on the contractor to explain the manufacture timescale and when the windows or doors are likely to be installed to the residents.

Include the likely timescales within the FAQ to help manage expectations of the resident

Generally the RSG felt that the communications were suitable to residents, however some of the language that was being used although sounded positive may not be the most appropriate, especially for residents that may find this more stressful than others. The programme delivered by Abri is a positive one both for the resident and condition/maintenance of their home, the RSG felt it was most beneficial to highlight this to residents. Following the review of the above the recommendations have been formed on that basis.

The project group felt that there was a gap in internal communications to Abri colleagues around the programme and the positive impact it has on residents and communities. Following the review of the process and documents the project group felt that Abri should be celebrating the positive changes and impact this programme has with colleagues and residents via the most suitable channels as it highlights Abri's continued commitment to improve homes within our communities.

## Conclusion

Overall, Abri's approach to the uPVC programme is a positive one, the delivery of the service has been well received by the group and within our communities. However, there is an opportunity to improve around the communication and flexibility for this programme, all of which we believe will improve the resident experience and journey. The RSG acknowledges that the use of external contractors does come with its own challenges but believes that through the vigorous procurement process the contractors chosen will support the review and recommendations as they will also align with Abri's values.

Action Reference	Recommended Action	Delivery Officer	Assigned Executive Director	Target Delivery Date
<b>uPVC0924.01</b>	<p>Make the following changes to the FAQ guide;</p> <ol style="list-style-type: none"> <li>1. Remove reference to 'on the big day'</li> <li>2. Add more emphasis into the positive reasons for the work being carried out (e.g. energy efficiency/legal requirements/decent home standard)</li> <li>3. Clarification around who needs to be in the property when the works are being carried out (e.g. not tenancy holder but someone over 18)</li> <li>4. Provide an extra level of assurance about the contractors and the product (e.g. Link to trust pilot reviews, supply information on the specification of the windows/doors)</li> <li>5. Remove reference to a key safe being installed as this can provide uncertainty to residents</li> <li>6. Include the likely timescales to help manage expectations of the resident</li> <li>7. Include details regarding waste disposal to reassure residents that this will be dealt with by the contractor/Abri</li> </ol>	<p>Alison Rixon – Head of Property Care</p> <p>Harvey Taylor – Communications Business Partner</p>	<p>Ralph Facey – Executive Director, Operations</p>	<ol style="list-style-type: none"> <li>1. 30 June 2025</li> <li>2. 30 June 2025</li> <li>3. 30 June 2025</li> <li>4. 30 April 2026 (in discussions)</li> <li>5. 30 June 2025</li> <li>6. 30 June 2025</li> </ol>
<b>uPVC0924.02</b>	<p>Strengthen communication between the resident and the contractor regarding manufacture timescales and managing expectations between survey and installation</p>	<p>Alison Rixon – Head of Property Care</p>	<p>Ralph Facey – Executive Director, Operations</p>	<p>30 June 2025 – redesigned letter including design &amp; manufacture timescales.</p>
<b>uPVC0924.03</b>	<p>Promote the positive impact of the works carried out in communities by sharing photos and resident feedback both internally and externally and including those going through the process</p>	<p>Alison Rixon – Head of Property Care</p>	<p>Ralph Facey – Executive Director, Operations</p>	<p>30 April 2026</p>
<b>uPVC0924.04</b>	<p>Consider flexibility of installation for residents where multiple are being carried out in an communities</p>	<p>Alison Rixon – Head of Property Care</p>	<p>Ralph Facey – Executive Director, Operations</p>	<p>30 June 2025</p>
<p><i>Prior to submission the project group have worked closely with Abri to ensure that these recommendations are achievable and within scope.</i></p>				