

<b>SUBJECT:</b>	<b>NEW INITIATIVES COMMUNAL DOORS REPLACEMENT SCHEME</b>
<b>REPORT BY:</b>	<b>DIRECTOR OF HOUSING AND COMMUNITY SERVICES</b>
<b>LEAD OFFICER:</b>	<b>KEVIN BOWRING, INVESTMENT MANAGER/ GARY MILLARD, PROJECTS OFFICER</b>

**1. Purpose of Report**

- 1.1 To update the group of the outcome of the newly install communal doors in the West End area of the city.

**2. Background**

- 2.1 A new initiatives priority project to replace the communal doors within the West End area of the city was implemented in the latter part of 2011.
- 2.2 The scheme included 119 Properties and 38 Door entrances.
- 2.3 Two pilot doors were installed to the flat block 50 – 52 Foss Bank on the 6 February 2012.
- 2.4 All tenants and leaseholders contained within this scheme of works were consulted prior to the installations of the doors and requested to complete a survey on the pilot works installation. Two drop in sessions was also arranged to give the tenants and leaseholders the opportunity to access the communal area within the pilot scheme to test the doors in operation.
- 2.5 The second phase of door installations commenced 30 April 2012 and completed 15 May 2012, phase three commenced on the 11 June 2012 and completed 22 June 2012 following the leaseholder consultation process.
- 2.6 After the installation of all the communal doors in the programme, Customer Satisfaction Surveys were distributed to all tenants and leaseholders to obtain their views on the new door installation project.

**3. Consultation Results**

- 3.1 10 surveys were return which equated to 8.4% of the tenants and leaseholders involved within the scheme of work.
- 3.2 80% of respondents were in favour of the style of the new communal doors.
- 3.3 70% of respondents believed that the new communal doors improved security at the flat blocks.

- 3.4 90% of respondents agreed that the fully glazed panels improved the appearance of the entrances.
- 3.5 90% of respondents were in favour of the City of Lincoln Council's logo and name on the entrance contained within the glazed panels.
- 3.6 90% of respondents were happy with the size of the City of Lincoln Council's logo.
- 3.7 90% of respondents were happy with the size and colour of the address on the glazing unit.
- 3.8 50% of respondents found the doors easy to use.
- 3.9 20% of respondents felt other improvements should be considered.
- 3.10 90% of respondents said the workmen were polite and courteous.
- 3.11 90% of respondents said the workmen left the communal area clean and tidy on completion of the works.
- 3.12 80% of respondents were happy with the quality of the work carried out.
- 3.13 50% of respondents rated the overall satisfaction with the works carried out as excellent.  
40% of respondents rated the overall satisfaction of the works as good.  
10% of respondents failed to answer the question.

#### **4. Cost**

- 4.1 Total cost of the project was £101,331.59.

#### **5. Outcome**

- 5.1 In summary occupants of the flat blocks were very happy with the installation of the new communal entrance doors, the project team are now determining the next scheme to be considered for communal door replacements.

#### **6. Feedback From Home Standard Focus Group**

- 6.1 This report was presented to the tenant focus group on 1 November 2012. Feedback received from the group for the project teams consideration was:
  - Receipt of prompt feedback following completion of projects to the focus group.
  - Need to collate additional information from the 2 respondents who felt other improvements were required. Investigate the benefit of door to door and telephone surveys to increase response levels. Utilisation of existing tenant information for consideration prior to delivery of works on site.

## 7. Recommendation

7.1 The Committee are requested to note the report.

**Key Decision** No

**Key Decision Reference No.**

**Do the Exempt Information Categories Apply** No

**Call In and Urgency:** Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply? No

**Does the report contain Appendices?** Yes

**If Yes, how many Appendices?** 1

**List of Background Papers:**

**Lead Officer:** Kevin Bowring, Investment Manager/  
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## APPENDIX 1

Old Communal Door.



New Communal Door.



Signage to Communal Entrance

