



Case Study of South Essex Homes Resident Co-ordinators

<p>Team and lead officer</p>	<p>Alan Groves Programme Delivery Manager</p> <p>Wendy Greenberg Resident Co-ordinator</p>
<p>Name of event</p>	<p>Resident Co-ordinator</p>
<p>Date of event</p>	<p>2005 onwards</p>
<p>Summary of event</p> 	<p>The South Essex Homes Resident Co-ordinators provide a vital link between South Essex homes, the contractor and the resident for all planned work carried out within the community.</p>
<p>Intended outcome</p> 	<p>In advance of any planned works commencing, the Resident Co-ordinator receives a copy of the work commencing within the area.</p> <p>They also receive a Contract Information pack with details of the contract and contact telephone numbers.</p> <p>The Co-ordinator is invited to attend Contractor/SEH monthly contract and progress meetings.</p> <p>All residents who will have works carried out within their home receive a poster from the Resident Involvement Team, outlining the Co-ordinators details. It asks the resident to contact the Co-ordinator, and act as a go between resident, Contractor and South Essex Homes should they experience any difficulties.</p>
<p>Actual outcome</p>	<p>The Resident Co-ordinator is visited on a regular basis by the Project Surveyor to keep them</p>



informed of the progress of the works within the area.
 The Co-ordinator can assist staff in gaining access to properties by passing messages between South Essex Homes staff and the resident who may not be contactable during the working day.
 The Co-ordinator completes a post contract questionnaire to evaluate the contract on completion.

**Supporting evidence
 (quotes, improvement to service, VFM etc)**



Wendy Greenberg at our Residents Conference

Wendy Greenberg has been a Resident Co-ordinator, firstly for Southend Borough Council and then South Essex Homes for over ten years. She says; "I really enjoy being a Co-ordinator it enables me to have the opportunity to have a say in the delivery of the planned works. Some residents are reluctant to contact the contractors or South Essex Homes even though they may not be entirely satisfied with the service that has been provided. I am able to act as a voice for them. I have an excellent relationship with the contractors and I am able to get an almost instant response to any problems that arise. Mind you, I am not as busy as I used to be with the continued improvements that have been made with the contracts! Both South Essex Homes and the Contractors are fully aware that they are accountable to their residents."

Resources involved

All expenses incurred by the Co-ordinator are reimbursed by South Essex Homes

Lessons learnt

With the success of the scheme, South Essex Homes has around a hundred Co-ordinators. This ensures that residents will play an invaluable role in the delivery of all Decent Homes Contracts.