

We're delighted to share with you our proposed schedule for our major investment plans. Between now and financial year 2023/24, our aim is to make major improvements to all our older properties, internally and externally.

Some external works have already started in Nether Robertland, Stewarton where we've been overcladding 23 houses. We expect to start work on overcladding a similar number in New Farm Loch, later this year. This external wall insulation will improve the appearance of the properties but, more importantly, make them much more energy efficiency, and therefore cheaper for tenants to heat.

The schedule for internal works overleaf is set out by year, area and house-type. The first internal works will be in Bellfield and Burnpark, starting in the summer and the tenants directly affected have already been notified.

The rest of the programme will be rolled out in phases in successive financial years as shown. These dates are approximate and where two years are shown, it's because works to the final properties in a phase, might roll over into the next financial year.

Before any work starts, each property will be inspected thoroughly. This means that as well as preparing for the core works, we can identify any additional works needed, property by property, at the same time.

We've created a framework of four contractors, all of whom are capable of doing the range of works. However, the first year will be delivered by CCG, who have experience of doing similar works across Scotland and with ourselves.



Special Feature

Indicative Programme Commencing June 2019 (for Internal Works)

		Core Works					
Works Programmed	Area & Build Type	Bathroom Upgrade	Electrical Rewire	Electrical Safety Upgrade of Fans & Detectors	Energy Efficiency Boiler or Full Heating System	Kitchen Upgrade	Other Core Works
Phase 1	Bellfield Brick Cavity Miller - Houses	✓	2031	✓	2031	✓	Partial Internal Wall Insulation
2019-20	Burnpark Brick Cavity Dunedin - Houses	✓	2031	✓	2031	✓	
Phase 2	Shortlees Brick Cavity Construction - 1 Bedroom Flats	✓	2040	✓	2024	✓	
2019/20 into 2020/21	Shortlees Brick Cavity Commissioner - Houses & Flats	PARTIAL	2045	✓	✓	✓	
Phase 3	New Farm Loch No Fines Concrete - Houses & Flats	✓	✓	✓	2026	✓	
2020/21 into 2021/22	Onthank Brick Cavity Dunedin - Houses	PARTIAL	2045	✓	2029	✓	
	Crosshouse Brick Cavity - Bungalows & Flat	✓	✓	✓	✓	✓	
	Galston Brick Cavity Traditional - Houses & Flats	✓	✓	✓	2028	✓	
	Galston Swedish Timber - Houses	PARTIAL	2043	✓	✓	✓	
	Kilmarnock Central Tenement - Flats	✓	2046	✓	✓	✓	External Door Replacement
Phase 4	Shortlees Wilson Concrete - Houses	PARTIAL	2043	✓	✓	✓	
2021/22 into 2022/23	Shortlees Atholl Steel - Flats	PARTIAL	2030	✓	✓	✓	Partial Internal Wall Insulation
	Nether Robertland, Stewarton No Fines Concrete - Houses & Flats	✓	✓	✓	2027	✓	
	Lainshaw, Stewarton Brick Cavity Traditional - Houses & Flats	✓	✓	✓	2027	✓	

Upgrade is, as listed on the schedule of works



		Core Works					
Works Programmed	Area & Build Type	Bathroom Upgrade	Electrical Rewire	Electrical Safety Upgrade of Fans & Detectors	Energy Efficiency Boiler or Full Heating System	Kitchen Upgrade	Other Core Works
Phase 5	Shortlees Brick Cavity Blackburn - Houses	✓	2045	✓	2028	✓	
2022/23 into 2023/24	Shortlees Hilcon - Houses & Flats	PARTIAL	2045	✓	✓	✓	
	Shortlees Brick Cavity Traditional - Houses & Flats	PARTIAL	2034	✓	2028	✓	
	Shortlees SSHA - Houses	✓	2036	✓	✓	✓	
	Shortlees Brick Cavity Construction - Houses & Flats	PARTIAL	2040	✓	✓	✓	
	Shortlees Brick Cavity Construction - Houses & Flats	PARTIAL	2040	✓	✓	✓	
	Shortlees Brick Cavity Miller - Houses & Flats	PARTIAL	2040	✓	2025	✓	
	Shortlees BISF - House	PARTIAL	✓	✓	✓	✓	

Properties which are not located directly next to Atrium's main housing areas

Phase 2 or 3	Crosshouse Brick Cavity Construction - 1x Flat	✓	2039	✓	✓	✓	
2020/21 -2021/22	Cumnock Timber Kit - 1 x Bungalow	✓	✓	✓	✓	✓	
	Kilmarnock Central Brick Cavity Construction - 1 x House	✓	2030	✓	✓	✓	
	Kilmaurs Timber Kit - 1 x House	✓	2030	✓	✓	✓	
	New Farm Loch Brick Cavity Construction - 2 x Houses	✓	2038	✓	✓	✓	
	Onthank Brick Cavity Construction - 3 x Houses	✓	✓	✓	✓	✓	
	Tarbolton Brick Cavity Construction - 1 x House	✓	2030	✓	2030	✓	

● Upgrade is, as listed on the schedule of works





GET INVOLVED

If you'd like to get involved in this type of activity please contact us on **01563 528 816** or email **info@atrium-homes.co.uk**

CUSTOMER SATISFACTION SURVEY

Thank you to everyone who took part in our latest Customer Satisfaction Survey at the end of 2018. The results were presented to our Board earlier this year and key highlights are shown below:

- We're pleased to see substantial increases in the majority of the common indicators used to measure housing association performance in this area.
- Equally, we're disappointed not to see an increase in customer satisfaction with re-let standards of homes, particularly since we introduced some changes to our standards.
- We'll be turning our attention to the void standard again to try to identify what we're still not getting quite right for a small minority of new tenants, whose experience of their new home is a disappointment.

We're also aware that in a few areas we're falling below the overall Scottish average in terms of customer satisfaction. This means that while there are organisations who are performing less well than us in some areas, there are others who are performing much better.

We'll identify those who are doing better and try to learn from what they're doing.

But it's our customers who can best tell us how we can improve their customer experience and our plan is to discuss this initially with the Tenant Scrutiny Group and others to get their perspective.

Measure	2016	2018	Scottish RSL Sector Average 2017
Satisfaction with Atrium Homes' overall service	82%	89%	90%
Satisfaction with repairs service	84%	89%	92%
Satisfaction with quality of home	80%	86%	88%
Satisfaction with re-let standard of home	83%	83%	92%
Rating of rent as very good or fairly good value for money	69%	74%	82%
Satisfaction with management of neighbourhood by Atrium Homes	83%	83%	88%
Satisfaction with being kept informed about services and decisions	87%	89%	92%
Satisfaction with opportunities to participate in decision making	81%	90%	84%