

High Rise Lift Refurbishment Programme 2017-2019

Communications Plan

Communication & format	Date and Frequency
<p>Initial letter to residents to advise on refurb works and timeline. To include information that residents will be contacted by the Tenant Regulatory & Involvement Team to arrange 1-2-1 discussions if additional support/assistance is required</p> <p>FAQ to be included as per previous refurbishment programme with key contact numbers including Free phone 0800 183 0454</p>	<p>Letter hand delivered week commencing??</p>
<p>Tel calls to be made to offer a 1-2-1 discussion with residents. If a visit is not required then a note should be made on the High Rise refurb spreadsheet as should any updates in relation to 1-2-1 discussions/tel enquiries/complaints/issues/support requests/scooter storage/ co-op deliveries etc. – This will support any future complaints enquiries.</p>	<p>Tel calls to be made week commencing??</p>
<p>Customer profile/vulnerability form to be completed at 1-2-1 discussions to include information on health, mobility, issues and any general concerns/NOK details/carer & support information/ mobility scooter advice and disclaimer/possible decant/shopping assistance, negotiate flight of stairs etc.</p>	<p>Personal visit – appointments to be made week commencing??</p>
<p>Email to Housing, Ward Councillors, Customer Services, Wates, CCTV, Jo Sands, Larry Phillips to advise of forthcoming lift refurb works and that residents have been advised.</p>	<p>Email week Commencing??</p>
<p>Weekly tel calls/home visit to be offered to those residents who have requested more regular/frequent contact. Scheme Manager (Sunset Close) to call tenant direct to agree tailored weekly contact i.e. visit/call</p>	<p>Sunset Close Scheme Manager to provide weekly calls/visits as agreed with resident/s</p>
<p>Weekly newsletter to residents, ward Councillors and Communications Team to update web</p>	<p>Newsletter hand delivered every Friday week commencing??</p> <p>Email to ward Councillors/Comms Team every Friday</p>

<p>Letter to residents regarding mobility scooter storage arrangements and request for disclaimer to be signed. Residents will be advised of the last day to store mobility scooters in the basement area. After this date scooters will not be able to be moved for the duration of the 12 week works period.</p>	<p>Letter hand delivered week commencing??</p>
<p>No contact with residents – Letter. This will be delivered when contact has been unsuccessful.</p>	<p>Hand delivered as appropriate Continue to engage/make contact as appropriate</p>
<p>Lift Refurbishment Project Team Meetings to be arranged – Work Stream action plan/Agenda to be circulated to lead work stream Officers to update in readiness for the following months meeting</p>	<p>Monthly</p>
<p>Door knocking exercise at the end of every month to determine if any residents circumstances have changed (in addition to providing contact numbers) – TRIM</p>	<p>Every 4 weeks - door knocking exercise</p>
<p>Monthly drop ins if appropriate in addition to other tailored contact and communication as agreed with residents</p>	<p>To be scheduled monthly over the 12 week works period</p>