

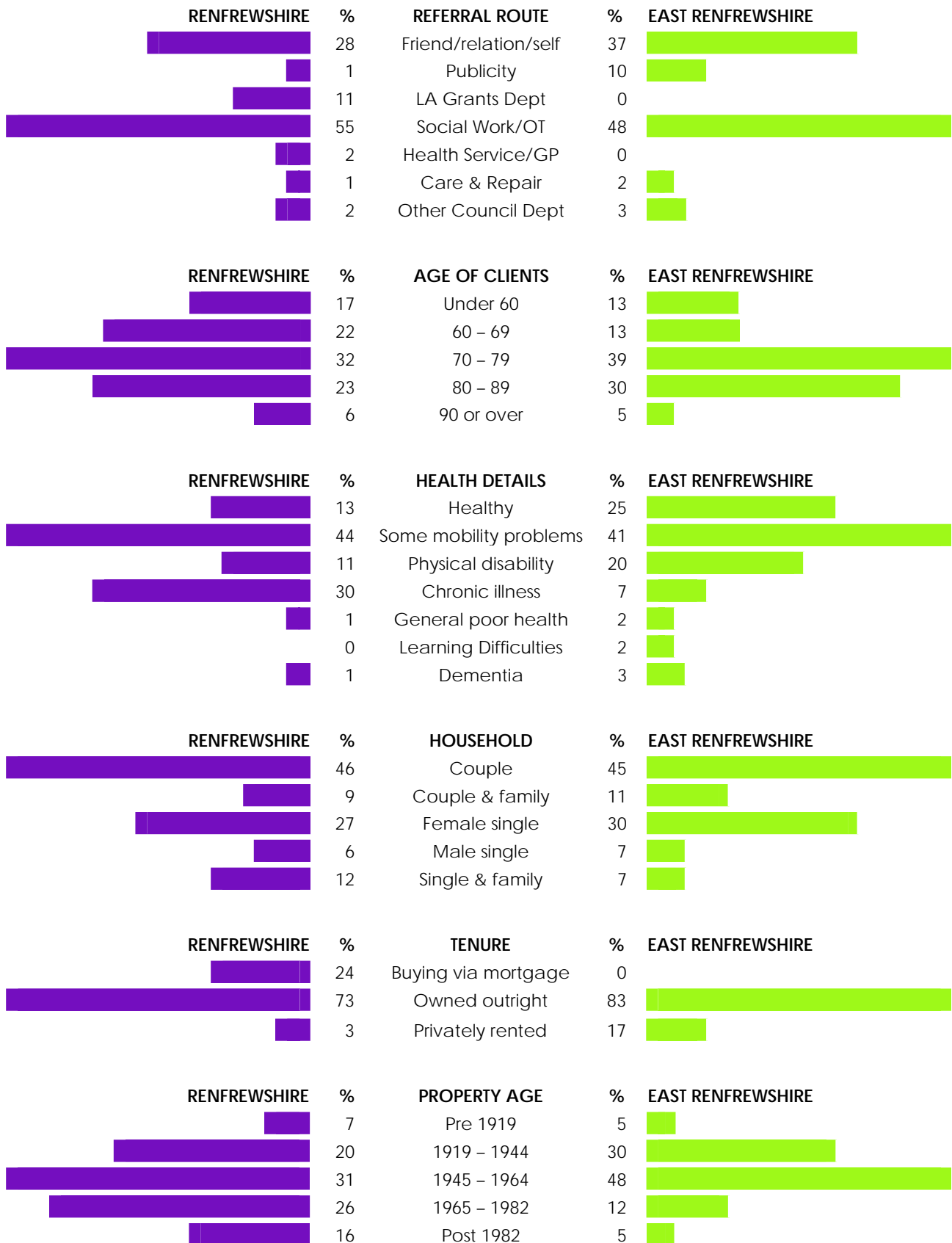
CARE & REPAIR RENFREWSHIRE

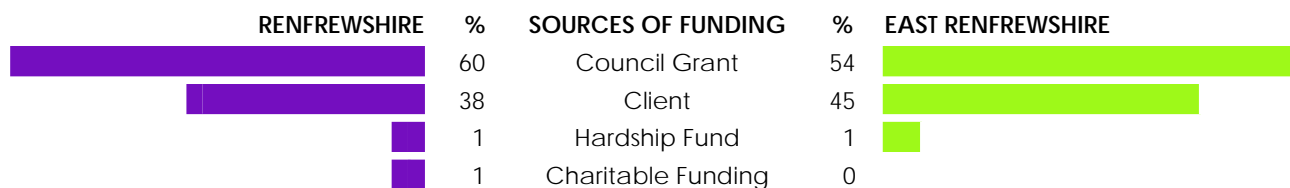
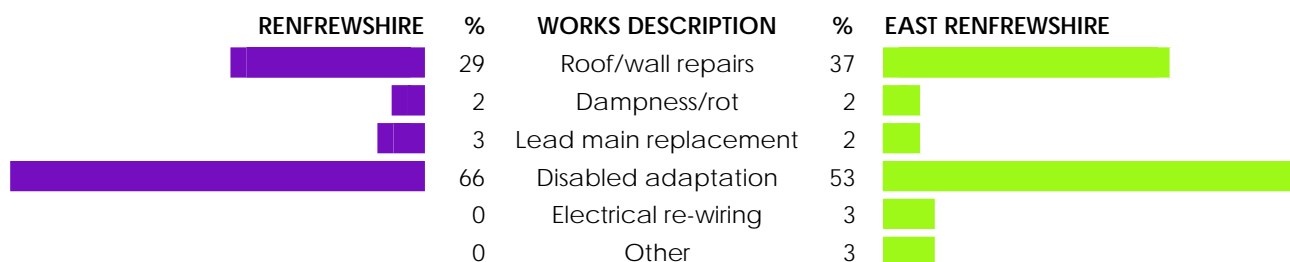
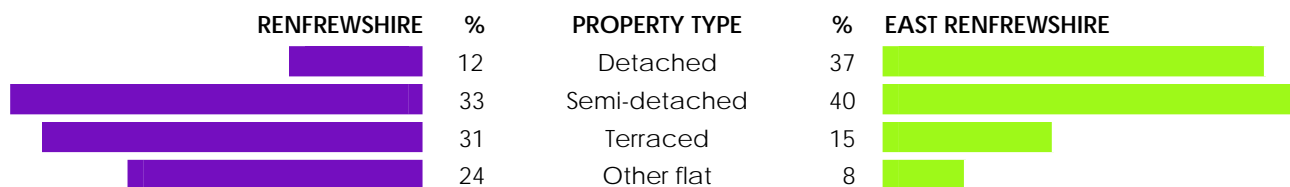
2010/11 REVIEW



REPAIRS & IMPROVEMENTS

176 fabric repairs, extensions and adaptations were completed during 2010/11. 61 of these cases proceeded without grant assistance with Care & Repair providing project management and technical input only.





CLIENT SATISFACTION ASSESSMENT

The following tables summarise the results of our 2010/11 satisfaction forms. These were sent to all clients who had building works completed.

Renfrewshire

How satisfied were you with:-

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall service provided by Care & Repair?	86%	5%		9%	
The conduct of the Project Officer?	86%	5%	5%		4%
The quality of the building work?	73%	23%			4%
The time taken to carry out the building work?	50%	46%			4%
The conduct of the building contractor?	68%	28%			4%
The conduct of the consultant?		100%			

	Yes	No	Don't know
If you had not received assistance from Care & Repair would you have organised the work yourself?	32%	41%	27%
Do you think you may have had to move home had the work not been carried out?	23%	68%	9%
Has the completed work made a substantial difference to your comfort?	72%	14%	14%
Would you use Care & Repair again?	96%		4%
Would you recommend Care & Repair to others?	96%		4%

East Renfrewshire

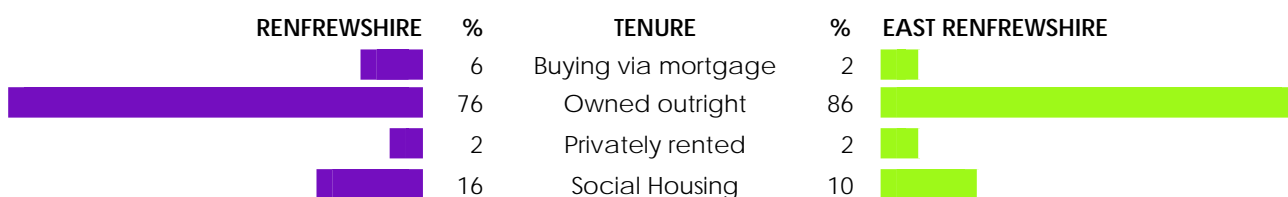
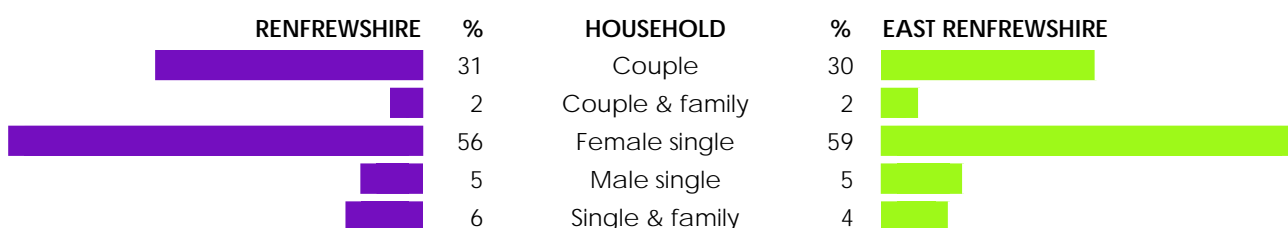
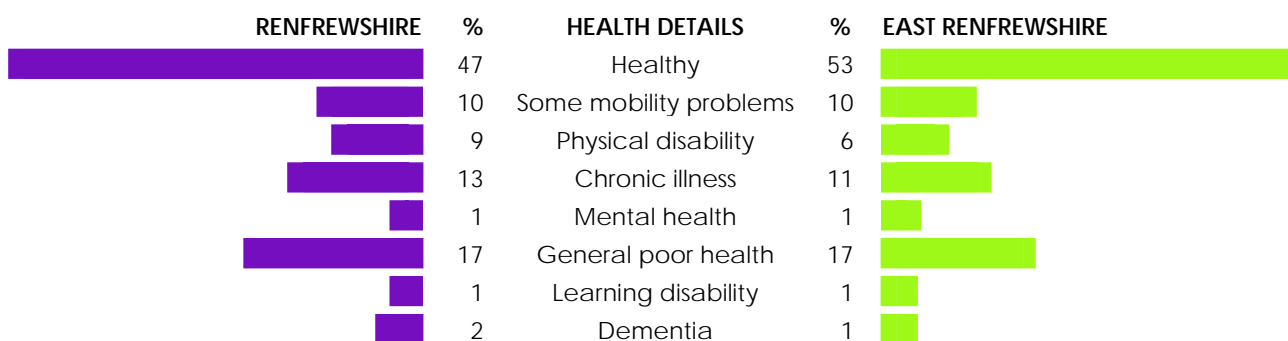
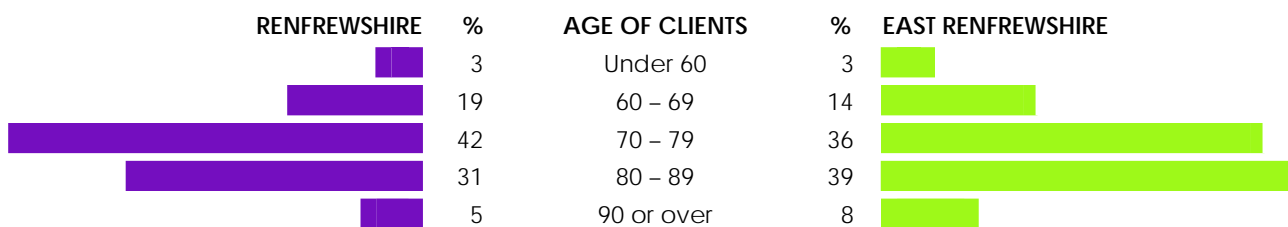
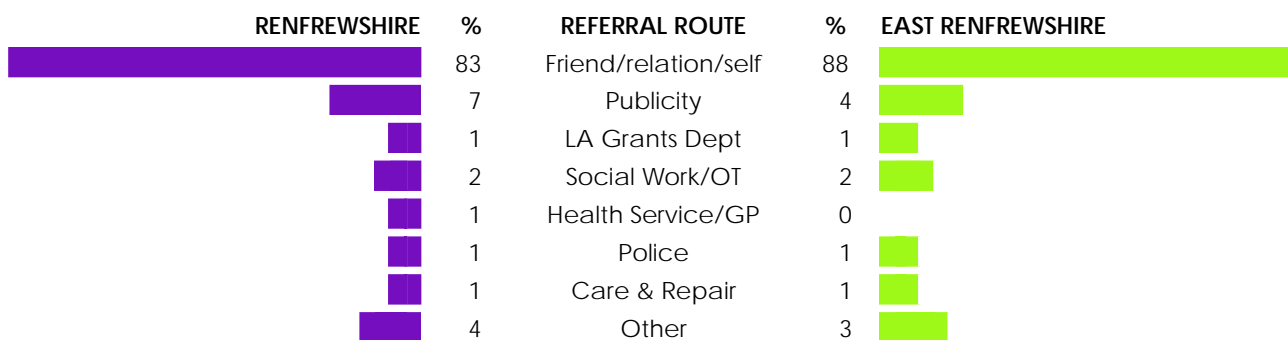
How satisfied were you with:-

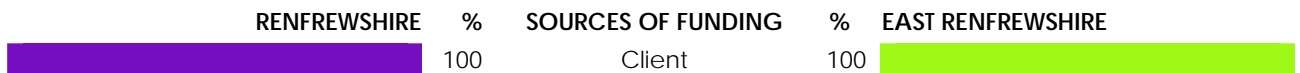
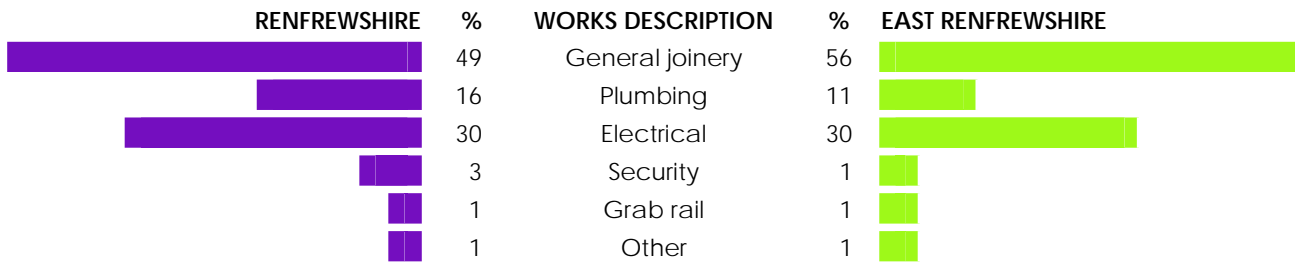
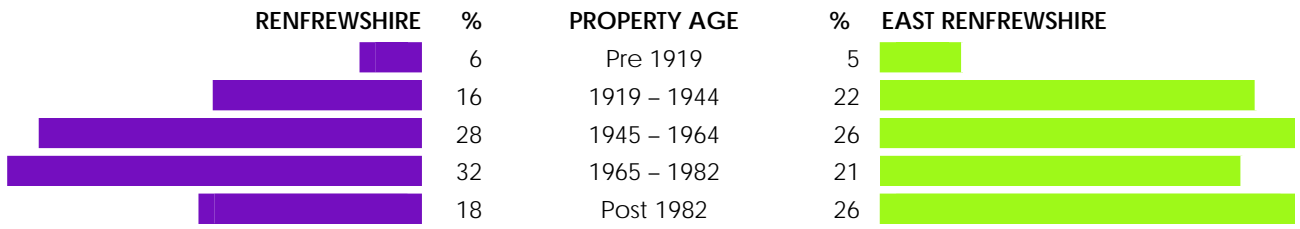
	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The overall service provided by Care & Repair?	71%	29%			
The conduct of the Project Officer?	81%	19%			
The quality of the building work?	71%	29%			
The time taken to carry out the building work?	57%	33%	5%		5%
The conduct of the building contractor?	67%	28%		5%	

	Yes	No	Don't know
If you had not received assistance from Care & Repair would you have organised the work yourself?	57%	33%	10%
Do you think you may have had to move home had the work not been carried out?	5%	80%	15%
Has the completed work made a substantial difference to your comfort?	76%	10%	14%
Would you use Care & Repair again?	100%		
Would you recommend Care & Repair to others?	100%		

SMALL REPAIRS

3,303 small repairs were completed throughout Renfrewshire and East Renfrewshire, to the satisfaction of all clients. This was once again, the highest number of small repairs achieved.





ADVICE CASES

695 people received our assistance through the provision of advice only. This mainly involved telephone advice and referral to reputable contractors or other organisations, but in some cases involved home visits and written correspondence.

FUNDING SUMMARY

DESCRIPTION	COMPLETIONS	COUNCIL GRANTS	PRIVATE FINANCE	TOTAL VALUE
R E N F R E W S H I R E				
Repairs	39(9)	£ 36,608.54	£131,541.27	£168,149.81
Adaptations/extensions	77	£276,934.28	£ 68,482.21	£345,416.49
Small repairs	1,749	-	£ 5,203.89	£ 5,203.89
Advice cases	373	-	-	-
TOTAL	2,238	£313,542.82	£205,227.37	£518,770.19
E A S T R E N F R E W S H I R E				
Repairs	28	-	£ 81,914.33	£ 81,914.33
Adaptations/extensions	32(29)	£146,626.83	£ 43,553.70	£190,180.53
Small repairs	1,554	-	£ 5,140.25	£ 5,140.25
Advice cases	322	-	-	-
TOTAL	1,936	£146,626.83	£130,608.28	£277,235.11
COMBINED TOTAL	4,174	£460,169.65	£335,835.65	£796,005.30

() Denotes grant assisted cases