

## FEEDBACK: You said we did

<b>YOU SAID</b>	<b>WE DID</b>
<i>"Sometimes the jobs are put on the helpdesk, the tradesman comes and goes often saying they will be back and then do not return until another job is raised"</i>	The Property Helpdesk forms have been re-designed to capture more detailed information on repairs in order that repeat visits are avoided. The new form is available on the helpdesk from 30 <sup>th</sup> March 2015.
<i>"Two sets of instructions through PI Sheets (Project Initiation) took more than 3 months to deliver"</i>	We have introduced a central mailbox for all project initiations to Construction Services – <a href="mailto:csprojectinitiation@westlothian.gov.uk">csprojectinitiation@westlothian.gov.uk</a> and projects are allocated an officer with an email response to the Client within 2 weeks.
<i>"It was difficult to contact Building Services – we did not get prior warning of any planned work. This was especially difficult to return to after the holidays"</i>	We have introduced the Planned Improvements Communication Timetable and circulated this to all schools. The programme of holiday work (Summer, October, Winter & Easter) will always be issued to Head Teachers at least one month before the holiday period.
<i>"You are informed that an order no. has been raised for a particular task, but you are never informed of when the task has been completed"</i>	We have introduced repairs by appointment at all schools with Building Services and this is being rolled out to all properties in April 2015.