

## **Response to HWW recommendations from Maria O'Donnell, Extra Care Scheme Manager, Viridian Housing**

### **Extract from an email dated March 16 2016)**

Viridian Housing should ensure that arrangements for repairs and maintenance guarantee a quick response to any problems, particularly when these pose a potential risk to the mobility and safety of tenants.

*Response: "The building is currently under a 12-month defects period so all issues are raised to the contractors to rectify. Viridian has continuously chased and complained to the contractors regarding response times to defects in relation to their contractual obligations. As a landlord, we are aware of our obligations and would not leave a repair issue unresolved which would pose a risk to a resident. The issue discussed was being progressed when you visited and was resolved fully within 10 days of your visit."*

Viridian Housing should consider whether and how they could follow good practice by making the environment friendly for any tenants affected by dementia.

*Response: "Ensham House is an Extra Care scheme and Viridian has followed the specifications for the building approved by Wandsworth. However, since your visit, this issue has been highlighted to our development team and we are looking at ways to make the building more dementia friendly."*

Managers should ensure that calls for assistance, whether urgent or non-urgent, are responded to promptly and that a regular system of auditing this is established.

*Response: "The emergency cord and pendants go through to the mobile Tunstall handsets carried by the carers and not to the office. The alarm is also backed up by Eldercare so residents should always be responded to."*