

UNIT 15 – TASK ONE – Analyse information and prepare an Informal Report

Identify the purpose of the documents – Document One – Letter Judy Weiss is complaining about the help and repairs she has not been given, and therefore is complaining to the Council to try and get the problem resolved. Document Two – Policy To state to all people who live in the housing what would happen if when/there are repairs needed. It also states how long it will take for Urgent, High Priority, and Low Priority. And also the tenants' rights. Document Three - Article The article shows the readers both opinions and tells us that the Council think it's fantastic, but really the truth is that it hasn't been done very well and the people living in the housing aren't happy about it.	
Indicate how the Council could be perceived as a result of each of the documents – Document One – Letter They could be perceived as being lazy and ignorant, lazy because they haven't done anything about it yet have been asked to, and ignorant because when someone does view the problem, they brush it off and they say they personally can't smell anything – it should be about the customer and not the Staff. Document Two – Policy The Council could be perceived as almost being heroes; they are showing in the policy that the people in the housing come first and they will do their very best to fix their problems quickly. They are shown to be good people. Document Three – Article They could be perceived as being liars and shows offs – they are bragging about a new refurbishment and the new upgrades, but fail to mention their low rankings in tackling non-urgent repairs. The people living in the housing may also feel that they have been 'led on', as if they were prepared for some major changes and haven't seen them yet.	
Give a breakdown of key points in chronological order	▪ Judy Weiss has reported the problem every week for the last six months. ▪ Problem as part of the new refurbishment. ▪ Warmer weather = smell ▪ Staff either say they couldn't smell anything or just went away ▪ Leak starts on the wall behind toilet – put on non-urgent list. ▪ Has to mop the floor every time someone uses it – no one comes to fix it ▪ Water comes out from wall and toilet bowl – Staff came and turned the water off and asked Judy to use the pipe in the corridor. ▪ Continues for 2 weeks ▪ Ongoing leaks made the skirting rot and stains on the floor tiles and hall carpet ▪ Wants compensation or a change to carpet
Consider the extent to which the Council has complied with its Repairs policy – indicating ways in which it does and ways in which it does not. To start with there was only a small leak – so they put her on the non-urgent list/low priority. The leak got worse which is when the council should have put it to High Priority as this includes 'minor leaks' When the skirting began to rot, this could have impacted Judy's health as it can damage your lungs. This problem then should have been moved to 'Urgent'. In the Policy, it does say that Tenants should not contact the council unless no further communication has been received after 6 months from when the problem was initially reported.	
Recommendations re additional actions to be taken. Compensation for carpet Apology letter Second visits Changing the policy Repairs have a deadline	
Format the report with expected conventions followed. Basic format as in example below and remember, it must make sense, be accurate, be fit for purpose. MEMORANDUM To: Olive Wilson From: You Date: Current date Ref: OW/LM Subject: Appropriate – use info in the task to decide INTRODUCTION FINDINGS – largest section with subheadings RECOMMENDATIONS	