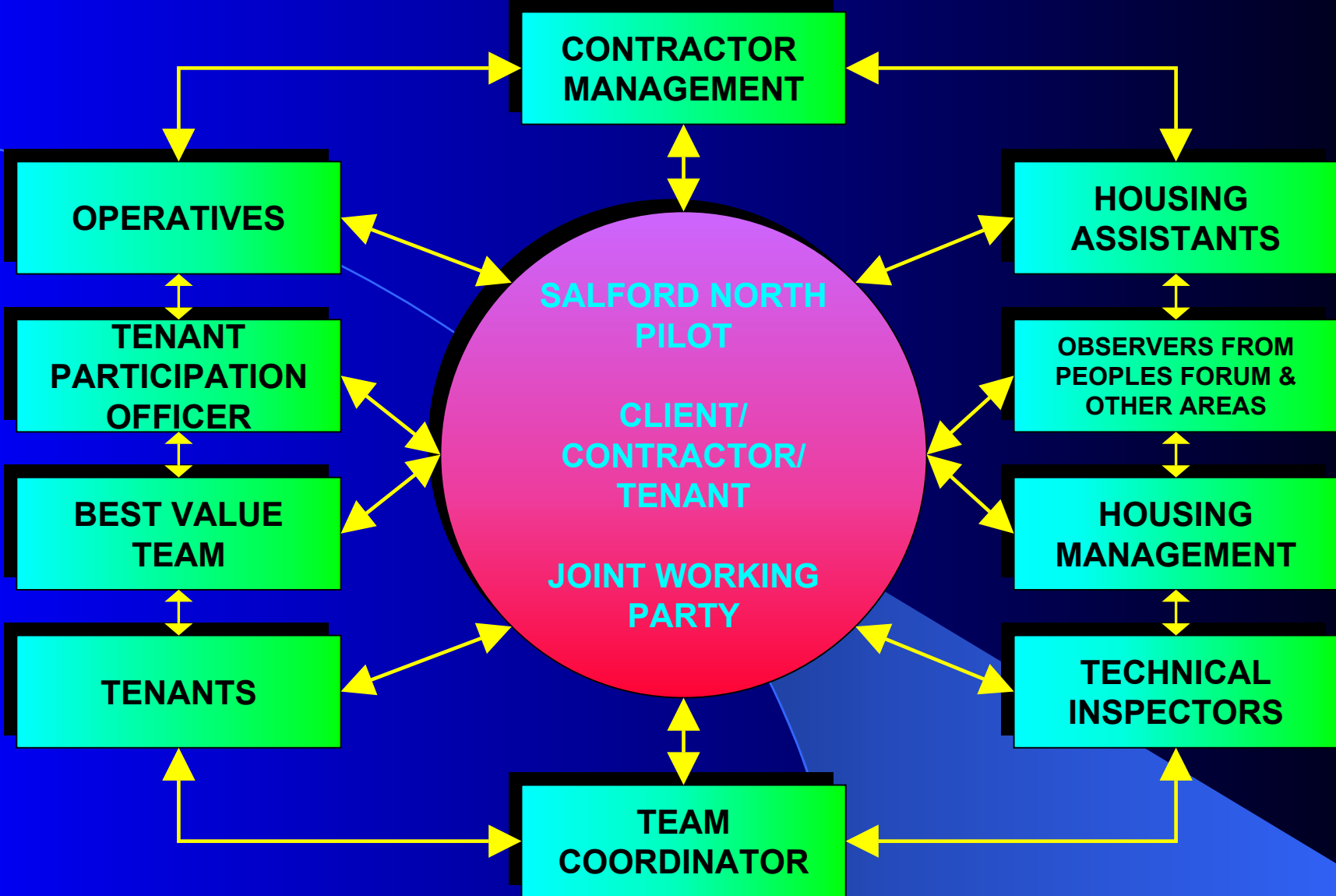


SALFORD NORTH REPAIRS PILOT

JOINT WORKING PARTY STRUCTURE

SALFORD NORTH REPAIRS PILOT JOINT PARTY WORKING STRUCTURE



JJC/WKG. PRY/14.02.02



JOINT WORKING PARTY



SALFORD NORTH REPAIRS PILOT

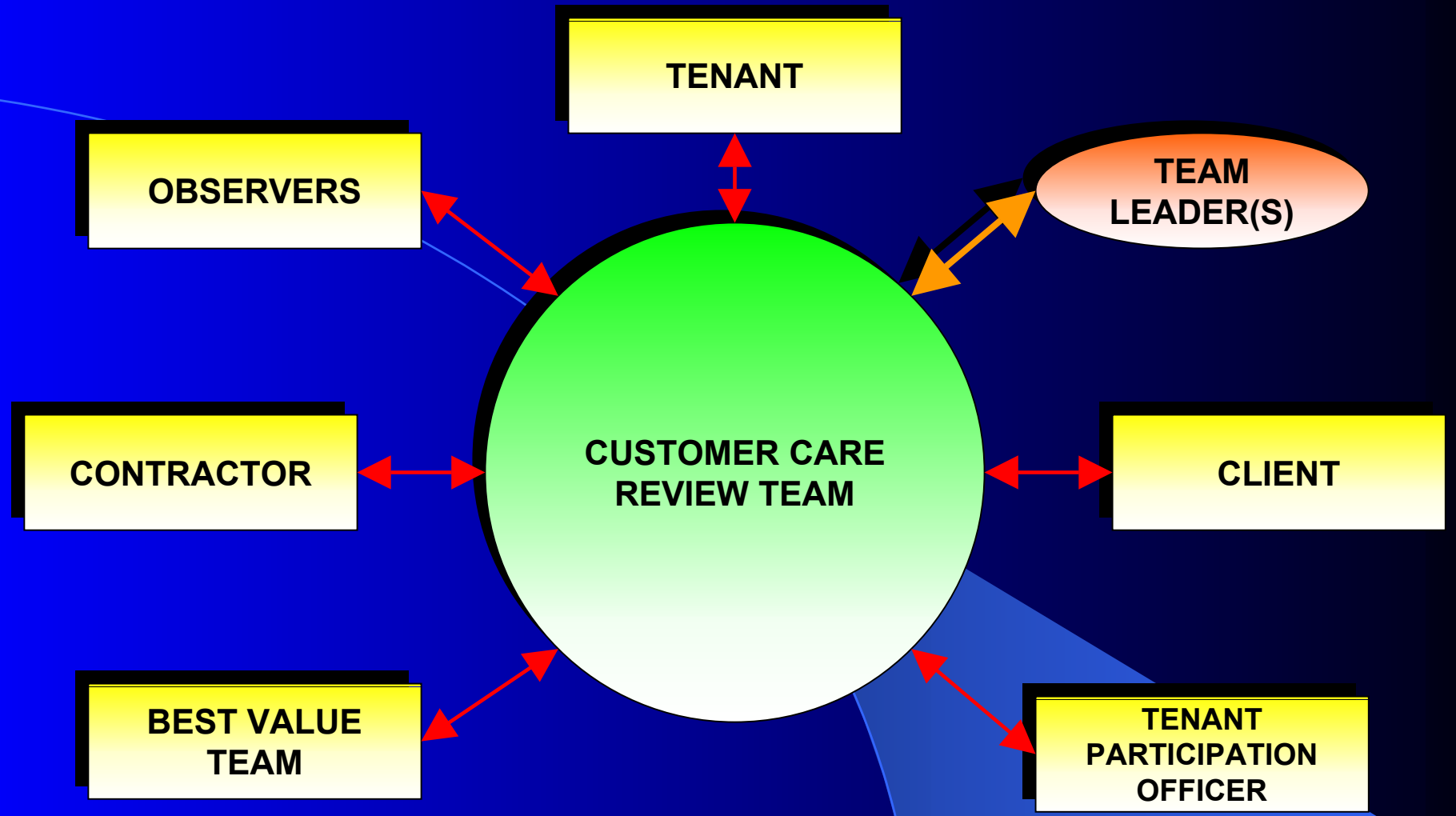
THE FOUR JOINT
TENANT/CONTRACTOR/CLIENT
REVIEW TEAMS

'CUSTOMER CARE'

REVIEW TEAM

STRUCTURE

CUSTOMER CARE: CLIENT/CONTRACTOR/TENANT REVIEW TEAM CUSTOMER CARE REVIEW TEAM STRUCTURE



CUSTOMER CARE TEAM



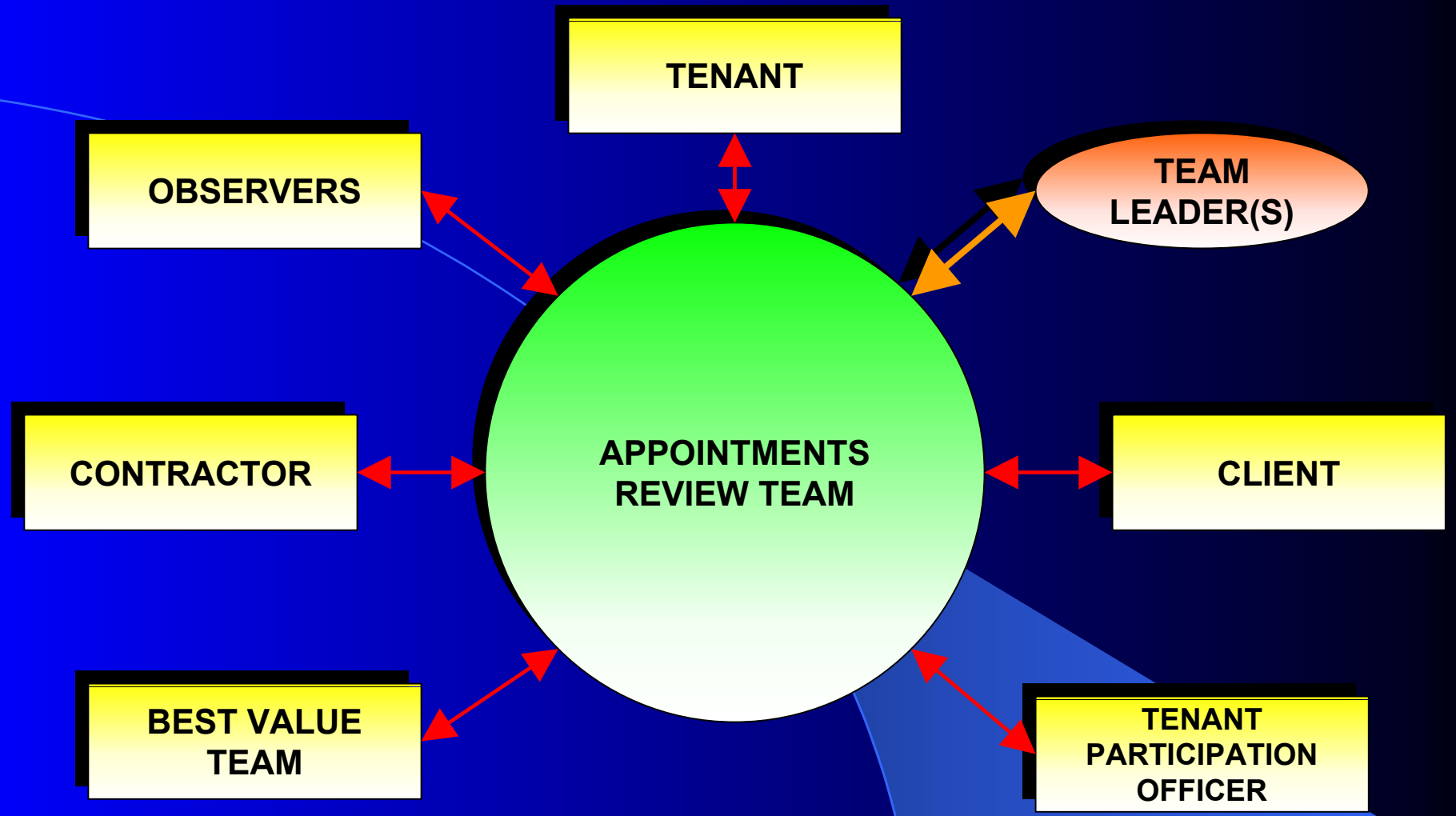
'APPOINTMENTS'

REVIEW TEAM

STRUCTURE

APPOINTMENTS: CLIENT/CONTRACTOR/TENANT REVIEW TEAM

APPOINTMENTS REVIEW TEAM STRUCTURE



APPOINTMENTS TEAM



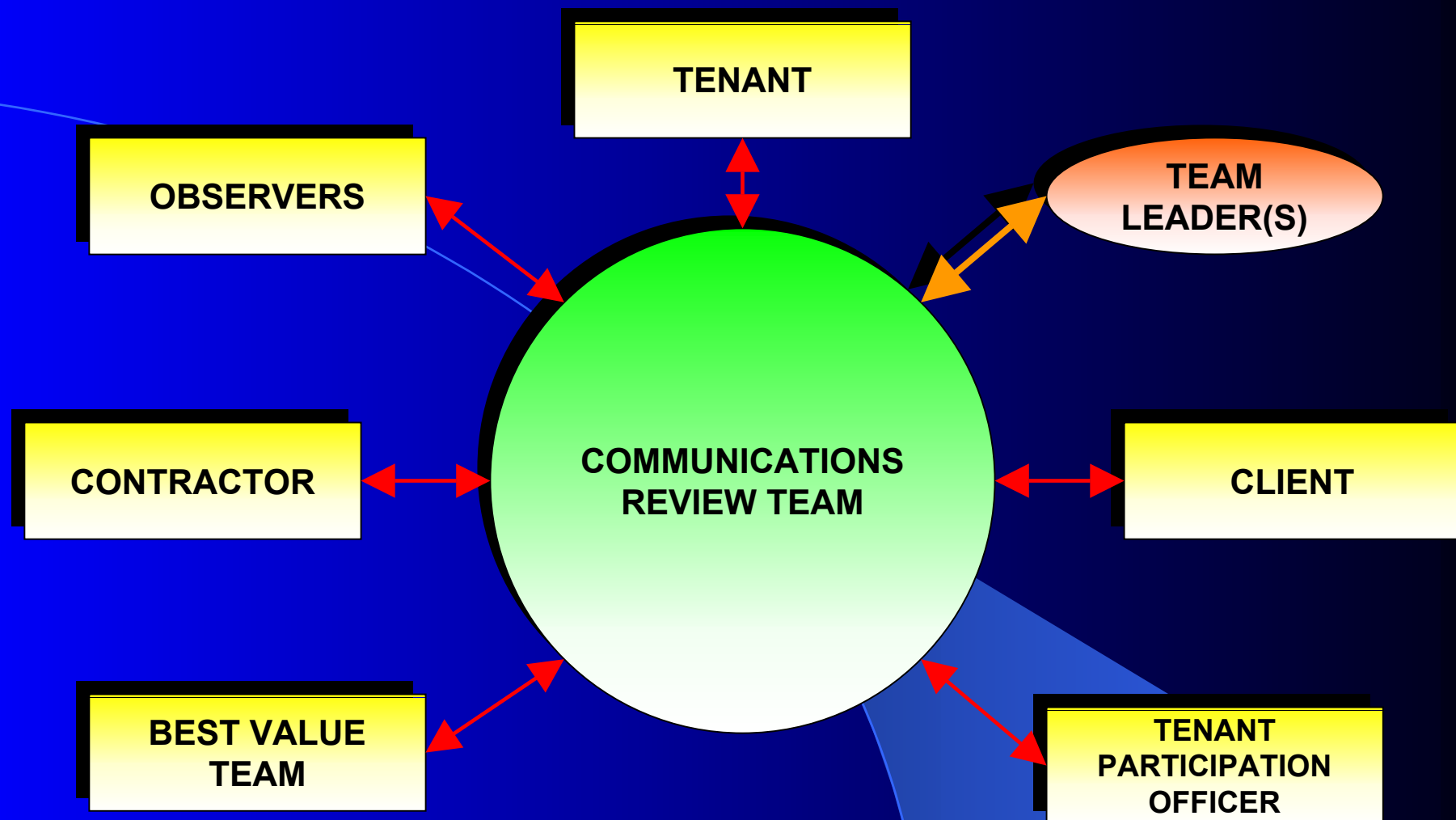
“Will achieve an improved and effective appointment system.”

'COMMUNICATIONS'

REVIEW TEAM

STRUCTURE

COMMUNICATIONS: CLIENT/CONTRACTOR/TENANT REVIEW TEAM COMMUNICATIONS REVIEW TEAM STRUCTURE



COMMUNICATIONS TEAM



“Talking together to provide a better service.”

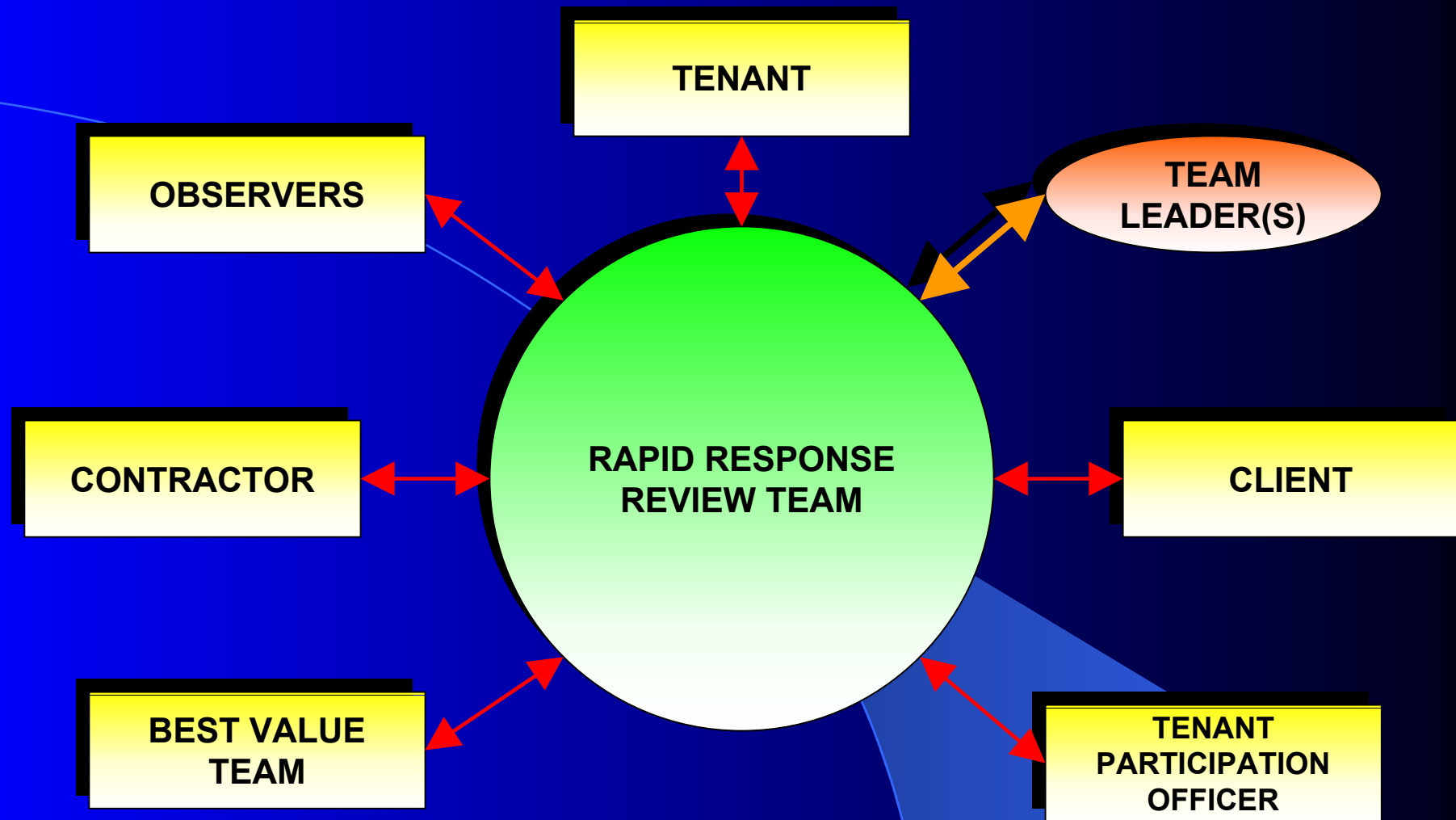
'RAPID RESPONSE TEAM'

REVIEW TEAM

STRUCTURE

RAPID RESPONSE: CLIENT/CONTRACTOR/TENANT REVIEW TEAM

RAPID RESPONSE REVIEW TEAM STRUCTURE



RAPID RESPONSE TEAM



“To Achieve a rapid, flexible and quality response service.”

INDIVIDUAL TEAMS

1. Team mission statement.

2. Team objectives

TYPICAL MISSION STATEMENT EXAMPLES:

**“To create the best possible quality of life for
the people of Salford”.**

“A safer Salford”

“A cleaner healthier city”..

SALFORD NORTH REPAIRS PILOT

**NOT JUST A HAPPY CUSTOMER,
BUT A HAPPY TEAM!**



+



SALFORD NORTH REPAIRS PILOT

Salford North Pilot

Together

Everyone

Achieves

More