



Horizon Housing Association

Customer Project Scrutiny Project: Repairs Communications

Action Plan

June 2017

The RIG research and field work raised a number of issues which this report highlights and suggests recommendations for change. These recommendations were agreed by RIG when all the field work information was collected, considered and analysed.

These actions were agreed with the RIG at their meeting in June 2017.

Findings	Tenant Led Inspection Project Recommendations	Response	Target timescale
Repairs Information			
1.0. The Association provides a range of information to tenants regarding repairs through staff contact, leaflets, newsletter articles and the website.	1.1. In the review of the website, consideration is given to the inclusion of diagrams and an interactive approach to assist tenants in the reporting of repairs	1.2. We are currently reviewing our website and will give consideration to this, although it may be a longer-term project.	December 2017
Complaints and Satisfaction			
2.0. It was reported that at times tenants make a complaint they are not provided with sufficient information about the repair including timing, what will be done, tenant disturbance/disruption.	2.1. In the case of larger more complex repairs, tenants are provided with information in advance of the repair to assist them prepare and manage their expectations.	2.2. For complex repairs we will develop an information leaflet	Completed August 2017
3.0. A low number of responses to the repairs survey are received. This means that there is an inaccurate record of satisfaction and dissatisfaction for the total number of repairs done. RIG members reviewed	3.1. Consideration is given to additional ways that the tenant can respond re satisfaction following a repair eg text, website, email. 3.2. The Association further explain to tenants regarding the importance of completing	3.3. Profile of satisfaction surveys raised via newsletter and when repair is reported 3.4. Random telephone surveys of 10% of tenants who have had a repair to be carried out by CST	Completed August 2017 To start from 1 August 2017

<p>the survey and made no recommendations to the content and questions.</p> <p>RIG members also noted that the repairs service is good and repairs are mainly done right first time.</p>	<p>and returning the satisfaction form, detailing how the feedback is useful and used by the Association. This can be done through the newsletter, website etc. Customer Service staff could also stress to tenants when the repair is reported to remember to return their form.</p>		
<p>4.0. The RIG research was unable to fully determine when negative feedback is provided in the Tenant Satisfaction Form that the Association addressed the tenant opinion as a complaint.</p>	<p>4.1. The Association undertake further research as to how feedback is recorded and addressed linking tenant satisfaction to the complaints policy.</p>	<p>4.2. All expressions of dissatisfaction are raised as a complaint in line with our policy. We can share these reports with RIG and can evidence that these come from satisfaction surveys</p> <p>4.3. We will review processes to ensure that unspecified dissatisfaction is followed up with tenant to get more information.</p>	<p>Completed</p>
<p>Findings</p>	<p>Tenant Led Inspection Project Recommendations</p>		
<p>5.0. Contractors eg Gas Sure use their own repair satisfaction survey. Consequently the Association tenant does not have the opportunity to</p>	<p>5.1. The Association to provide feedback to RIG to explain how contractor eg Gas Sure satisfaction and complaints are carefully measured to ensure service improvements</p>	<p>5.2. We will develop GasSure satisfaction survey in line with Horizon's.</p> <p>Note that we do measure satisfaction as part of the contract</p>	<p>September 2017</p>

complete the Association repairs survey.	in the Association.	Key Performance Indicator targets	
Reporting and Logging Repairs			
6.0. Locator Plus is a complex and effective system which allows staff to efficiently log a repair and allocate it to the appropriate trade. It is clear that staff are familiar and competent in its use. Locator Plus holds information about the property.	6.1. Consideration is given to whether Locator Plus could include repairs information relating to the tenant ie show the tenants history of repairs as some repairs or circumstances may be generated by the tenant and consequently s/he may need support or education on the issue.	6.2. The Customer Service Team looks at the property's repairs history when taking a repair call, and there are automatic flags on system which highlight past issues from previous tenancies. Discussed with the RIG in June, We will seek further seek further clarification from RIG about this.	Current system does not support this, and the numbers of transfers are low. Any repeat repairs are currently looked at in more detail by the PSO.
7.0. Tenants can sometimes be confused when reporting repairs and are unable to explain the problem correctly.	7.1. Tenants are provided with or given access to the same diagrams as detailed in Locator Plus to assist them describe the repair. Consideration is given to these diagrams being detailed on the Association website.	7.2. See 1.3 The Customer Service Team is trained to ask specific questions to get as much detail as possible about a repair when taking a call from a tenant. We will encourage tenants to take photos and email these where they have the capacity to do this to enable more effective diagnosis. We will also work to develop a training sheet that has diagnostic questions for the most frequently reported repairs.	October 2017
8.0. The scrutiny project observed one member of	8.1. The Association develop a checklist of key steps and	8.2. Accepted – work is being carried out to develop this	September 2017

<p>customer service staff efficiently and professionally process telephone and email repairs. RIG noted that no checklist was followed but she relied on her own experience and competency.</p>	<p>questions which should be asked when processing a repair. This would assist new or more inexperienced members of staff and act as a training aid.</p>		
<p>9.0. In most cases, the tenant knows when the repair was reported but customer service staff did not provide a reference number was provided incase further contact needs to be made.</p>	<p>9.1. A job number is provided to the tenant for reference information at the point of reporting the repair.</p>	<p>9.2. Accepted – tenant will be given a work order number during call (although they already receive notification through post)</p>	<p>Completed</p>
<p>10.0 Tenants are clearly satisfied with the repair by appointment system and tenant feedback identified that the system is working well. However no information was provided to the tenant to allow them to understand the repair category, timescales etc</p>	<p>10.1. Customer Service staff provide the tenant with the following information:</p> <ul style="list-style-type: none"> ○ How the repair is categorised ○ The number of days to complete the repair does not include weekends, except emergency repairs 	<p>10.2 A lot of information has been given on the new repairs categories and this will be refreshed when the tenant handbook is reissued. However we will be part of the checklist for the Customer Service Team</p>	<p>September 2017</p>
<p>11.0. At times the repair logging and response process is hindered as the tenants contact details on the system are incorrect,</p>	<p>11.1. Through communication and face to face contact, all staff are to ensure that tenant contact details are correct on the system.</p>	<p>11.3. Ongoing training and reminders for staff to do this</p>	<p>Ongoing training being implemented</p>

specifically telephone numbers.	11.2. Tenants and other customers are provided with ongoing reminders and support to ensure their details are kept up to date and accurate.		
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