

responsive repairs feedback

December 23





feedback

70 online surveys

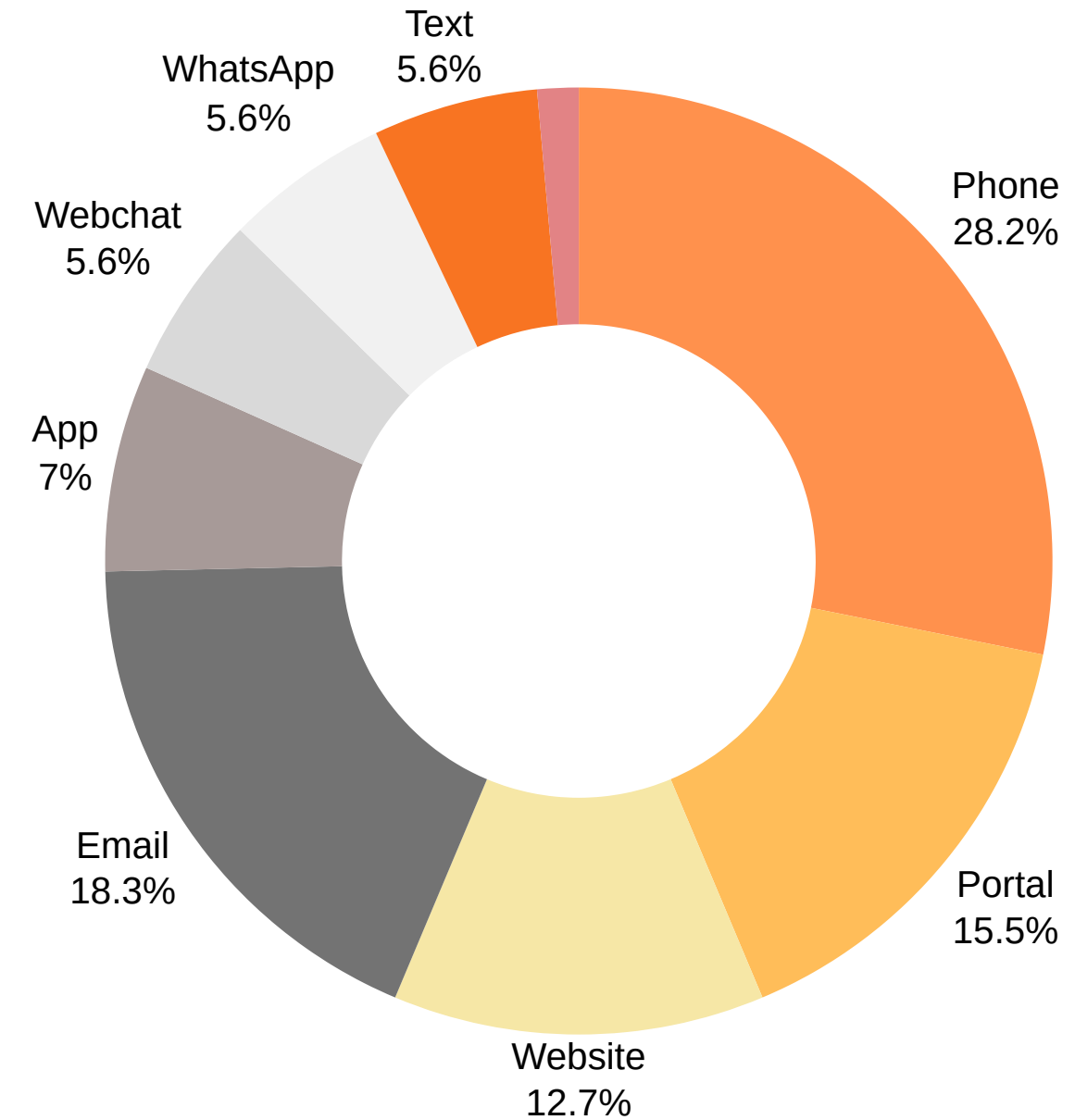
5 email discussions

4 interviews

2 postal surveys

telephone call
preferred way
to report repair

demand for
additional
reporting
methods e.g.
webchat



63%
**takes more than
1 week to get
appointment**

58%
**happy with
current repairs
timescales**

**Desired repairs
timescales**

**9 hours
emergency**

**5 days urgent/
priority**

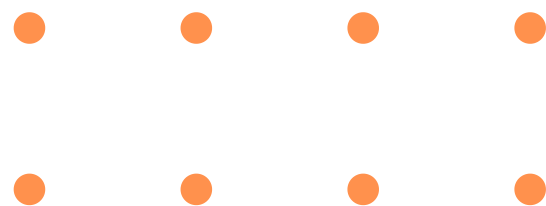
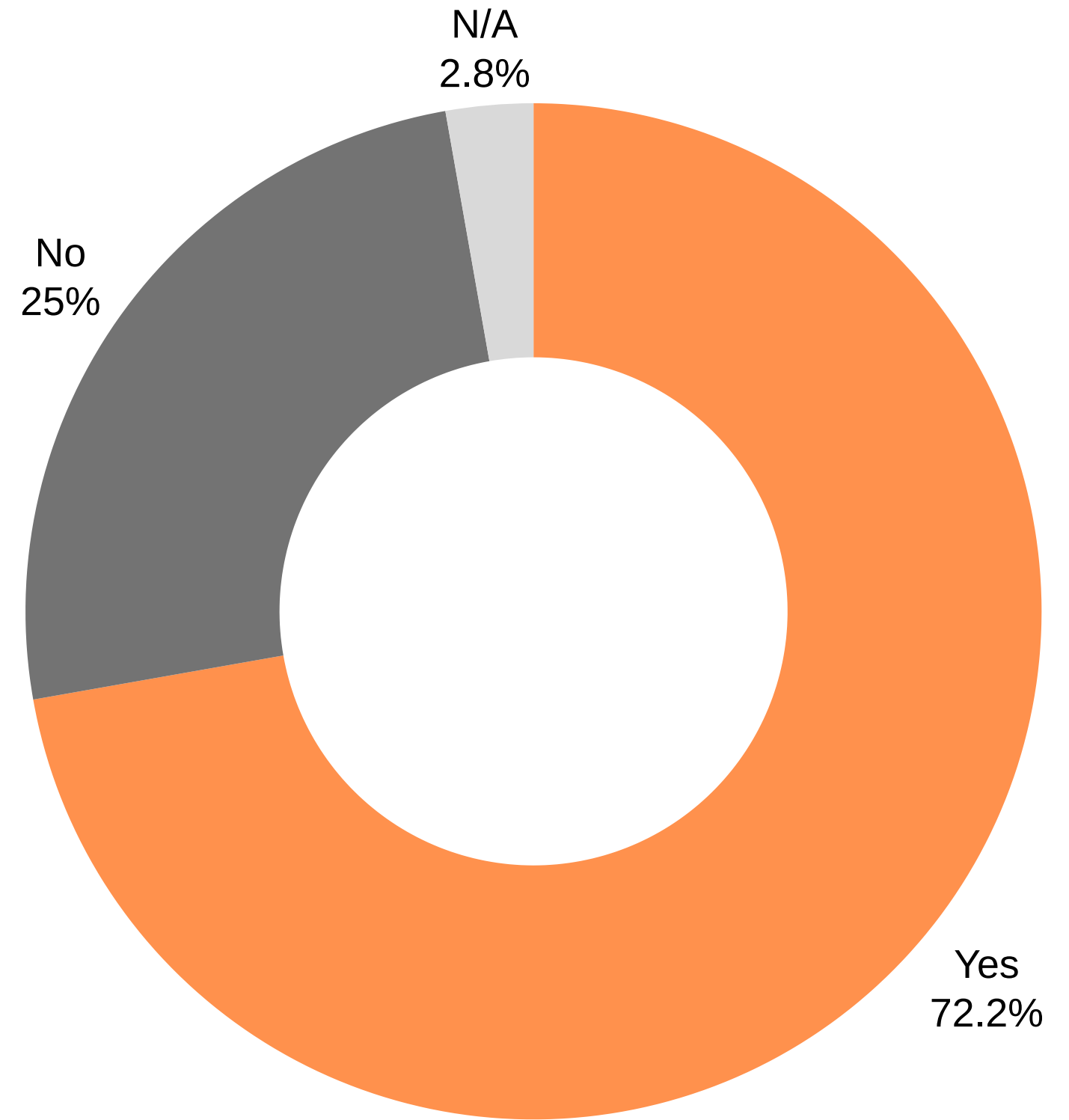
13 days routine

Out of hours appointment demand

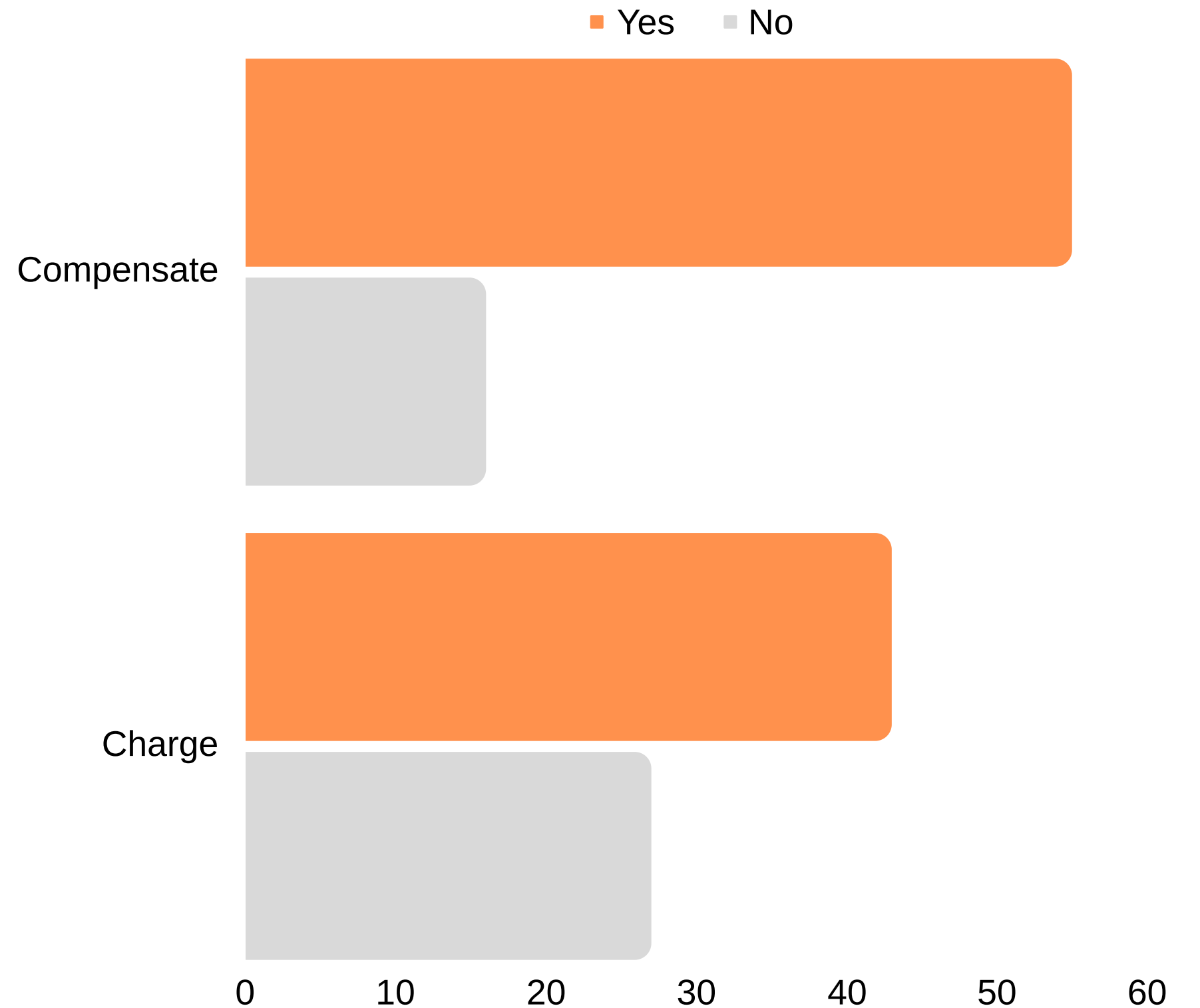
72% would like
out of hours

71% until 7pm

85% Saturday
mornings

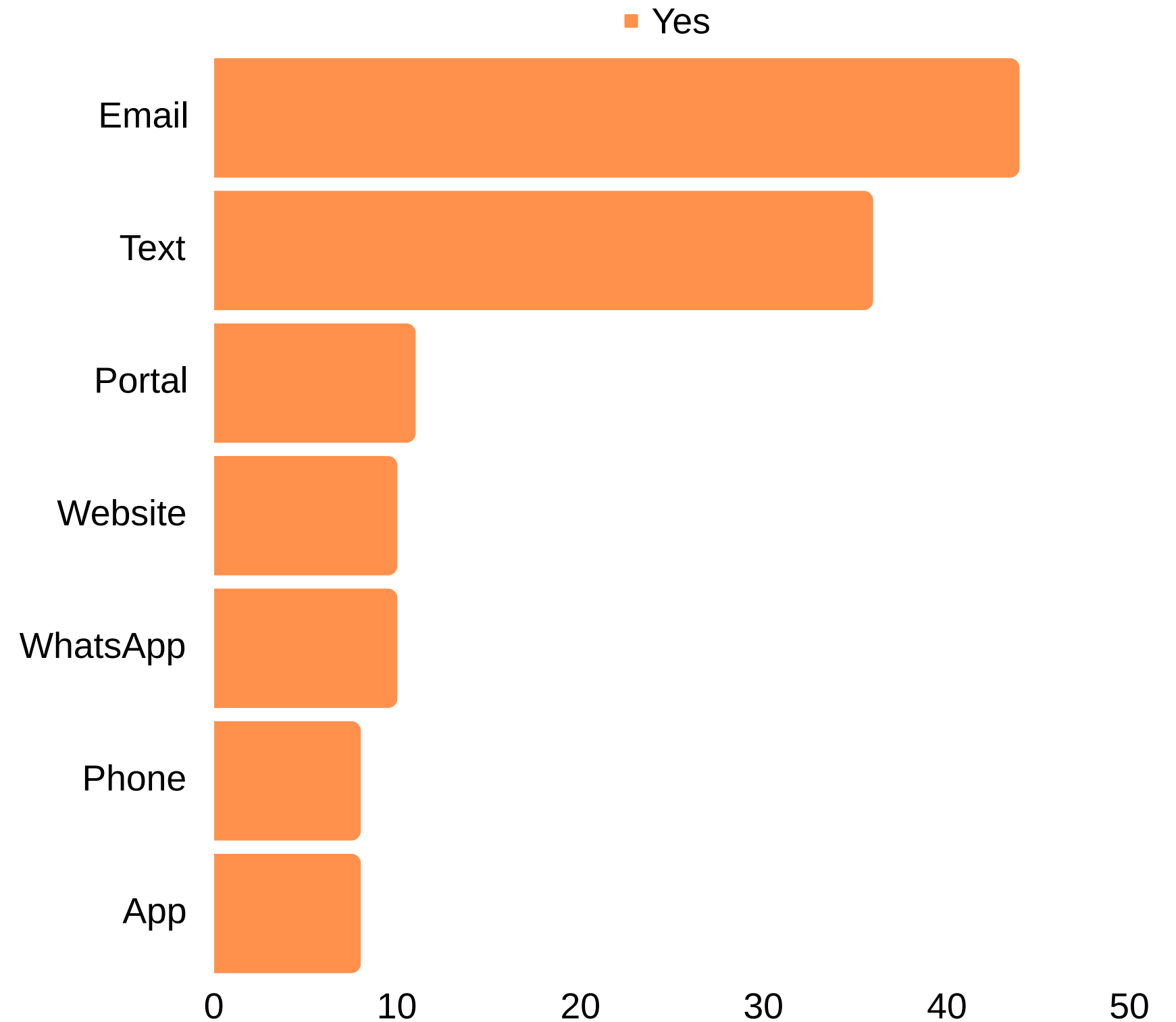


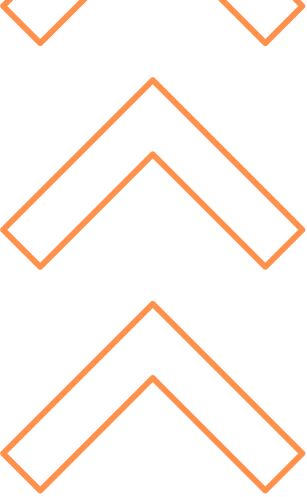
majority happy
to be
compensated or
charged for
missed
appointments



93% happy
to complete
satisfaction
surveys

email and text
preferred
feedback
method

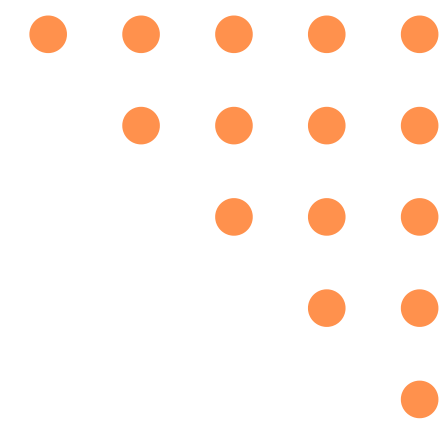




57% happy to pay for ABC to repair tenant responsibilities

key repairs requested

- fences
- maintaining what came with the home
- trees
- DIY due to being vulnerable



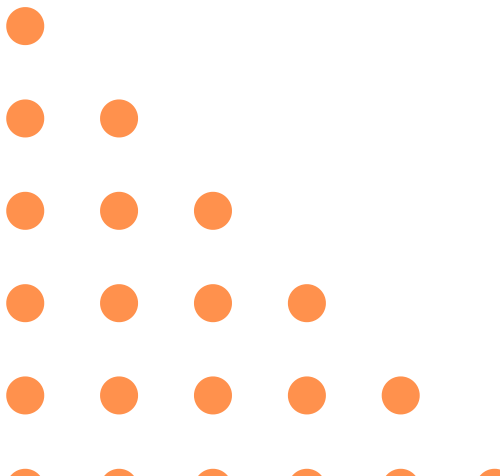
Accountability is key

54% weren't
sure how to
raise a
complaint

75%
want us to
publish our
repairs
performance

A home MOT

83% liked
idea of
home MOT
every
1 to 2 years



Why?

- reduced disturbance
- efficient use of resources
- stock quality checks
- protects our assets

39%
**respondents
not looked at
repairs
handbook**



handbook comments

Poorly viewable pdf document, difficult to easily discover information on website

Revamp to bring up to date to include the various way to report repairs.

It was still confusing whether my repair would be considered an emergency or not.

be nice to have a paper copy


It needs complete overhaul

It needs to be stupid proof use normal language not legal and building terms

Yes needs a complete overhaul some repairs fall in gaps between emergency and urgent etc the time schedules are way out of spec for current lives

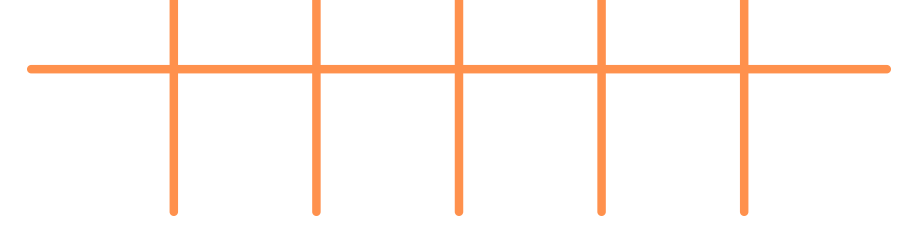
Repairs handbook

What can we improve?

- Paper copy provided upon tenancy occupation and roll out to all properties
 - More succinct
 - Easier to read and written in view of tenants
 - Other language and more accessible versions
 - Separate clearly who is responsible
 - Visibly more pleasing and inviting to read
 - Easier to read and access on website
- 

Repairs service

What can we improve?



- Assess, confirm and publicise realistic response times
- Publish repairs satisfaction survey results and response times regularly
- Repairs to attend repairs scrutiny groups & estate walkabouts
- Communication – keep tenants updated about repairs/progress/status
- Sufficient handlers to triage reports and deal with enquiries
- More frequent quality inspections/explore idea of MOT
- Promote complaints process and methods
- Improve website and handbook to be more accessible
- Address vulnerable customer needs and repair responsibilities
- Explore viability of out of hours service, new reporting methods, compensation/charging for missed appointments

What's next?

Improved service

Use feedback

Analyse and use feedback to inform and improve

Timescales

Ensure expected timescales are realistic and communicated to tenants

Reporting

Ensure transparency of performance

Plan of action

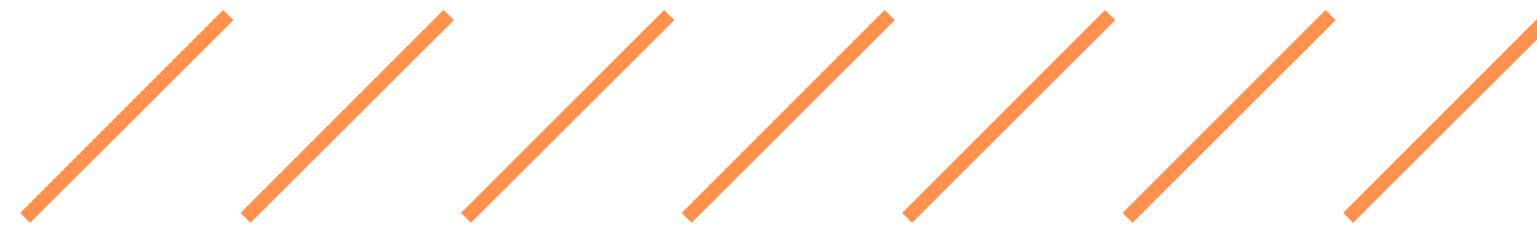
Put plans in place to improve

Handbook

Refresh and revise

Monitor

Continuously monitor and feedback to staff and tenants performance



Thank you

Tenant Engagement

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