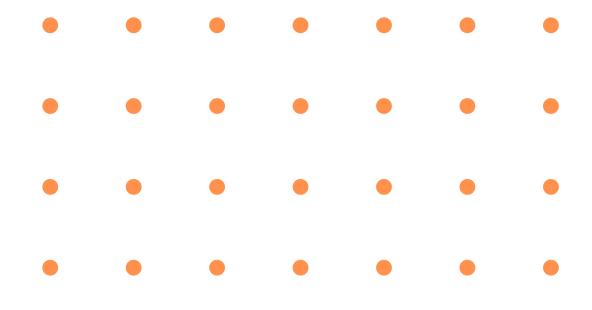
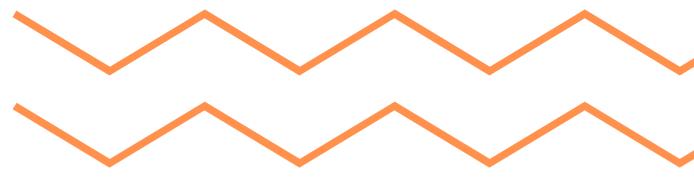
# responsive repairs feedback





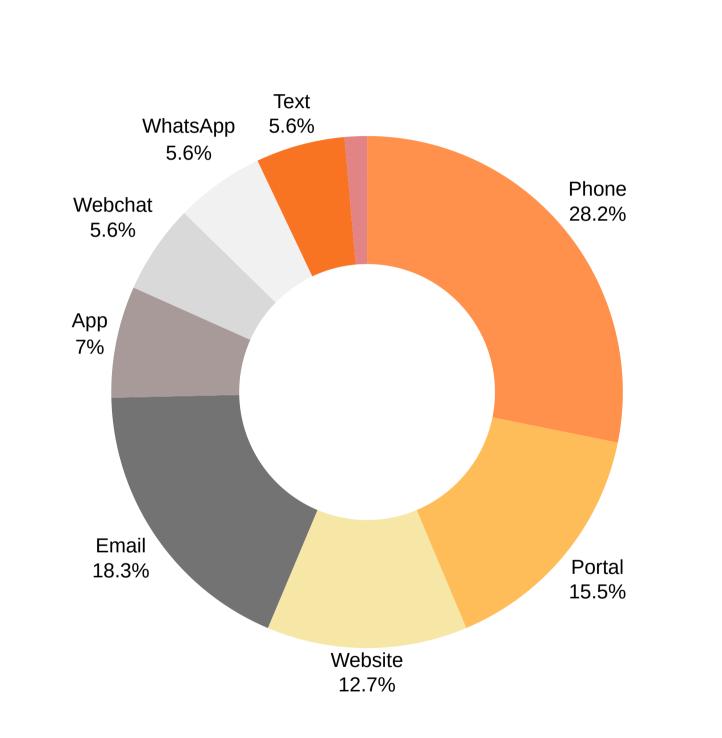


# feedback 70 online surveys 5 email discussions 4 interviews 2 postal surveys



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

**9** hours

# Desired repairs timescales

# emergency 5 days urgent/ priority **13 days routine**

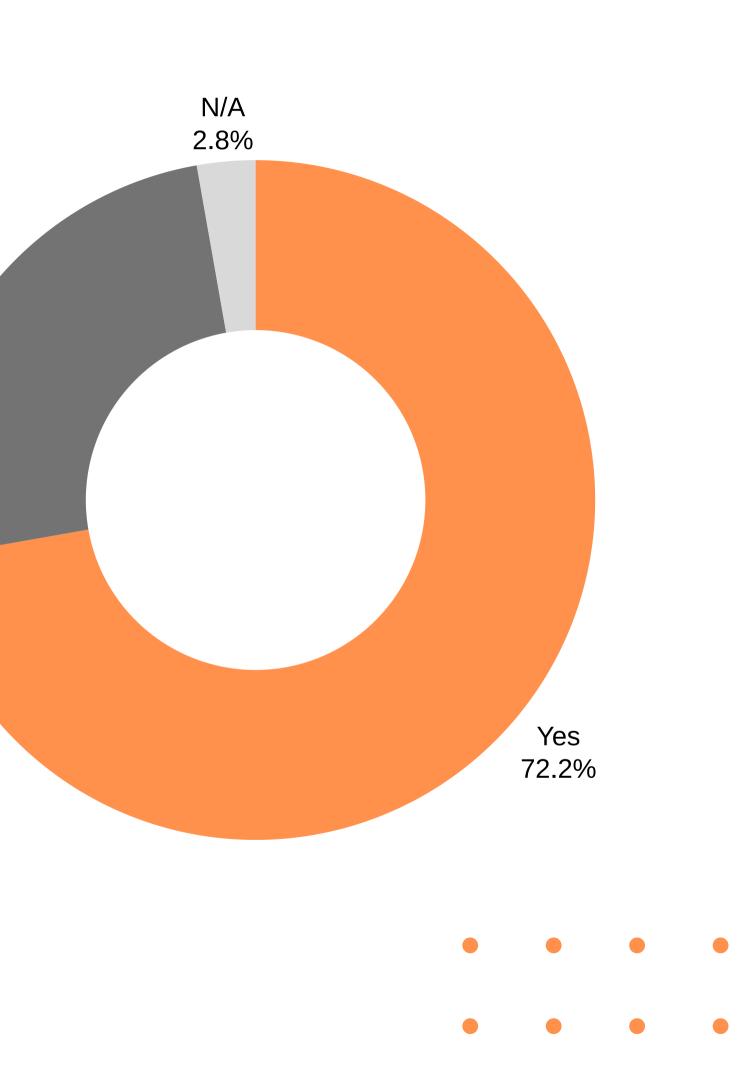
## Out of hours appointment demand

## 72% would like out of hours

71% until 7pm

85% Saturday mornings

No 25%



compensated or charged for missed appointments

0



## 93%happy to complete satisfaction surveys

email and text preferred feedback method Email

Text

Portal

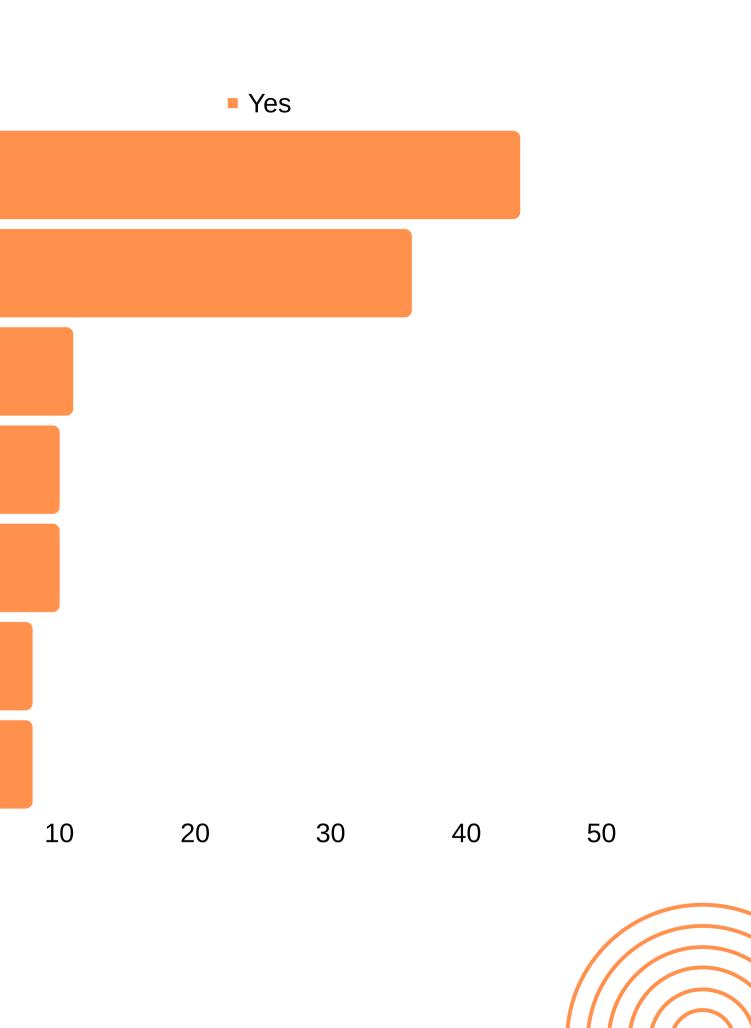
Website

WhatsApp

Phone

Арр

0





**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

## Repair Handbook

#### What you should know about the maintenance of your home...

The information contained in this booklet is designed to help you understand what you can expect from our repairs service, plus advice on what to do in an emergency situation.



#### Contents

#### troduction

3 Whois responsible for repairs? Repair Priorities Responsibility table TMERGENCES Improvements & alterations ode of conduct omplaints w repairs are made

#### ing

yr vilet

> ndows Iternal doors

46 Fences 48 Exterior 50 Garden walls 50 Garages 52 Paths and steps

Roofs and drains 54 Roof 54 Chimney

54 Chimney 56 Gutters and drains

Communal 58External/internal

Stairs, walls and floors 60 External / internal stairs 62 Walls and floors

#### Helpful tips

63 Looking after your home 63 Energy performance certificates 64 Condensation 64 Leaking, burst or frozen pipes 65 Bleeding a radiator 65 Smoke detectors 66 Loss of electricity 67 Controlling your heating 68 Clearing a blocked waste pipe 69 Clearing a blocked WC 69 Overflows 71 Damp

73 Index

## handbook comments



### 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 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

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

#### It needs complete overhaul

# 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





Tenant Engagement

tenant.contact@ashford.gov.uk 01233 330573

