

Summary of Resident Feedback

Resident feedback was collected in a number of different ways: telephone survey carried out by partnering adviser echelon, digital survey sent by email to all residents who had reported a repair on line, a link on The Council website and postal surveys received following an article in Open House. Over 400 surveys were received in total. The results of the feedback are collated in the tables below which show parts of the service residents believe work well, parts of the service residents believe don't work so well and suggestions for improvements to the service.

Which part of the Repairs service do you currently think works well and why?	
Appointment - Good time slots available	10
Appointment - Good length of time assigned to carry out repair	21
Appointment - Other	3
Contact Centre - Can always get through to report a repair	16
Contact centre - Good diagnosis of repair	2
Contact centre - Good OOH service	3
Contact centre - Good service received from Call Centre / OOH staff	30
Contractor - Compliment about operative / engineer	15
Contractor - Always polite, helpful & leave the property clean and tidy at all times	21
Contractor - Kept to appointment date	5
Contractor - Always get the job fixed right first time - no multiple visits	3
Contractor - Always text/ call before appointment to advise estimated time of arrival	12
Contractor - Good diagnosis of work	3
Gas repairs / Servicing works well	36
Online repair reporting is good	36
Repair - Happy with work carried out	30
Satisfaction - Good overall satisfaction with the repairs service	53
Scheduler - Good feedback or follow up to advise a delay in getting job done.	5
Other comment	6

Appendix 3

Which parts of the Repairs service don't work so well and why?	
Appointment - Poor time slots available	24
Appointment - frequent missed or late appointments	8
Appointment - Length of time assigned to carry out repair is poor	5
Appointments - Length of time to wait for an appointment to be given is poor	28
Concessionary Repairs Scheme	1
Contact centre - Emails not answered	13
Contact centre - Frequent repeated calls to chase work	15
Contact centre - Gave poor diagnosis of repair	6
Contact centre - Poor OOH service	6
Contact centre - Poor service received from Call Centre / OOH staff	17
Contact centre - Staff was not polite or helpful	8
Contact centre - Unable to get through to report a repair	10
Contractor - Complaints about operative / engineer	6
Contractor - Arrived without an appointment	4
Contractor - Did not have the correct tools /parts to do the job	8
Contractor - Were not polite or helpful, and/or left property clean and tidy	9
Contractor - Do not get the job fixed right first time - multiple visits	30
Contractor - other	5
Gas Servicing / repairs - service is poor	4
Online repair reporting is poor	15
Repair - Poor quality of appliances / parts	3
Repair - Poor response in getting re-occurring dampness resolved	4
Repair - Unhappy with work carried out	51
Repair - other	11
Satisfaction - Poor overall satisfaction with the repairs service	25
Satisfaction - Poor service from the Council	10
Satisfaction - Poor service with Complaint handling	2
Scheduler - Poor feedback or follow up to advise a delay in getting job done.	34
Scheduler - Poor joined up approach with trades / services	14
Scheduler - Poor or no feedback to advise delay due to awaiting parts	3
Other comment	9

Appendix 3

If you could make any improvements to the way the Repairs service works or the way that repairs are carried out, what would these be and why?	
Appointment - Improve length of time assigned to carry out repair	5
Appointment - Reduce length of time to appointment date	30
Appointment - Reduce number of missed or late appointments	6
Appointments - Better time slots	26
Batter Handyman service available	4
Better feedback from the Council	4
Better Information regarding concessionary Repairs Scheme	3
Better information regarding repairs that are tenants responsibility	3
Better Satisfaction survey process	8
Better staffing issue / better training	4
Contact Centre - Better at answering emails	8
Contact centre - Better at being polite and helpful	3
Contact centre - Better diagnosis of repair	6
Contact centre - Better OOH service	3
Contact centre - better service from the Call Centre & OOH staff	26
Contact Centre - More call lines open to get through to report a repair	8
Contact centre - Reduce repeated calls/emails to chase work	5
Contractor - Empower them to make decisions and take responsibility	7
Contractor - Ensure operatives have the correct tools/parts to do the job	9
Contractor - Ensure operatives make follow on appointment whilst at the property	5
Contractor - Ensure they call ahead of appointment to advise estimated time of arrival	5
Contractor - Fix the job right first time - to reduce multiple visits	30
Contractor - Improve diagnosis of work	4
Contractor - must be polite, helpful & leave the property clean and tidy at all times	4
Improve reporting a repair online facility	12
More property inspections	18
Repair - Better quality of appliances / parts	4
Repair - Improve satisfaction with the work carried out	18
Repair - Improve the getting re-occurring dampness resolved	3
Satisfaction - Improve overall satisfaction with the repairs contractor / service	15
Satisfaction - Improve the service from the Council	15
Scheduler - Better at providing feedback and follow up calls	19
Scheduler - Better joined up approach with trades / services	9
Scheduler - Schedulers should advise if there is a delay due to awaiting parts	4
Other improvement comment	14