



Asset Management consultation report

Throughout September and October 2024, we carried out in-person and online consultation to help gain tenants feedback on potential changes to the service, whilst establishing their priorities around our environmental service.

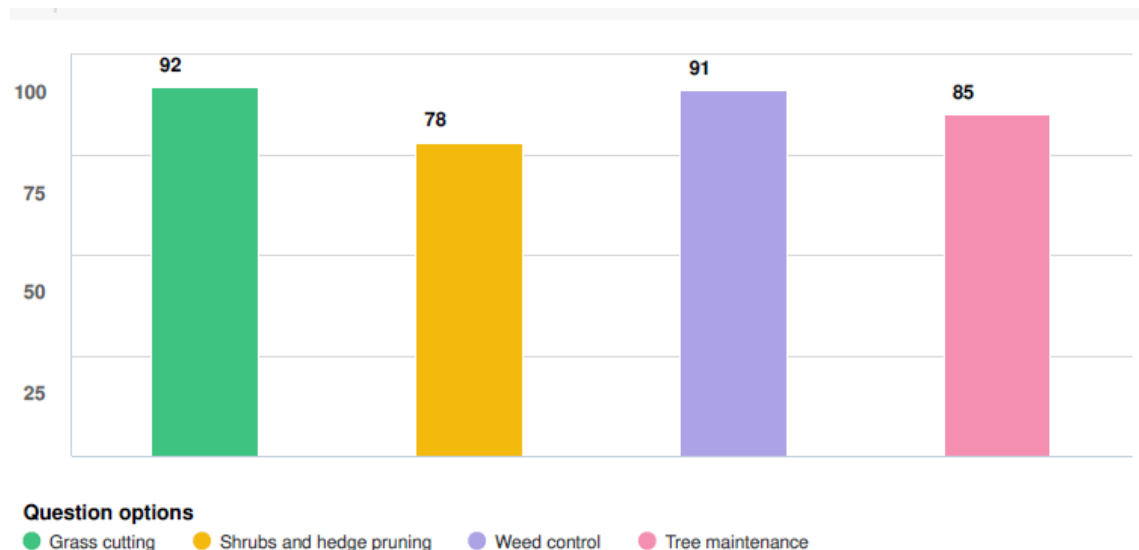
In total 126 tenants gave us their feedback through the survey at our AGM and online, with a further 14 tenants attending an in-person Spotlight Session.

Survey responses

Clean and green communities- Environmental Services

Question: Please select the services that are important to you when we are maintaining green communities.

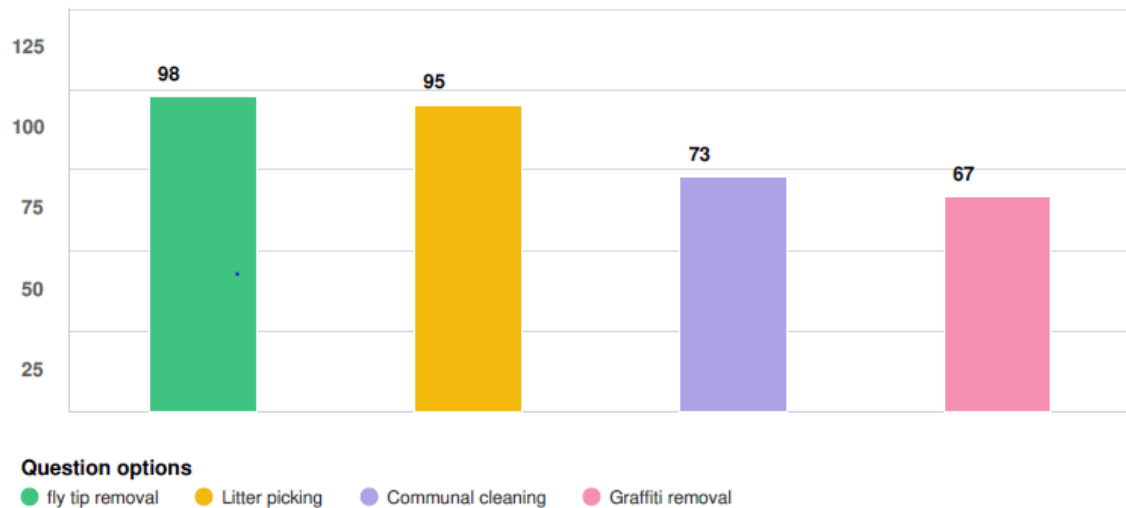
Response:



Respondents voted grass cutting and weed control to be their main priorities, however still felt shrubs and hedge pruning along with tree maintenance to be a priority. These findings confirm that the service we are providing meets tenants expectations as the team currently focus on all four areas, as well as project work.

Question: Please select the services that are important to you when CGA are maintain clean communities.

Responses:

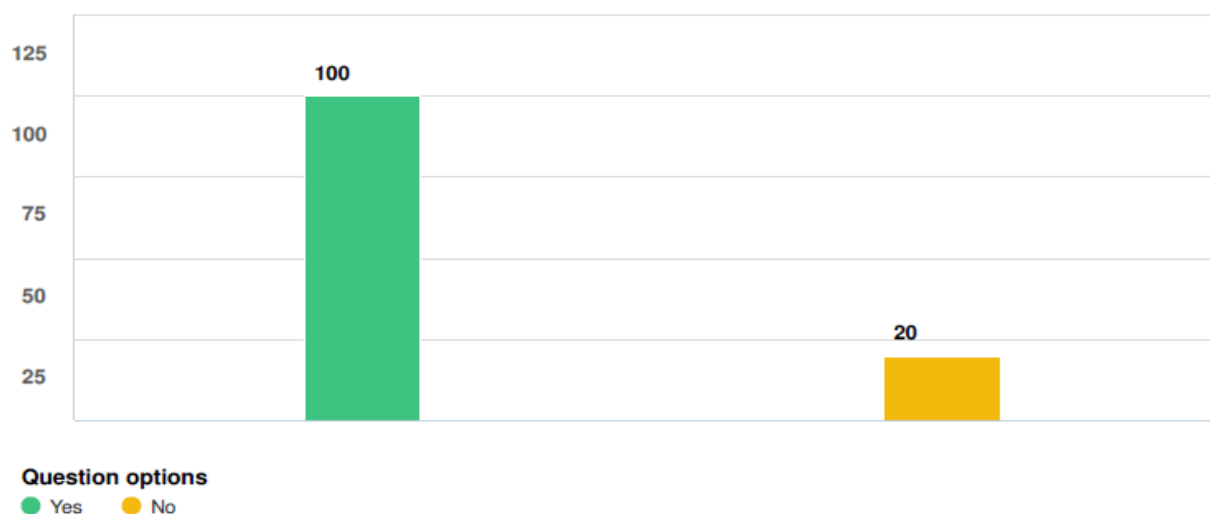


Respondents voted fly tipping and litter picking to be their main priorities, with communal cleaning and graffiti removal still a high priority. These findings are consistent with the time spent by the team on each area, confirming that the current breakdown of time spent is correct.

Asset Management – Repairs Service

Question: Have you accessed our repairs service in the last three years?

Responses:



17% of respondents had not accessed our repairs service in the last three years.

We asked those who have accessed the service what they think we do well, responses included:

- Polite, kind, considerate staff members
- Repairs done on time.
- Very helpful on the phone, phone answered quickly.
- Tackled damp and mould promptly.
- On time, positive and clean up after.
- The staff that attend to repair the problem are always polite and well mannered.
- They are respectful.
- Your maintenance people are good at their jobs.
- Very professional.
- Always come on time and if delayed, they let you know.
- Fast response when urgent. Keep informed.

It was positive to receive comments about the conduct of staff within the Asset Management team, with several comments relating to good customer service, which is an area we have committed to improving. It is clear the conduct of staff is just as important as the quality of work carried out and it is positive a number of respondents reported positive experiences.

We then asked what they think we could do better, responses included:

- Call wait times – waited over 25 minutes to have call answered.
- Time and date for repair to be agreed over the phone.
- Time it takes to complete jobs.
- Sub-contractors not complying with equalities act when sending information to blind tenants. Don't do letter drops – instead email.
- Those who work would benefit from a more specific time slot / the appointment.
- Multi-skilled operatives – felt it has negatively impacted on the quality of repairs and workmanship.
- Insulate your old stock, rather than focussing on new stock, now that they have stopped the winter fuel allowance, these houses are freezing now in winter.

- To fix issues properly.
- Routine inspections to prevent issues.
- No consistency with the repairs team – some do the minimum necessary to complete the job.
- Carry out the repairs a lot quicker and engage with tenants more about upcoming works and have Gateway do the work themselves instead of sub-contracting.
- Repair using like for like materials (i.e. paving flags).
- Upgrade fencing policy to replace rotten fences.
- Repairs to be more aware when using tenants' electricity or gas that they don't leave lights on, or doors left open when coming in and out the property.

Feedback highlighted the time taken to do repairs along with the standard of works to be the main areas of concern. Tenants who attended the in-person spotlight session discussed the length of time to complete works, and felt it was better to take the time needed to complete the works properly. The group suggested communication is key in these cases as from their own experiences they felt they didn't mind how long jobs take, if they are kept updated throughout the process and made aware of the timescales being worked to.

The group recommended a self-service portal as a solution to this, where tenants can track the progress of their repair. Alternatively, for those not online, regular letters / phone calls to make them aware of the timeline.

RECOMMENDATIONS:

1. Continue to encourage tenants to provide feedback on the repairs service at the time work is carried out through 'feedback cards. This will allow us to investigate individual issues / concerns about workmanship at the point of repair and rectify any concerns.
2. Consider a self-service portal for tenants to log and track a repair.
3. Where possible, look to use CGA staff to complete repairs works.
4. Work with contractors to ensure they are meeting tenants' communication needs.

MANAGEMENT RESPONSE:

1. All Gateway operatives to be regularly issued with feedback cards and their use promoted within monthly Tool box Talks (TBT).
2. As part of our Total Mobile implementation options are being considered regarding the introduction of a customer portal. This has additional links with a wider business need and will require significant development but is viewed as a positive step towards an alternative method of positive customer communications.
3. During quarter one of 2025/26 it is our intention to increase our trade operatives by 15 to reduce a reliance on contractors and internalise and self-deliver more works in house.
4. Work is ongoing to reprocur essential service where there's a continued need to utilise contractors and as part of this exercise a significant focus will be placed on meeting and maintaining CGA's required standards.

Appointment times

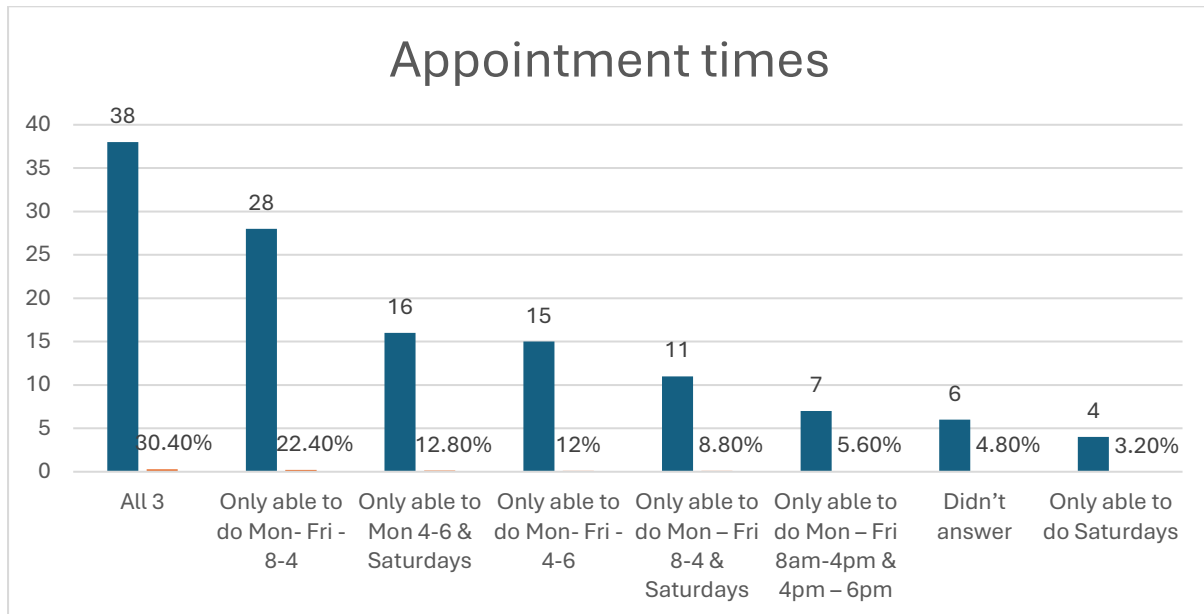
The Asset Management team currently offer repairs appointment times between Monday to Saturday - 8am and 6pm, with out of hours cover available 24 hours a day, seven days a week for emergencies.

The team have found that most tenants are available for appointments between 8am-4pm Monday to Friday. We are experiencing several appointments where we are unable to gain access on a Saturday, which is resulting in inefficiencies for the team as they don't have the office staff in place to re-direct operatives.

We are also finding a restriction on the work we can carry out as the trade suppliers are not open all-day Saturday, often resulting in the team having to wait until during the week to collect essential parts for the repair.

The team are proposing to offer appointments between 4pm-6pm Monday – Friday and all-day Saturday to those tenants who request it. This will allow them to tailor the service to those who need it the most.

To help us to seek tenants' views on this proposal we asked the following question: We currently offer a range of repairs appointments times – please tick all the times you would be available to have repairs carried out.



The above findings indicate that only 28% of respondents would need a later / weekend appointment.

We also discussed this with tenants at the Spotlight Session. Attendees reviewed the feedback from the consultation and supported the proposal to change the standard appointment times to Monday – Friday between 8am-4pm, as long as we are clear the alternative times are available for tenants who need it. The group recommended carrying out further consultation after the initial period to ensure tenants needs were still being met.

RECOMMENDATIONS:

1. To change the repairs appointment times offered inline with the current proposal.
2. Look to include a question on the satisfaction survey going forward to check the appointment time offered meets tenants needs.

MANAGEMENT RESPONSE:

1. Consultation to commence in April 2025 with Gateway trade operatives to review current working patterns with the aim of standardising our appointment availability to Monday to Friday 08:00 till 18:00 and Saturday appointments by exception for tenants that require weekend appointments.
2. Satisfaction form to be amended to include the following: 'Thinking about your recent repair appointment was the date and time offered convenient?'

At the Spotlight Session team members also discussed with attendees the current repairs appointment categories. CGA currently aim to complete all works within 20 working days, even those that need longer for planning and materials to arrive. These are categorised as 'Major Repairs' and include repairs that require more time to plan works as they often include several trades, specialist materials and supporting health and safety measures such as scaffolding.

Attendees discussed the impact of changing the target dates for such work to 60 days and all were supportive of the proposal to change the category as they felt it would help both CGA and the individual tenant plan for larger works.

RECOMMENDATION:

1. To introduce a new target date of 60 days for major repairs to be completed.

MANAGEMENT RESPONSE:

1. As part of our transition to Total Mobile on 11th February 2025 a new major repairs category was introduced which will allow complex, high risk and intrusive works to be completed in a more planned and co-ordinated manner with aim of improving our customer journey.

Next steps

Our tenant committee, Gateway Central will have oversight of the recommendations made and implementation of any of the changes detailed.

Any changes to the service will be communicated to tenant through our website and tenant newsletter, Gateway News.

Tenant Voice

At Community Gateway we aim to hear from as many tenants as possible. We offer a range of different ways for tenants to give us feedback, helping us to make sure the 'tenant voice' is representative of our tenant base.

Below is the diversity information of those who took part in this consultation.

Age Range	Number	%
25-34	7	5.56%
35-44	24	19.05%
45-54	16	12.70%
55-64	32	25.40%
65-74	18	14.29%
75+	19	15.08%
Unknown	10	7.94%
Grand Total	126	100.00%

Ethnicity	Number	%
Asian: Other	1	0.79%
Black: African	2	1.59%
Black: Other	2	1.59%
Mixed: Other	3	2.38%
Refused	2	1.59%
White: English, Scottish, Welsh, Northern Irish, British	98	77.78%
White: Irish	1	0.79%
White: Other	3	2.38%
Unknown	11	8.73%
Chinese or other ethnic: Arab	1	0.79%
Asian: Indian	1	0.79%
Asian: Pakistani	1	0.79%
Grand Total	126	100.00%

Row Labels	Number	%
Female	73	57.94%
Male	43	34.13%

Unknown	10	7.94%
Grand Total	126	100.00%