

WHY WE CHOSE THE SERVICE

Our Tenant Committee, Gateway Central, reviewed customer feedback including complaints, dissatisfaction and satisfaction with services. The Committee highlighted concerns about communication with the Repairs Service and requested a scrutiny review be carried out.

SCOPE OF THE REVIEW

The Tenant Scrutiny Group (TSG) chose the following areas for review:

- How easy is it to report a repair?
- How are appointments communicated to tenants?
- How is the tenant communicated with whilst repair work is carried out, including communication if follow-up visits are required?
- How is satisfaction information received and used?

OUR APPROACH

The group used a variety of methods to gather a range of information about the service.

- Mapping the process for reporting and receiving a repair
- Mystery shopping of reporting a repair by telephone, email and website
- Review of complaints and tenant satisfaction information

FINDINGS AND RECOMMENDATIONS

HOW EASY IS IT TO REPORT A REPAIR?

Tenants found it was easy to report a repair

AREAS FOR IMPROVEMENT:

- Tenants do not receive an automatic response when a repair request is made via email or the website.
- Call waiting times to report a repair can be lengthy and there is no option of a call back service.
- Similar requests for services have been responded to differently.
- If a communal repair is reported, all tenants in the affected building are not informed of this. This can result in multiple tenants reporting the same repair.

RECOMMENDATIONS

- Enable tenants to receive an immediate response when they report a repair by email or the website.
- Consider how to reduce call waiting times, including the use of a call back service.
- Improve the consistency of assessing and responding to individual tenants needs when they report a repair.
- Consider how to inform all tenants at a scheme when a communal repair has been reported and the timeframe for completion.

HOW ARE APPOINTMENTS COMMUNICATED TO TENANTS?

Tenants generally receive an appointment timeslot that is convenient for them.

Appointments are confirmed via text message (if there is mobile number) 48 hours before and on the day.

Letters are used to confirm appointments if CGA have been unable to verbally confirm an appointment.

AREAS FOR IMPROVEMENT

- Time slots are long (4 to 6 hours) which may be difficult for tenants to remain available.
- There is 10% rate of no access for repair appointments.

RECOMMENDATIONS

- Consider if timeslots for appointments can be reduced.

HOW ARE TENANTS COMMUNICATED WITH WHILST REPAIR WORK IS UNDERTAKEN, INCLUDING COMMUNICATION IF FOLLOW-UP VISITS ARE REQUIRED

We reviewed the communication methods used to keep tenants updated on the progress and completion of their repair.

AREAS FOR IMPROVEMENT

- If a follow-up appointment is required, no timeframe is given to tenants on when they can expect a further appointment. If an appointment cannot be made whilst the operative is on site, the tenant is told to wait for CGA to get in contact.

- Following a property inspection, tenants are told verbally about next steps. It can take up to 10 working days before appointments are made.
- It is not possible to track a repair online. Tenants are not able to see the status of their repair, appointments or follow up work.

RECOMMENDATIONS

- Consider how to provide appointments as soon as possible for tenants who require follow-up work.
- Following a property inspection, consider how to inform tenants of the next steps quickly and clearly, including booking appointments.

HOW IS SATISFACTION INFORMATION RECEIVED AND USED?

We reviewed the satisfaction survey results, survey questions and how surveys are sent out.

The survey is short and easy to complete. The inclusion of a comment box enables tenants to express their views on the service.

AREAS FOR IMPROVEMENT

- Where follow-up work is required, some tenants may receive a tenant satisfaction survey before their job is fully completed.
- Only a sample of tenants receive the survey, so some tenants do not have the opportunity to express their views.
- The survey does not ask about satisfaction with communication.
- There are limited options for tenants to find out what difference completing the survey makes.
- There are no incentives to encourage tenants to complete the survey.

RECOMMENDATIONS

- Consider how to stop tenants receiving a survey before their repair is fully complete.

- Consider sending the survey to all tenants to enable everyone to give their feedback.
- Consider including a question on communication.
- On the survey acknowledgement, include a link to website information so that tenants can see how their feedback influences service improvement.
- Consider offering an incentive to improve the survey response rate.

NEXT STEPS

The recommendations have been accepted by management. The Audit and Risk Committee will monitor implementation of the recommendations.

MANAGEMENT RESPONSES

Recommendation	Response	Target for completion
Enable tenants to receive an immediate response when they report a repair by email or the website.	The current website is in the process of being reviewed and updated, and this change will be accommodated as part of this review. The new website is due to be fully operational by July 2024 and this will be incorporated into the website in August.	Complete
Reduce call waiting times, including the use of a call-back service.	Changes have resulted in a significant reduction in call waiting times. The average waiting time for a call to be answered in April 2024 had reduced to 25 seconds. A call back service is currently not needed as we are able to effectively manage the calls when the tenant first calls.	Complete
Improve the consistency of assessing and responding to tenants' needs when they report a repair.	A series of training sessions has been delivered to ensure that the Service Coordinators are fully trained in all aspects of the repairs service as well as enhancing their customer service skills.	Complete
Consider how to inform all tenants at a scheme	We will ensure that all tenants within a block are sent a letter with the	Complete

when a communal repair has been reported including a timeframe.	appointment time and date when a repair is raised by any tenant within a communal area, plus a completion card when the job is finished.	
Consider if timeslots for appointments can be reduced.	Tenants can request a reduced timeframe - this is documented on the website and also offered on the phone by the Service Co-ordinators. As we are unable to reduce the time slots further at present, we will continue to review our system and work with individual tenants to tailor the offer where possible.	Complete
Consider how to provide appointments as soon as possible for tenants who require follow-up work.	We have introduced an 'Operative Line', so operatives are able to ring the Repairs Team directly from a tenant's home where a follow-on repair is required.	Complete
Following a property inspection, consider how to inform tenants of the next steps quickly and clearly.	Dates cannot be provided at the time of the inspection. The Surveyor will inform the tenant when they can expect to be provided with an update. This will be within 10 days of the inspection.	Complete
Consider if tenants can use a system that enable them to track their repair request online.	As an organisation we understand this would benefit our tenants. We are not currently able to implement this system; however it forms part of our future plans.	Unable to complete at this stage – under review
Consider how to stop tenants receiving a tenant satisfaction survey before their repair is complete.	Refresher training will be provided to operatives on how to request additional works and this will stop the original job being closed down and surveys being sent out before all work is complete.	Complete
Consider sending the survey to all tenants to enable all tenants to give their views on the service.	We will introduce an optional feedback opportunity for all tenants who have had a repair. This will allow tenants to provide feedback in a way that suits them rather than answering set questions. Operatives will give tenants a card with a QR code/email address and phone number for feedback.	Complete

Consider including a question on communication so that CGA can assess how well it is communicating with tenants.	A question regarding ease of contact will be included in the 'Customer Enquiries Survey'.	Complete
On the survey acknowledgement, include a link to service improvement information so that tenants can see how their feedback influences service improvement.	The website will have a dedicated page which includes details of service improvement and a link will be provided with the survey acknowledgement.	Complete
Consider offering an incentive to improve the survey response rate.	The response rate for all surveys will continue to be monitored and incentives will be provided if responses fall below the expected amount received.	Ongoing

The Tenant Scrutiny Group expresses its thanks to those who supported and assisted with this review.