

Appendix 2

Customer Consultation – findings & recommendations

Repairs Policy Review, 2021

settle.



Research objective

- Our current repairs and maintenance policy is due for review July 2021. As a main service area for our residents, we want to engage with residents on matters that affect them.
- Responding to the sector and our own resident's feedback, we made the decision to dedicate a separate policy to home and place investment. Therefore, our focus was just around responsive repairs.

Research question:

What are our customers' expectations and experiences with our repairs policy?

- Focus on timescales
- Satisfaction with repair quality [irrespective of time taken to complete]
- What should we consider adding to our offer

Research design



Triangulation: existing data gathered by complaints and real-time feedback; a bespoke survey via the CSC.

- Starting with what we already knew, we designed a bespoke survey to understand our customers satisfaction and expectations with our timescales, their satisfaction with the quality of work carried out and repairs they feel we should consider adding to our offer. The survey was carried out by the CSC, with the ask that when taking a repairs call, they take the customer through the survey.
- We received a total of 21 responses, and therefore cannot rely solely on the answers, rather use them as direction for further exploration with our other data.
- It is therefore our main recommendation that engagement is written in as a policy action through reviewing our current CxFeedback survey to consider beyond the end of a customers' journey, colleague feedback and RCA of complaints, and mid-point of the policy engagement exercise.

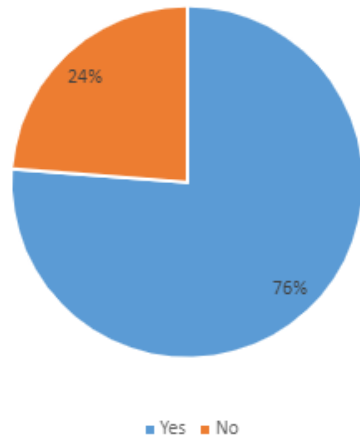
The survey

note – we asked the CSC to put these into their own words to avoid jargon with our customers.

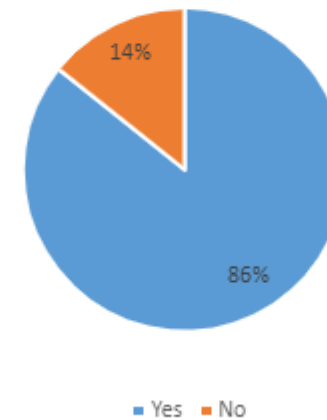
1. Do our current timescales of emergency and standard meet your expectations?
2. What would be your expectations of timescales?
3. Do you feel there is a need for an urgent repair time scale of 7 days i.e. when a repair isn't an emergency but needs priority?
4. Irrespective of time taken to complete, are you usually satisfied with the quality of the repair / workmanship? Why?
5. Is there anything missing from our repairs offer that you think we should consider?

1. Expectations of timescales

Timescales meet expectations



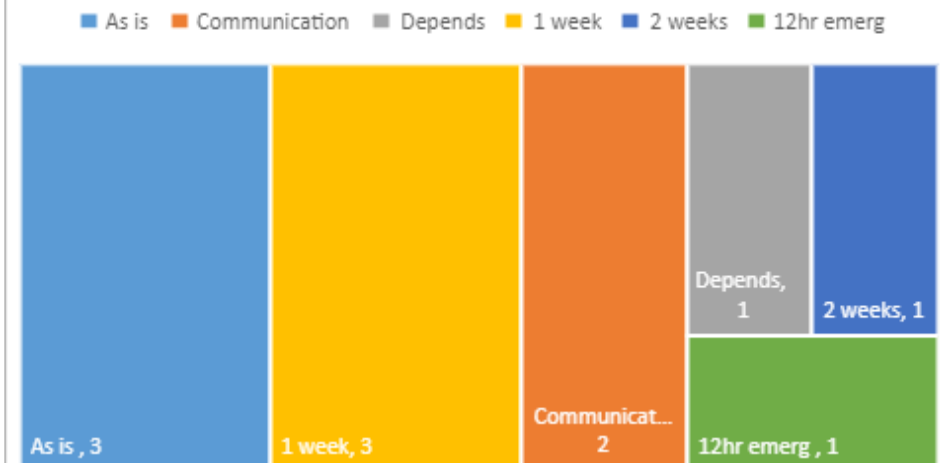
Need for urgent repair timescale



From the survey, residents are largely happy with our repair timescales. However, when looking at our complaint trends, we can see that there is a significant pattern of reoccurring themes for wait times. This is usually regarded as satisfactory, however, when we are unable to meet this – with one resident stating it took 6 months – they are not satisfied. We are currently achieving 93.8% right first time fix within the agreed timescales.

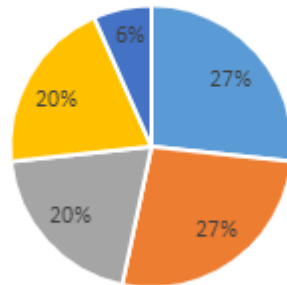
Residents in the survey also expressed that their expectations would be between 1-2 weeks. Whilst a small number of respondents, it does suggest that we may need to consider how we communicate the reasons behind our wait times. Similar findings were found in our last repairs review, with customers largely unable to define a timescale beyond a 24-hour emergency, explaining that it depends on the type of repair and the customers' circumstance.

Respondent's expectations of timescales



2. Satisfaction with quality of work

Why satisfied with work / Why not satisfied with work



■ Happy operative ■ Happy service ■ Happy RFT ■ Unhappy RFT ■ Unhappy plentiful

Over half of respondents were happy with the quality of the work that they received. This was equally attributed to both satisfaction with the standard of the repair, the behaviour of the operative that carried out their repair and the repair being completed first time.

Of the respondents that indicated they weren't happy, this was primarily based on issues with us completing the repair RTF. One respondent fed back that they are satisfied when our own repairs colleagues carry out the repair, but not when it is given to plentiful.

These results are largely in line with the findings from our previous consultation and the trends that we have seen in complaints and from transactional surveys where we have seen a consistent trend of over 90% of customers scoring us over 7 for quality of repair.

- Explore the RCA of complaints around right first time to identify how we can ensure repairs are completed on the first appointment
- Ensure that we recognise the behaviours of our repairs colleagues as representatives of settle
- Explore customer satisfaction with plentiful contractors to understand if dissatisfaction is an isolated experience

3. Repairs for us to consider

- Respondents were largely happy with our repairs offer.
- 3 respondents put forward ideas for us to consider:

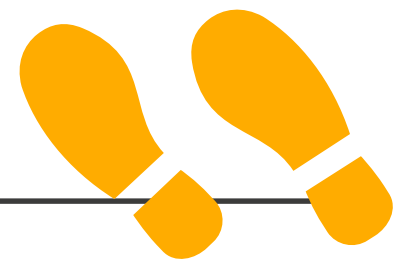
“Windows”

“Happy to do some repairs herself but would be good if we offered a handyman rechargeable service. Trusts settle and would prefer our guys using it”

“Driveways broken and uneven and inspector said down to tenant.”

- The handyman service was a frequent finding in our last consultation
- Continuing the communication around our positioning on windows could be a quick win
- Respondents seem to trust our repairs colleagues

Recommended next steps



- Build engagement exploration into the repairs policy
- Review our communication around repairs and training for CSC and our operatives so they are able to explain our positionings
- Review our current repairs survey to touch each point of the customer journey
- Consider an easy way to track considerations for additional repairs in our service offer
- Explore appetite internally and with customers for a handyman service to be added
- Review of our plentiful service to understand if the dissatisfaction expressed in this survey was an isolated sentiment