

Responsive Repairs Briefing Note – 6 July 2020

As we start to look at returning to our full responsive repairs service and away from emergency works only following the outbreak of Coronavirus, we want to ensure that we take forward best practice and improved customer service for all tenants as we start to look at living with Coronavirus.

We will be re-introducing our full service on Monday 13 July, giving our team two weeks to carry out the backlog of repairs. This will allow us to better monitor the reduction in the backlog and ensure the quality completion of each repair. We intend to batch the repairs into area and trade to allow us to complete the repairs in the most economical way possible, ensuring excellent customer service to all tenants.

Before lockdown we offered four different priorities: Priority 1 for emergencies; Priority 2 for urgent; Priority 3 for routine and Priority 4 for appointed. These priorities often cause confusion with our tenants and often the Priority 2 or 3 are not used. This approach also makes it difficult for job scheduling and does not allow sufficient time to get materials.

We propose to pilot the removal of the existing Priority 2 and 3 and have two categories of either an Emergency Repair or Routine Repair for a trial period of three months. The emergency repairs will be attended to within 24 hours and the routine repairs will be carried out within six weeks. This will provide clear clarity to our tenants on what is either an emergency or a day-to-day routine repair. This will also free up time within the diaries of our operatives and allow for a more productive planning approach for more repairs to take place and to support timely ordering of stock both on the vans and within stores.

Currently we also have a Priority 5 and 6 and we propose that these are referred to as planned repairs and carried out within a six month timescale.

The timescales are broken down and explained further as follows:

Emergency Repairs - P1 – 24 hours

This is where a vital service has broken down and is likely to cause risk to a customer, their neighbors or to a property. This will be made safe within 24 hours and includes –

- Total loss of water
- Major water leak (which is causing a flood and uncontrollable)
- Toilet blockage or toilet unable to flush. Note: toilets can be flushed with a bucket of water and where there is no alternative toilet.
- Blocked flue to a boiler or open fire.
- Total loss of electric power
- Overflows and taps continuously running
- Where the property cannot be secured (low level windows and doors.)
- Smoke alarms continuously sounding
- Dangerous structures
- Regaining entry where a tenant is accidentally locked out. However a charge will be made in this instance.

Routine Repairs – P2 – Six Weeks

These are day-to-day repairs that can wait without causing inconvenience to customers. These will be done in six weeks and include:

- Heating replacement
- Leaking gutters
- Roof leaks (Where appropriate to wait)
- Fences and gates (Onto communal areas or highways only)

- Boundary walls
- Blocked sink, bath or basin
- Toilet blockage where there is another toilet in the home.
- Broken sanitary fittings where they can no longer be used.
- Extractor fan in kitchen and bathroom not working.

Planned works

These could be classified as a P3 and this is where we may need to delay for a certain period of time (six months) because:

- We are aiming to get better value for money by putting together a number of job types, for example fencing repairs, external brickwork, groundworks, fascia and soffit work.
- An external contractor may be required, such as roofing, paving, driveways and general groundworks and external works.

The overall proposal will provide a clear and simple service for both our customers and those providing it as well as allowing clear performance reporting and management within the new priority parameters set.

This suggested change will be reviewed after three months using our performance reporting and complaints processes

Alongside our performance indicators, we will be able to review customer feedback to establish the impact this change has made, along with reviewing call times and number of call backs received.

We will incorporate tenant consultation on the positive or negative impacts that this may have on those receiving the service and this will form part of the post-trial review.