

Repairs Service Model

Repairs Service

Delivering Better Council Homes through a high quality and customer focused in-house repairs service

Housing Resolution Centre		Repairs		Service Outcomes
Service offer	<p>Service Features:</p> <ul style="list-style-type: none"> Our Customer Service Team will provide flexible based repairs reporting provision via online, mobile app, email, and telephones during office hours. Extended service 8am-6pm 24/7 out of hours reporting for emergencies Co-located with planners and surveying teams Accurate diagnostics resulting in right appointment with the right trade supporting right first time principles Multi skilled agents able to deal with a full range of housing and property related enquiries We will provide a range of appointments to be booked at the time of reporting. appointments will be available for AM, PM, and to avoid school run Face to face reception offer from Edmonton Green library to support self serve SMS appointment confirmation and on route message <p>Repairs online:</p> <ul style="list-style-type: none"> Web chat during office hours Take requests for repairs 24 hours a day, 7 days a week, via online repairs reporting portal. Easy to use self diagnostic tool Book a convenient appointment slot online and confirmation of appointment Proactive advice on caring for your home 	<p>Scheduling Team</p> <ul style="list-style-type: none"> Ensure right operatives get to the right property at the right time (right man, right van, right plan) <ul style="list-style-type: none"> Co-ordinate follow-on works to ensure successful job completion Keep customers updated on scheduling works Manage sub-contractor resources 		<ul style="list-style-type: none"> Customer Satisfaction with Repair Service 80% (STAR) Satisfaction with last repair 95% (Transactional) 50% reduction in customer complaints 40% of repairs transactions online 90% First Time Fix 95% Appointments Made and Kept Satisfaction with your home 75% Average no of repairs per property per annum < 3.2 Average cost per property of repairs below £400 No of apprenticeships delivered 4 % of works to sub-contractors < 20% 100% compliance
		<p>Responsive Repairs (DLO)</p> <ul style="list-style-type: none"> Service delivered through 3 area based teams covering West, North East and South east Highly skilled multi-trade operatives delivering high quality repairs Comprehensive van stock Complete work in one visit where possible Provide advice and guidance on tenants responsibilities and self care Real time customer satisfaction checks Keep our residents informed Follow-on works agreed and appointment made prior to the operative leaving the property 	<p>Rapid Intervention:</p> <ul style="list-style-type: none"> Complex works affecting more than one property or requiring multiple visits Complex cases requiring additional customer support Requires diagnostic and multi skilled solutions Dealing with issues of damp and mould Complaints resolution and legal disrepair Works identified through estate inspections and walkabouts Target hoarding and victim support measures 	
		<p>Repairs (Sub-contractors)</p> <ul style="list-style-type: none"> Specialist works: Gas Asbestos Roofing works Water Safety Lift Servicing / Repairs Fire Safety works Out of Hours Emergency works Additional works during periods of high demand 	<p>MOT Service: Proactive property inspections targeting:</p> <ul style="list-style-type: none"> High and low demand repair properties Vulnerable residents Intelligence led from staff Referrals for major works / Aids and Adaptations Improved stock condition data 	
Service Standards	<ul style="list-style-type: none"> 90% of repairs appointed at first point of contact 80% calls answered in 30 seconds Abandonment rate < 5% % of calls handed off to planners or property teams <10% Complaints as a percentage of calls handled 	<p>We will carry out repairs within the following timescales:</p> <ul style="list-style-type: none"> Emergency attended within 4 hours Urgent within 48 hours Routine within 90 working days (average 15 days) 95% pass rate post inspections 	<ul style="list-style-type: none"> % of estate inspection repairs completed in time Customer Satisfied with major works MOT's Completed Average No repairs completed per MOT Follow-on works per MOT Satisfaction with MOT Service Successful resolution of complaints and legal disrepair cases 	