

Repairs and Improvements

Customer satisfaction information

1. Introduction

- 1.1 This report looks at the customer satisfaction for Responsive and Planned Maintenance, Improvements and Gas servicing for the period April 2004- March 2005.
- 1.2 The report is derived from questionnaires sent out to tenants that have had work carried out within the above time period. The aim of the questionnaires is to ascertain how satisfied our tenants are with the service we provide them and to provide us with regular quality and performance monitoring information.

2. Methodology

- 2.1 Questionnaires relating to work carried out on a planned basis by contractors were undertaken by the council's surveyor's after the planned work had been completed. In the case of responsive repairs a questionnaire was sent out to all tenants who had requested a repair to be undertaken by a member of the DLO (Direct Labour organisation). In the case of gas servicing and maintenance the questionnaires are left with the tenant after work has been undertaken and returned in a stamp addressed envelope to the contractor.
- 2.2 The positives to asking the tenants their views whilst in their home are that we:
 - o Ensure we receive comments back
 - o Give an individual and personal service
 - o To help us to continuously improve immediately
- 2.3 The Service has been working to strengthen its focus on the customer and their participation in setting service standards and development plans. With a Performance Manager now in post, we recognise the need to upgrade the Housing performance management framework and meet the needs of our tenants. We realise there is a necessity to modernise culture and systems around the area of customer feedback, its recording and analysis, learning from this information and transformation of expectations.
- 2.4 The recent changes of key players within the Service has provided the opportunity to introduce necessary modernisation, and the investment in the Orchard information system now permits a systematic and consistent approach to the use of customer feedback across all areas of maintenance. The other issue is, that tenants may not feel able to answer as honestly as they may like if asked in person. This is an area, which will require some further investigation and maybe a change in procedures to ensure we receive open and honest feedback, which will enable us to improve further.

3. Questionnaire design.

- 3.1 Currently the questionnaires ask a variety of questions. It may be appropriate to revisit the way and the format these questions are asked, to ensure we receive a fair reflection on the service we provide. A full report will be presented for members at the next committee on the best way forward in questionnaire design and delivery.

4. Response rates.

4.1 Due to the way in which the results are collected, in all areas but gas servicing and maintenance we receive exceptionally high volumes of questionnaires back.

Scheme	Properties in scheme	Amount returned	% returned
Planned maintenance	663	219	33
Kitchen replacements	98	64	65
Bathroom replacements	98	57	58
Gas servicing/maintenance	4852	469	10
Responsive repairs	5500*	1464*	27

• Approx figures due to lack of system

5. Main findings.

5.1 The figures and commentary below is based on the number of returns in each area.

5.2 Overall satisfaction in the service provided directly by council staff on planned improvement schemes including bathroom, kitchen and window replacements, painting, external repairs and gas servicing was 97.2%. This compares with a combined level of 97.4% satisfied with the service provided by the contractors. Both of these figures represent excellent performance. To further add to the performance, nobody who returned the questionnaire rated the council's service as poor and only one questionnaire suggested that the service they had received from a contractor was "poor". Attached is the summary of Customer satisfaction and a break down into each contractor (Graph 1). Please note the questionnaire from Gas Care is their own survey and does not include questions relating to the services provided by the council staff.

5.3 Overall satisfaction in the area of responsive repairs is slightly higher than that of planned schemes with an annual figure of 98%. Interestingly although 98% of tenants reported the work was carried out satisfactorily, only 80% reported, that they thought the council's maintenance service was good. A further 25% reported the work was not carried out when it was said it would be. On a positive note, 96% of tenants who responded said that the manner of the operative doing the work was good and in 62% of the cases an appointment was made. This directly affects performance in the areas of "appointments made and kept" where due to an old system we were unable to calculate how many appointments were made.

Graph 1.

Scheme	Contractor	Properties in the scheme	Questionnaires returned	How would you describe the service provided by the Council's staff?			How would you describe the service provided by the Contractor?			How would you describe the finished quality of the work?					
				Good	Satis- factory	Poor	Score	Good	Satis- factory	Poor	Score	Good	Satis- factory	Poor	Score
Planned Maintenance	(Harvey & Clark)	663	219	208	10	0	97.7%	209	10	0	97.7%	209	10	0	97.7%
Kitchens	(Harvey & Clark)	98	64	60	4	0	96.9%	59	4	1	95.3%	59	4	0	96.8%
Bathrooms	(Harvey & Clark)	98	27	26	1	0	98.1%	25	2	0	96.3%	26	1	0	98.1%
Bathrooms	(Robert Prettie)	4852	30	28	2	0	96.7%	29	1	0	98.3%	28	2	0	96.7%
Gas Servicing and Repair	(Gas Care)	4852	469	-	-	-	-	458	11	0	97.7%	463	5	0	98.9%
Totals			809	322	17	0	97.2%	780	28	1	98.1%	785	22	0	98.4%

Summary of Customer Satisfaction - Planned Maintenance, Improvements and Gas Servicing



