
REPORT TO:	Housing and Community Services	AGENDA ITEM: 16
DATE OF MEETING:	9th June 2005	CATEGORY: DELEGATED
REPORT FROM:	Director of Community Services	OPEN
MEMBERS' CONTACT POINT:	Vicki Taylor-Stokes, Housing Performance Manager (ext. 5740)	DOC:
SUBJECT:	Customer satisfaction: Repairs and Improvements 2004/5	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE: HCS01

1. Recommendations

- 1.1 To note and comment upon the customer satisfaction ratings with repairs and improvement work carried out in 2004/5 along with recommendations for action.
- 1.2 To agree that the method of obtaining tenant views across all areas be standardised to enable more effective comparisons between service delivery.

2. Purpose of Report

- 2.1 To inform Members of customer satisfaction levels with repairs and improvements in the 2004/5 financial year.

3. Executive Summary

- 3.1 The figures and commentary below is based on the number of returns in each area.
- 3.2 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".
- 3.3 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.

4. Detail

4.1 See addendum.

5. Financial Implications

5.1 None.

6. Corporate Implications

6.1 General information.

7. Community Implications

7.1 General information.

8. TACT view

8.1 The contents of the attached report have been discussed with TACT and their view is that they recognise a service that is improving. They continue to request that Housing Services target and prioritise a fully operational, across the board repair appointments system and to improve the turnaround time of void properties (the time interval from one tenant leaving and the new tenant moving in).

8.2 These issues are already identified as priorities within our improvement plan and it is pleasing that TACT both share and understand the importance of these issues as priorities.