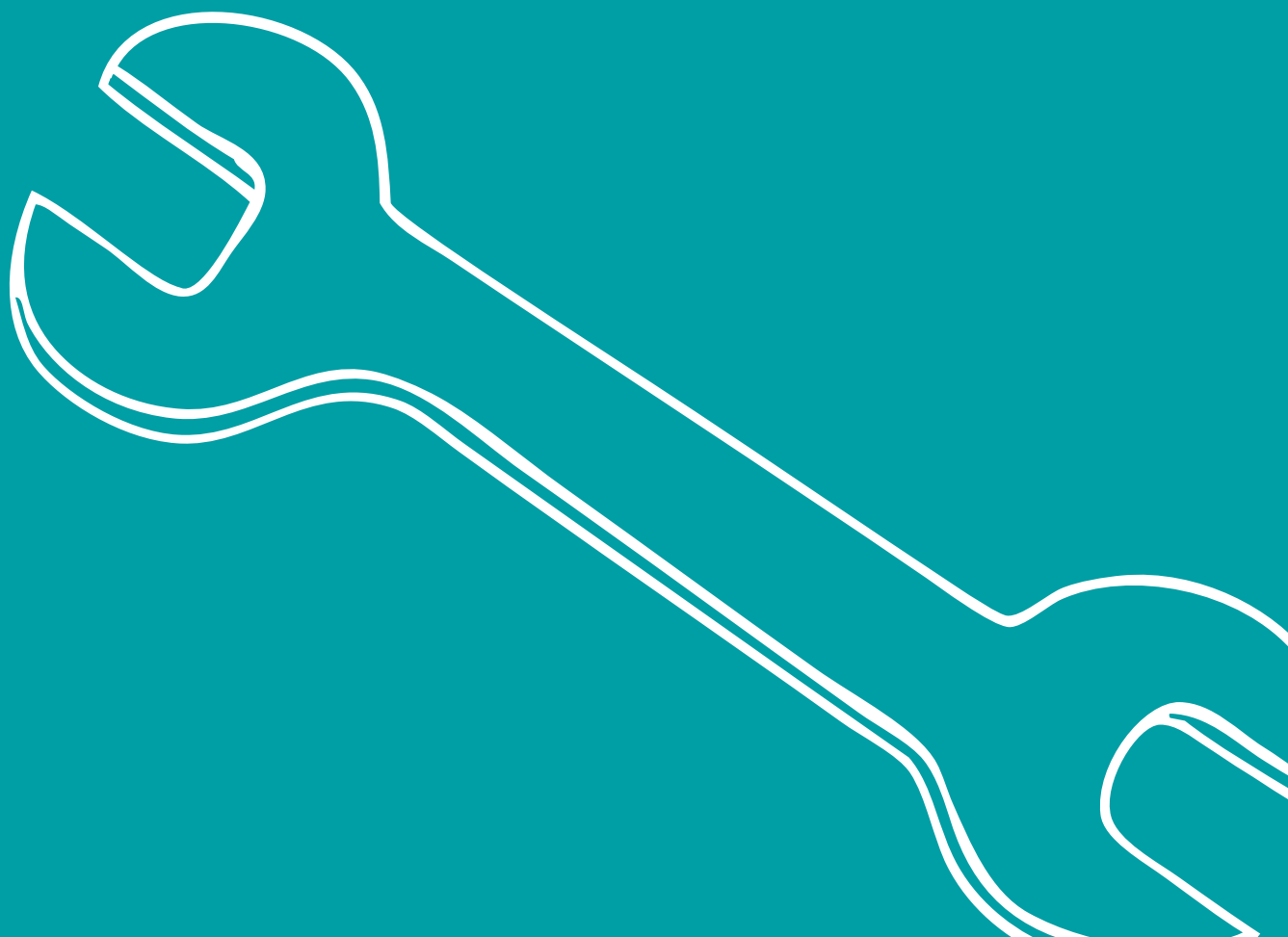


CORNWALL  
HOUSING

# Repairs resident feedback summary

[cornwallhousing.org.uk](http://cornwallhousing.org.uk)











## Hearing residents voices and experiences

In June-July, we undertook two different resident engagement activities to ensure we heard the voices and experiences of different tenants. After a review of what residents have recently told us, we identified gaps in our insight and invited a range of take part in a half day repairs workshop. 25 residents took part, some who have been involved before and others who had not previously been involved in engagement workshops.











### The key issues for residents are:

- Reliability and timeliness with adequate notice of an appointment
- Communication and better information
- Respect, professionalism and customer service
- Understanding of residents' disabilities and needs

### What difference did it make?

Resident feedback has influenced over 20 customer service standards, which have been included in the contract information or plans for the new contractors as detailed in the table below. Seventeen questions were identified for contractors to be put forward by Cornwall Housing during engagement.

# Summary of resident consultation and co-design outcomes – repairs delivery












| Source  | Level | Feedback   | Agreed  | Action  |
|---|-------|--|---|---|
| Staff feedback exercise - data from complaints and customer calls | 1     | When a repair is requested, agree an appointment in advance  |    | Booking requirement written into Repairs and Compliance Standards document.   |
|   |       | If we need to cancel, we will call and book to rearrange with you  |    | Cancellation process to be agreed during mobilisation phase of repairs project.   |
|   |       | We will be respectful and tidy in your home – every operative will have dustsheets, shoe covers and face masks to use if required. |    | To be included in Code of Conduct for contractors.  |
|   |       | If you have an unreasonable amount of stuff preventing a repair, we will leave   |   | Process and training provided to contractors to manage known scenarios to be developed and delivered during mobilisation phase of repairs project.            |
|   |       | We will extend repair operative times so that they can stay later in the afternoon to finish the job.                              |  | Included in Project Brief in tender documents and Code of Conduct for contractors. This does not include home safety checks where follow up work is required. |
|   |       | If a follow up appointment is required, we will not leave your home unless we have booked it in.                                   |  | Included in Project Brief in tender documents and Code of Conduct for contractors. This does not include home safety checks where follow up work is required. |
|   |       | Where possible, the same operative will return for the follow up work.   |  | Included in Project Brief in tender documents and Code of Conduct for contractors. This does not include home safety checks where follow up work is required. |
|   |       | We will take into account your communication and health needs.   |  | To be included in Code of Conduct for contractors.  |
|   |       | We will not keep scaffolding up any longer than necessary once work is complete.   |  | To be included in Code of Conduct for contractors – specific target of scaffolding being removed within 10 working days.                                      |
|   |       | We will be open and honest – publishing our repairs performance regularly.   |  | Performance information shared on a quarterly basis with the Tenant Forum. CHL can consider publishing updates about performance on the website.              |




Yes







Partly






| Source                          | Level | Feedback   | Agreed  | Action  |
|---------------------------------|-------|--|---|---|
| Repairs workshop with residents | 3     | Higher prioritisation of emergency and other timeframes for vulnerable residents means done quicker for very vulnerable (very elderly, sick and young baby in without heating or (hot) water |    | To be included in Project Brief in tender document are the following required standards:<br>New emergency attendance target of 4 hours for vulnerable or higher need residents, maximum 24 hours.<br><br>Mandatory allocation of temporary heaters in autumn/winter where a total loss of heating is experienced. |
|                                 |       | Ensure contractors have adequate van stocks and are trying to deliver as many repairs first time as possible (without the need for follow on)  |    | To be included in Project Brief in tender documents and process agreed as part of mobilisation phase of repair project.   |
|                                 |       | Ensure contractors can work until 5pm (or 6pm to finish a job) and not pass it onto a follow on appointment  |    | Included in Project Brief in tender documents is a requirement to extend opening hours to 7pm if required to complete a job, plus occasional evening and Saturday morning working for those residents unavailable at other times.   |
|                                 |       | Further define treating tenants fairly and with respect to include: 'listen', shoe covers as standard, ID cards to be worn and shown, and not ruining the garden etc.                        |    | To be included in Code of Conduct for contractors and in Repairs and Compliance Standards.  |
|                                 |       | Always prearrange an appointment or contact the resident before turning up.  |   | To be included in Repairs and Compliance Standards and Code of Conduct for contractors. This will not apply to emergency jobs or occasionally if no access has been possible for a home safety check.   |
|                                 |       | Customer dissatisfaction to be followed up in reasonable timeframe with phone call or email.   |  | Complaints process included in tender documentation – non-negotiable referral to Cornwall Housing for action in line with its Complaints Policy.<br><br>Satisfaction surveys sent post job completion by contractors requirement included in Repairs and Compliance Standards.                                    |
|                                 |       | Ensure all operatives are DBS checked.   |  | To be included in Project Brief in tender documents and Code of Conduct for contractors.  |
|                                 |       | Offer flexibility for working tenants who need an evening or Saturday morning appointment.   |  | Included in Project Brief in tender documents is a requirement to extend opening hours to 7pm if required to complete a job, plus occasional evening and Saturday morning working for those residents unavailable at other times.   |
|                                 |       | Operatives to have training for disabilities and providing residents with special or complex needs with good customer service.   |  | To be included in Induction Pack and training for contractors. Process to be developed to manage known scenarios with residents. Guidance included in Code of Conduct for contractors.  |
|                                 |       | Social value outcomes and themes to influence selection.   |  | Top 10 chosen by residents in the workshop to be included in tender documents.  |
|                                 |       | Procurement questions to be used in finalising terms of engagement with contractor.  |  | Plan to set up 'interview/engagement' day with potential contractors – residents to be offered a chance to form a panel and to ask questions they/others have put forward as part of consultation to date.  |





# Questions for contractors

| Has this been used?   | Question   | Where?  |
|---|--|---|
|    | <p><b>How will you ensure teams can be punctual and provide good customer service?</b></p> <p><b>What ongoing training will staff receive – technical, qualifications, materials/systems, regs levels, and customer service will you be providing?</b></p> <p><b>What customer needs/training will be given?</b></p> <p><b>What will you do to prepare your staff to understand and engage with people with different disabilities?</b></p> <p><b>What communication will the contractor do with the resident to: make clear if required for furniture/appliances to be moved? Check what their current needs are today?</b></p> <p><b>Will you be open to taking part in resident engagement to talk about performance and how it's going?</b></p> <p><b>What will your company do to challenge the stigma of social housing?</b></p> | <p>Will ask resident panel to include in questions asked during contractors engagement day/s.</p>                             |
|  | <b>Are all your work operatives DBS'd?</b>   | Already included in project brief and Code of Conduct documentation.  |
|  | <b>How will you check and monitor the quality of the works?</b>  | Already included in project brief through performance monitoring requirements, plus customer satisfaction survey requirement. |
|  | <p><b>How will you ensure you have enough manpower?</b></p> <p><b>How will you ensure you have adequate van stocks and materials</b></p> <p><b>How will you ensure your trades staff are prepared and have what they need?</b></p>   | <p>Already included in project brief through requirement to demonstrate adequate capacity to deliver contract</p>             |

| Has this been used?   | Question   | Where?  |
|---|--|---|
|    | <b>What innovative comms can you provide to ensure good customer comms before an appointment?</b>  | Already in project brief in Repairs and Compliance standards. However, can also be included in questions asked during contractors engagement day/s. |
|    | <b>What script have your schedulers got to ensure operatives know customers current needs and to communicate if they need to move furniture?</b> | Will be a discussion during the mobilisation phase of the project, when processes are finalised and agreed with contractors.                        |
|   | <b>Will you have subcontractors and how will you ensure they also meet the standards?</b>  | Specifically asked this is included in Project Brief in tender document.  |
|  | <b>How many jobs will you schedule per day?</b>  | This will be included in mobilisation phase of project – when a process for how works are scheduled is agreed.                                      |
|  | <b>Will weekends be included or there be flexible appts?</b>   | Already agreed in project brief through requirement to provide extended opening hours.  |



## Contact us

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