

Responsive Repairs Appointments Feedback

As part of a wider project reviewing our responsive repairs process, panel members were asked to feedback on some key elements of our repairs service.

Survey End date: 20th May 2018

Total number of participants: 58

Summary:

- Currently, we typically offer morning and afternoon appointments but will always try to make an appointment at a time that's convenient for the customer. Panel members told us that morning and afternoon appointments are their preferred choice, with only a tenth preferring an evening or weekend.
- Members who preferred an evening or weekend appointment told us this preference was due to them working during other times.
- Only around a quarter of panel members had previously requested an evening appointment and around a tenth had previously request a weekend appointment.
- The majority of members had not requested an evening or weekend appointment as this was not their preferred slot. Just under a half told us they had not requested these previously as they were not aware that these appointment slots were available.
- For non-urgent repairs, the average time members expected to wait until their appointment date was 6.2 days. The average length of time to wait until the repair was completed was 7.4 days.
- The majority of panel members told us they would prefer to know the name of the operative attending their appointment in advance.

What we will do following your feedback:

- Members completing this survey were largely 60 and over, did not have children and were not currently employed. This is not representative of all our different types of customers. We will work on promoting the customer panel to a wider customer group, to increase customer panel membership to ensure results for future surveys will be more representative of our customer base.
- Although most customers preferred morning and weekend appointments, there were a number of customers who told us that they have not previously requested an appointment in the evening or weekend they were not aware that we offered appointments at this time. The current offer of weekend and evening appointments will be reviewed to ensure that the Customer Service Centre make customers aware these appointments are available for appropriate jobs where customers are not able to attend a morning or afternoon appointment.
- Our current service standard for the waiting time for an non-urgent repair appointment is 14 days and the waiting time for a non-urgent repair to be completed is 28 days. The average length of time members expected to wait for an appointment for a non-urgent repair and to wait for the repair to be completed was less than this service standard. This feedback will be used when updating our repairs policy and our service pledge, to ensure we are meeting customer expectations as much as possible.
- We will start to include the name of the operative attending repairs appointments in future automated text messages we send to our customers.

Results

Please tell us your age group	No. responses	% of responses
<45	6	11%
45-59	10	18%
60-74	34	60%
75+	7	12%

Do you have any children under 16 in your household?	No. responses	%
No	51	89%
Yes	6	11%

Are you in employment?	No. responses	%
No	39	70%
Yes- full time	10	18%
Yes- part time	7	13%

If you needed a repair completing at your home, which would usually be your preferred appointment slot?	No. responses	%
Morning	31	57%
Afternoon	17	31%
Evening	2	4%
Weekend	4	7%

Why would you prefer an evening or weekend appointment?	No. responses	%
I am in work during other times	6	100%

Have you previously requested any of the following appointment slots?	No. responses	%
Evening	14	24%
Weekend	6	10%

Why have you not previously requested an evening appointment slot?	No. responses	% of responses
Not my preferred appointment slot/ not required this	22	54%
I did not request this as I was not aware this was available	18	44%
I have not had to schedule repairs where I needed to be on	1	2%

Why have you not previously requested a weekend appointment slot?	No. responses	% of responses
Not my preferred appointment slot/ not required this slot previously	22	50%
I did not request this as I was not aware this was available	21	48%
I have not had to schedule repairs where I needed to be on site	1	2%

Once you have contacted Riverside to report a non-urgent repair, how long do you expect to wait until your appointment date?	No. responses	% of responses
0-3 days	20	34%
4-6 days	16	28%
7-9 days	12	21%
10+ days	10	17%
Average time: 6.2 days		

Once you have contacted Riverside to report a non-urgent repair, how long do you expect to wait until your repair is completed?	No. responses	% of responses
0-3 days	18	31%
4-6 days	12	21%
7-9 days	11	19%
10+ days	17	29%
Average time: 7.4 days		

If possible, would you prefer to know the name of the operative attending the appointment in advance?	No. responses	% of responses
I don't have an opinion	13	23%
No	9	16%
Yes	34	61%