

*Panel members were asked to feedback on their preferred appointment slots for repairs, how long they would expect to wait for a routine repair to be completed and what communication about their repair they feel is important.*

Survey End date: 11th October 2019 Total number of participants: 110

## Summary:

- Just over three quarters of panel members stated they preferred a weekday appointment. The most popular appointment time was Monday to Friday 8am to 1pm, with just over a third of panel members preferring this slot.
- Around two thirds of the panel members were currently unemployed/ retired. For both employed and unemployed panel members the most popular appointment time was Monday to Friday 8am to 1pm. 93% of unemployed/ retired panel members preferred a weekday slot and 51% of employed panel members preferred a weekday slot.
- 85% of panel members expected a routine repair to be completed within 1-7 calendar days. The average number of days was 6.7.
- 91% of panel members felt that receiving an update on the expected time of arrival of an operative was important/ very important.
- 85% felt that receiving an update when the operative is on their way is important/ very important.
- 75% felt that receiving an update on the photo ID of the operative was important/ very important.
- 55% felt that receiving an update of the name of the operative was important/ very important.
- 66% of panel members stated they were satisfied with the service provided related to their last repair.
- Where panel members commented on improvements they felt could be made to the repairs service themes included improving; the time taken to complete repairs, the quality of repairs, and the level of communication and customer service. Customers also commented on appointments highlighting that they wanting to see more flexibility about the timing of

## What we will do following your feedback:

We're working to incorporate your feedback into a number of improvement projects which we will share with you shortly once they've been agreed. One change that we are looking at currently is to introduce a new category for urgent repairs.

Throughout 2020, the focus for Asset Services will be on implementing a range of changes that are intended to have a positive impact on the quality of repairs service provided to all our customers. These will include reviewing:

- Appointments - time slots will remain as they are, however we will use the feedback to look at explaining to customers when booking a timeslot what to expect.
- The information that we give to customers before the visit. We already have a system of ringing ahead to check that customers are home and ringing after the job is complete. We will look at how we can better inform customers about the name of the operative attending and how far they are from the customers home. This will be part of process review and we'll let you know when this will be implemented.
- Customer satisfaction reporting and how we measure the outcome of work being completed.

# Results

Are you currently employed?	No.	%
No	71	65%
Yes	39	35%

Are you currently employed full-time or part time?	No.	%
Full time	25	64%
Part time	14	36%

If you need a repair completing at your home, which would usually be your preferred appointment slot?	No.	%
Weekday 8am – 1pm	39	36%
Weekday 10am – 2pm	26	24%
Weekday 12pm – 5pm	20	18%
Thursday 5pm – 8pm	7	6%
Saturday 8am – 12pm	8	7%
None of these time slots are appropriate for me*	9	8%

\*Where panel members stated that none of the slots were appropriate they commented on being unable to pick one slot as would this would be flexible, having to take time off work/ give notice when booking appointments, suggested other morning/ afternoons time frames and wanting to have shorter time slots to the ones suggested.

How many calendar days would you expect to wait until your routine repair is fully completed?	No.	%
1- 7 days	82	85%
8-14 days	12	12%
> 14 days	3	3%
Average no. days	6.7	

How important is it to you to receive an update on the <u>name of the operative attending your appointment?</u>	No.	%
Not at all important	15	14%
Slightly important	7	6%
Somewhat important	27	25%
Important	25	23%
Very important	36	33%

How important is it to you to receive an update on the <u>photo ID of the</u>	No.	%
Not at all important	2	2%
Slightly important	8	7%
Somewhat important	17	15%
Important	17	15%
Very important	66	60%

# Results

How important is it to you to receive an update <i>when the operative is on their way?</i>	No.	%
Not at all important	1	1%
Slightly important	5	5%
Somewhat important	10	9%
Important	28	25%
Very important	66	60%

How important is it to you to receive an update on the <i>expected time of</i>	No.	%
Not at all important	1	1%
Slightly important	2	2%
Somewhat important	7	6%
Important	30	28%
Very important	68	63%

Thinking about your last repair, how satisfied or dissatisfied were you with the service provided?	No.	%
Very satisfied	41	40%
Fairly satisfied	27	26%
Neither	11	11%
Fairly Dissatisfied	9	9%
Very dissatisfied	15	15%

## Are there any further comments you would like to make regarding improvements that you feel could be made to

Where panel members commented on improvements they felt could be made to the repairs service themes included improving the time taken to complete repairs, the quality of repairs, and the level of communication and customer service. Customers also commented on appointments highlighting that they wanting to see more flexibility around the timing of appointments and reduction in cancelled appointments/ operative not attending.