

CSP Review of Communications within the Repairs Service

1. Why we chose Communication with the Repairs Service

Stockport Homes are carrying out a service review of its repairs offer. We felt the CSP could add value to this review by scrutinising the current customer journey of reporting a repair, with our findings contributing to the review process.

2. Scope of the review

We chose the following areas for review:

- How easy it is to report a repair
- How appointments are communicated to tenants
- How the tenant is communicated with whilst repair work is undertaken, including communication if follow up visits are required
- How satisfaction information is received and used

3. Our approach to the review

The following activities were undertaken:

- Customer journey mapping of communication within the repair service
- Review of information on the website
- Review of tenant satisfaction survey and results.

Our findings underpin our judgements and recommendations detailed below.

4. Overview of CSP findings

It is easy to report a repair, using a variety of channels. For those using the telephone to report a repair, appointments are promptly confirmed.

We have found that improvements can be made in communicating to tenants what happens next when a report is made online and if further repairs are required.

The tenant satisfaction survey is easy to complete, however it would benefit from asking tenants how they felt about communication when reporting a repair.

5.1 Ease of reporting a repair

We examined the range of ways that customers can report a repair.

5.1.1 Strengths

Customers are easily able to access a range of channels to report a repair, these include telephone, in person, the website, My SHG, in writing and email.

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The call back service saves customers time when they need to report a repair and ensures that they are able to report their repairs easily at peak times.

5.1.2 Areas for improvement

The auto response that is received when reporting a repair does not relate to the reported repair. It doesn't inform the customer of when they can expect to receive a response with regard to their repair.

It is not clear to the customer when they report a repair online why they are asked if they have reported a repair within the last month. If the tenant ticks the box to say they have, they are still required to fill out the form in the same way as if it is the first time of reporting.

5.1.3 Recommendations

1. Consider how to improve the auto response email so that customers are made aware of when they can expect to receive a response to their repair request.
2. Consider the use and purpose of the 'have you reported a repair in the last month' question on the online form for the customer.

Observation 1.

We have observed that the repairs telephone menu has four options, this is a large number of options that customers need to listen to before they make their choice. We would like you to consider if you can reduce the number of options available to customers so that it becomes a simpler process for the customer to report a repair.

5.2 How appointments are communicated to Customers.

We examined how appointments are communicated to customers.

5.2.1 Strengths

Customers instantly receive an appointment via text message when they report a repair over the phone.

5.2.2 Areas for Improvement

Reporting repairs online is not as responsive as reporting by telephone. Customers are not able to book an appointment and if using My SHG no information is automatically populated to speed up the reporting (name, address, etc) process.

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Customers are not able to review their repair requests in MySHG. The previous MyOnline system enabled customers to view their reported repair, appointment dates and when repairs were completed.

5.2.3 Recommendations

3. Consider how to enable customers to book appointments online.
4. Consider how to improve repair reporting through My SHG by populating fields such as name and address for the customer.
5. Consider how to enable customers to track and view their repairs online.

5.3 How the tenant is communicated with whilst repair work is undertaken, including communication if follow up visits are required

We reviewed the communication methods used to keep tenants updated on the progress and completion of their repair.

5.3.1 Strengths

Customers receive a text when an operative is on the way. This helps customers to know that they need to provide access to their property.

5.3.2 Areas for improvement

There is a 30% no access rate for appointments which is [high compared to other landlords](#). This results in wasted time for tenants and operatives and increased workloads to re-arrange appointments.

The service aims to contact tenants within 7 days if follow on work is required. However, it can be longer than 7 days, which results in the customer not knowing when their repair will be completed and may result in the customer phoning SHG to get an update, which is an avoidable call.

Customers are not informed when outside or communal repairs they have reported are due for completion.

Customers are not informed when outside or communal repairs are completed. This may result in avoidable calls as customers check if jobs have been completed.

5.3.3 Recommendations

6. Review and consider how to reduce the no access rate.

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7. Review how to improve communications with tenants if follow on work is required. Ensure that tenants are clear about the next steps are and therefore do not need to follow up outstanding repairs with SHG.

8. Consider how to improve communications with tenants when communal repairs are requested and completed.

5.4 How is satisfaction information received and used?

We reviewed satisfaction survey questions and the data that SHG holds on satisfaction with the repairs service.

5.3.4 Strengths

The survey is short and easy to complete. The inclusion of a comment box enables tenants to express their thoughts on the service.

From April 2024 all tenants have the opportunity to complete a survey.

SHG are using transactional and tenant satisfaction measure perception surveys to provide a range of data on satisfaction and identifying where improvements are required.

5.3.5 Areas for improvement

The current survey does not ask a question on satisfaction with communication. Tenants are not able to give their view and how well they were communicated with whilst a repair was undertaken.

5.3.6 Recommendations

9. Consider including a survey question on communication, so that SHG can assess how well it is communicating with tenants.

6. Support provided for the scrutiny

We would like to thank Chris McDermott, Carl Graham and Jonny Kelly for their support and assistance with this scrutiny review.

We have been assisted by Jayne Boote from Engage for Change who has acted as our independent mentor. Jayne has provided advice and guidance on scrutiny activities and facilitated the production of this report to ensure our independence.