



## Repairs service review

**Update June 2024**

**Thank you** for taking the time to be involved in our recent focus groups to review our Repairs Service. We wanted to update you on where this is up to and how your feedback has helped to shape some of the decisions we have taken.

Through your feedback, insight in the focus groups and the wider review we have identified a series of actions which will improve the service we offer you to deal with Repairs to your home.

**You told us** you wanted more flexibility for appointments, we are going to carry out further work to establish the best hours and time slots for appointments, as well as working towards an improved service which will allow you to rebook and track the progress of your repair request.

**You told us** that notifications about repairs weren't clear, so we are going to improve these to provide more details on the repair and other information to help you plan.

**You told us** that jobs might be closed when there was still some additional work needed and that we weren't clear on what this was. We are going to reset our standard and label a job as complete when all works are complete, capturing more detail when you report the work so we can get everything done right on our first visit.

**You told us** it wasn't always clear what you have responsibility for maintaining in your home and our response timescales were confusing. We are going to publish a defined list of responsibilities we have, alongside those you have, and simplify our repair timescales so you will always get an appointment which is right for you.

**You told us** that we don't always consider your personal circumstances when making appointments and delivering works. We are conducting a series of customer surveys called "Keeping in Touch" to ask customers for any extra information which may help us deliver a service more suited to your needs.

This is the start of the work you have supported us in doing and we will share more improvements as they happen. Thank you again for taking the time to be involved.

We are always looking for customers to get involved and improve our services. If you would like to get involved in any future surveys or events, please sign up to our engagement mailing list or call on the number below.

<https://tinyurl.com/Customer-voice-mailing-list>



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