



Consultation with Residents for ISHA's Short Notice Inspection Action Plan

Repairs

What changes to the repairs service would you want us to make that would suit you better?

Improve reliability of lifts (provide heating so motor does not pack up in cold weather) (1)

Find solutions to lifts breaking down and tell residents results of investigations (3)

Feedback from repairs to make sure resident is happy with service and repair done (3)

Why do repairs always have to order everything to do a repair should have a store of most needed.

Know who can supply parts for your swanky new buildings (1)

Environmental and energy saving improvements for our homes (better insulation) (4)

Have a list of the requirements for each property so that better booking of repairs (3)

2 hour repair slots (7)

Repairs in the evening (2)

Repairs at weekends (2)

Have an early start 8.00am

Get repairs done quicker (3)

Provide maintenance contracts where needed

Who is responsible for disability repairs?

Receptionist moans on the phone

Contractors should inform tenants if there are any delays (1)

Phone if you are not going to make appointment time (2)

When appointments made, confirm if you cannot attend!!! (2)

When you log a repair, give me a point of contact that is responsible from start to finish (5)

Be clear about who we should contact (2)

More follow up on what is happening from a complaint (1)

More email correspondence & notification.

Keep appointment times and inform of lateness.

That there is a central base for information – e.g. some repairs need to be carried out by a specialist company and sometimes the repairs department don't seem to know this

If cannot keep appointment would like a phone call to let me know and give a new date

Service is very good

Urgent repairs to be done quickly

Better communication line between ISHA, Contractors and Residents

If a repair cannot be completed on first visit that the resident has continuous updates

Up to ISHA

Employ experts for the job not default contractors

Repairing the inside doors

Long time to repair to repair kitchen handle ad to fix door properly after break in

My neighbour had problems getting repairs and heating fixed

When phone (18 years as a resident) only one person has taken the trouble

Immediate response

Quick response, quick visit afterwards

Polite, efficient access to history

Very good

Listen and take action, once or twice a week longer hours

Take details of complaints and keep accurate record, deal with complaint as far as possible

Take every call of complaint by resident very important

Listen carefully to what tenants are saying to the officers

Call backs should be made if problem is not sorted at that moment

Make sure that there is continuing contact from the same person to deal with issues that are raised i.e. if you initiate contact you see it through to the end

Acknowledge receipt and respond clearly within time frame

Feedback should be asked after repairs are completed a check up should be made to see if residents are happy

Though it has been tried in the past it may be helpful to tenants to have repair service outside normal working hours and maybe at weekends too.

Could we look at a smaller time window for the repair visit? Morning or Afternoon is a bit much in my opinion to expect people to hang around. In my work you arrange appointments by time and not in half days.

One other problem encountered is when the repair man is late. It is remarkable how many of your gas engineers have got stuck in traffic on the way to me.

I understand that ISHA is now offering the services of their gas engineers to leaseholders for a charge. Would it be possible to extend this offer to other ISHA contractors, e.g. electricians or plumbers?

Or could leaseholders provide ISHA with details of reputable contractors they have used, which ISHA could put on the website/in a newsletter so that other residents could use them.

I've had a few first hand experiences with this. I've probably caused more problems in the chain of communication. I've had direct contact with Geoff the building manager at ISHA and the individual contractors as well as going through your repairs department. I'll only go through the later in the future.

When I log a repair request I'd like to be given a point of contact who will be responsible for carrying out the inspection and repair and ultimately be responsible for seeing the repair request through from start to finish. I appreciate that the name could change as the problem is looked into and different skills are required to see it though and in this case the repairs department could update me with that. I'd want that persons email address and a working hours phone number so I could keep track of the progress.

To be able to log a repair online and get an email back with a reference number and a timescale for when I will know a visit will happen.

To be able to request a specific time (online)

To be able to book repairs to happen evenings and weekends on request

When booking a communal repair, to see if it has already been logged by another resident

To be able to see repair categories and associated service targets on the web site when reporting a repair

To have an opportunity to negotiate response time for faults as part of a review and re-designation process.

To have a tariff published for shared ownership/leaseholders so that they can choose to opt in and get service from ISHA contractors (should also benefit ISHA as by putting bigger volume to the contractor should be able to negotiate better rates)

The repairs are on time

To be clear who does repairs, ISHA or Residents.

Make tenants and ISHA structure aware of who is responsible for repairs i.e. ISHA or tenant

Provide 'pictorial guides' to the home so that repairs can be reported more accurately. Make this info widely available.

The tenants are to be consulted for appointments that are beneficial to both parties

Repairs information has to be recorded electronically so it can be chased up and not forgotten

Make sure that a wider range of residents are on Repair Working Group i.e. English as a second language, disabled residents and others

Link 6 monthly contractors training on customer care and diversity and contractor staff training with complaints procedure so that contractors/SIAH can learn from past mistakes

Make the contractor induction continuous so all contractors are up to date so should be repeated every six months or so

Introduce Mystery Shopping

"ISHA's Service Delivery Team will be able to update you on progress of your repair improved communication will help staff and contractor to improve our repairs service, especially though joint learning from service failures" – Good but when do you start to let us know?

Repairs dissatisfaction – 10% of all completed repairs surveyed by telephone per month - This should be nearer 50% to give a truer picture

Your repair will be recorded correctly which will make sure that more repairs can be fixed on the first visit

- Staff are clear about all areas relating to repairs
- Not always
- Not always true

(Where you see () the number inside it shows how many stickers were placed next to the statement by residents as part of a sticker feedback session.)