



MHA's Scrutiny Panel Report – Responsive Repairs

Acknowledgements

PREPARED BY THE TENANT'S SCRUTINY PANEL

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SCOPING THE REVIEW

We chose to look into Responsive Repairs, due to the fact that our previous topic scrutinised was Complaints and as many complaints recorded were related to repairs carried out by MHA, and it was decided we should look into the reasons why these complaints materialised.

INTRODUCTION

Having determined that we would look into Responsive Repairs, the Panel was determined to measure customer satisfaction and how this satisfaction met the Tenant expectations.

By measuring the above, we hope to assist MHA and its tenants in improving services.

EXPECTATIONS OF THE SERVICE

Short telephone survey conducted (80 respondents randomly selected)

Job done right first time	39
Operative that knew what they were doing	24
Repairs completed on time/within agreed timescale	13
Staff were accommodating, polite and cleaned up afterwards (<i>although a question was posed by another member if this was, in fact, an expectation of all tenants and maybe not so important compared to the other expectations</i>)	9
Other: <ul style="list-style-type: none">• Don't really know• As it is now• Just turning up!• Getting the work done• Communication/keeping appt	8

RECOMMENDATIONS SUMMARY

Customer Expectations

1. (Residents shaping the strategy) General feedback to the Involvement Team regarding relaying back what has come out of their work/projects in the individual groups.

Accessibility to service

2. The group agreed to recommend that instead of a specific appointment time or 1 or 2 hour window to recommend “a first call or last call of the day” and also to carry out further consultation.
3. Possibility of texting to cancel a repairs appointment
4. Non urgent Out of Hours appointments to be offered as a paid service

Enquiries & quality of feedback

5. Survey be carried out over a 12 month period on a quarterly basis, to identify themes emerging warranting further action (please refer to feedback questions on page 2)
6. Feedback from Trades in You Said, We Did, with quote on how they felt the project had gone along with a quote from a new tenant on their experience/satisfaction

Satisfaction levels and Performance

7. Article on “Safety in Your Home” in Tenant Matters and other promotions regarding ID badges
8. Encourage the Community Services Advisors or anyone making a repair appointment to remind tenants about asking for ID
9. On the satisfaction survey, ask a question whether it was MHA staff or a contractor that had completed the work
10. Make the questionnaires on the website and the ones completed on the telephone the same for consistency
11. Advertise on the website that satisfaction surveys for the repairs services can be carried out

Solutions to local issues

12. Approach to be adopted across the county for trades (and contractors) to act considerately when using radios/outside power tools/parking in marked bays
13. The Better Build Group to analyse more evidence and, if a common theme emerged where repairs are increasing towards the end of its ‘life’, to consider changing this accordingly
14. Carry spares on the van for common faults
15. Each engineer specialised in a particular boiler and/or carry the most wanted parts on the van
16. Observations on research carried out to be passed onto the Better Build Group for them to further consider (see minutes 28.06.16)

Communicating improvements & responsiveness

- 17 Feedback about changes that has been made as a result of tenant feedback is put in the next edition of You Said, We Did
- 18 To promote service standards of the repairs service
- 19 To review the charge policy for missed appointments including the value that is charged to tenants
- 20 For MHA to follow the policy and collect monies owed for emergency and out of hour's appointments that are missed
- 21 When repairs are introduced on the new system (Cx), send repairs statements to tenants and make available online

General Observations about the Service

Suggestion - further analysis should be conducted by the Performance Manager to clarify or contradict the initial results with regards to morning and afternoon appointments

Other Observations

Recommendations

Customer Expectations

Observation 1: General feedback to the Involvement Team regarding relaying back what has come out of their work/projects in the individual groups

Key Findings	Members of group fed back other tenants' concerns that they were not seeing 'fruits of their labour' and felt that outcomes of the work they had put in would give them a sense of achievement (i.e. YHWG etc.)
Supporting evidence	Lack of any feedback
Outcome For Involved Tenants	Keeping tenants updated on progress of their work will encourage future involvement and create a sense of pride that their opinions are being taken into account and acted on.

Accessibility to the service

Recommendation 2: The group agreed to recommend that instead of a specific appointment time or 1 or 2 hour window to recommend "a first call or last call of the day" and also to carry out further consultation with tenants.

Key Findings	MHA only offer morning or afternoon appointments. Hourly appointments were currently being considered by the Repairs Team. A telephone survey conducted via the Hotline Team (80 randomly selected) on behalf of the group found that tenants preferred to keep this arrangement and numbers requiring hourly/2 hourly slots were low which surprised the group. Views were that people don't like being put on the spot/disliked change. Having said that a number preferred to have 'first call or last call of the day' which would help those in work/busy social agendas. Further consultation required here.
Supporting evidence	See minutes dated 14.12.15
Outcome For Tenants	It is important that MHA offer appointments most suitable for the general tenant population (especially those working or with regular commitments).

Recommendation 3: Possibility of texting to cancel a repairs appointment

Key Findings	No option other than to contact the Customer Services Advisors to cancel an appointment.
Supporting evidence	Do not currently offer this service.
Outcome For Tenants	Flexibility and convenience will vastly improve communication between tenants and MHA. Plus

	reduction in no-access visits can be utilised elsewhere.
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Recommendation 4: **Non urgent** Out of hours appointments to be offered as a paid service.

Key Findings	No out of hours appointments are given unless an emergency. Looking at the tenant insight a number of tenants work and would currently have to take time off for a repairs appointment.
Supporting evidence	Do not currently offer this service.
Outcome For Tenants	Some tenants have a need of out of hours appointments to suit their lifestyles, and this additional service will make life easier for those working etc.

Enquiries and Quality of Feedback

Recommendation 5: Survey be carried out over a 12 month period on a quarterly basis, to identify themes emerging warranting further action.

Key Findings	<p>Email survey achieved 190 responses - asking the questions:</p> <ol style="list-style-type: none"> 1. Thinking about the last time you had a repair carried out in your home, did you feel that you were treated respectfully and fairly? 2. From the time you reported it, there was a speedy solution to the problem? <p>Members grouped the comments into themes, rather than looking at individual perceptions.</p> <p>Q1. Three categories of concern were:</p> <ul style="list-style-type: none"> - Disrespect/rudeness (relation to maintenance officer) - Lack of communication/feedback/keeping tenants informed - No shows (2 tenants claimed they were in but workman had left card) <p>Q2. General theme was lack of response to repairs reported or where work had started but tenant had heard nothing more.</p> <p>Members agreed that we could not change or review the service based on the information given during this exercise and recommended that the same exercise be carried out throughout the year to see if common themes emerged.</p>
Supporting evidence	See results of email survey
Outcome For Tenants	Identifying trends and acting upon them will increase tenant satisfaction levels and improve service delivery

Recommendation 6: Feedback from Trades in You Said, We Did, with quote on how they felt the project had gone along with a quote from a new tenant on their experience/satisfaction.

Key Findings	Members considered previous YSWD publications and felt that tenants would like to see both sides of the service (i.e. trade teams <u>and</u> tenants experiences) in the next edition. Preferably quotes from satisfied and dissatisfied tenants, what we have done and whether the trades enjoy what they do. This would encourage 'working together' and rounded picture.
Supporting evidence	Views of the group and previous publications
Outcome For Tenants	It is important for tenants to have an empathy with any staff working in rented or leased properties, which would lead to a greater understanding between parties. Having experiences detailed in the YSWD magazine would be a good starting point.

Satisfaction Levels and Performance

Recommendation 7: Article on "Safety in Your Home" in Tenant Matters and other promotions regarding ID badges.

Key Findings	The results from question on the Annual Tenants Satisfaction Survey asking 'if ID cards were shown' was very low compared to all of the other questions in this section. Although the group felt that this was probably due to tenants being more comfortable around MHA staff, who should still be courteous and mindful of more vulnerable tenants
Supporting evidence	Annual Tenants Satisfaction Survey
Outcome For Tenants	Tenants will feel safer and secure in their homes

Recommendation 8: Encourage the Community Services Advisors or anyone making a repair appointment to remind tenants about asking for ID

Key Findings	See above
Supporting evidence	Annual Tenants Satisfaction Survey
Outcome For Tenants	This will heighten safety awareness generally and encourage tenants to be more vigilant.

Recommendation 9: On the satisfaction survey, ask a question whether it was MHA staff or a contractor that had completed the work.

Key Findings	Unable to ascertain whether satisfaction/ dissatisfaction is from a job completed by MHA staff or
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	contractors. Further analysis or following up on actions required is more difficult then.
Supporting evidence	Repairs satisfaction survey
Outcome For Tenants	Targetted identification of who did the work can help to improve or reward those who have carried it out. Better services for tenants and happier staff!

Recommendation 10: Make the questionnaires on the website and the ones completed on the telephone the same for consistency.

Key Findings	When completing a test survey on the website it was found that the questions differed slightly to those that are sent out via email and asked over the telephone.
Supporting evidence	Repairs survey on MHA website
Outcome For Tenants	Consistency will help when analysing areas for improvement, thus increasing tenant satisfaction

Recommendation 11: Advertise on the website that satisfaction surveys for the repairs services can be carried out.

Key Findings	Satisfaction surveys are available to complete via the website, however this is not clear. Less than 5 surveys were completed via the website for the past year.
Supporting evidence	Number of satisfaction surveys carried out via the website.
Outcome For Tenants	This will save time and stress for concerned tenants and offers another vehicle for tenants to give us feedback.

Solutions to local issues

Recommendation 13: Approach to be adopted across the county for trades (and contractors) to act considerately when using radio/outside power tools/parking in marked bays.

Key Findings	Discussion within the group and members speaking to neighbours, observed that power tools (used outside) can be extremely noisy, particularly for those who are sleeping following nightshifts etc. Suggested that those in the immediate area receive a courtesy knock to warn them. Radios used by contractors specifically to be kept below a certain decibel and trades to be conscious of using all the parking bays (particularly in schemes).
Supporting evidence	
Outcome For Tenants	To minimise stress and inconvenience to tenants

Recommendation 14: The Better Build Group to analyse more evidence and, if a common theme emerges where repairs are increasing towards the end of product 'life', to consider changing this accordingly.

Key Findings	The group considered data which identified properties where more than 10 repairs had been carried out over a 12 month period. Upon further analysis the group concluded with a number of observations (also see below) . More specifically where kitchens/bathrooms/ windows were getting 'older' the repairs team were carrying out more and more minor repairs. The group felt that more investigation was needed with a view to considering flexibility/changing the 'life' of products if and where trends show that they were breaking down earlier than expected, rather than patching up the problem. Also, where family make-up varied (i.e. children – kitchen units)
Supporting evidence	See data analysed.
Outcome For Tenants	This will reduce the inconvenience of tenants having to ring in and report repairs and frustrations where something breaks down unexpectedly

Recommendation 15: Carry spares on the van for common faults

Key Findings	See above. The same repairs were cropping up time and time again, specifically with common faults (such as shower parts breaking down). If we know that these are common problems and easily rectified before we go out could we not keep some on the vans rather than go out, and have to return with the parts later?
Supporting evidence	
Outcome For Tenants	This will reduce the inconvenience of tenants having to ring in and report repairs and frustrations where something breaks down unexpectedly

Recommendation 16: Each engineer specialised in a particular boiler and/or carry the most wanted parts on the van.

Key Findings	See above. The data identified recurring issues with similar parts breaking down. We know what boilers are installed in the properties and we know what the data is telling us.
Supporting evidence	See data considered
Outcome For Tenants	See recommendation above

Recommendation 17: Observations on research carried out should be passed onto the Better Build Group for them to further consider (see minutes 28.06.16)

Key Findings	All observations made following analysis of the data has been recorded and the group felt it would be helpful for the Better Build Group to consider them as part of their work to improve services.
Supporting evidence	See sub-group minutes dated 28.06.16
Outcome For Tenants	Involvement from the BBG will ensure that tenant representatives are seeing the bigger picture and putting improvements in place for the wider communities.

Communicating Improvements and Responsiveness

Recommendation 18: Feedback about changes that has been made as a result of tenant feedback is put in the next edition of You Said, We Did

Key Findings	There was no information in the last edition regarding improvements to services as a result of feedback that was given by tenants. On investigation there were a number of changes that had occurred.
Supporting evidence	Previous edition of You Said, We Did
Outcome For Tenants	Changes made as a result of tenant engagement will encourage increased feedback.

Recommendation 19: To promote service standards of the repairs service

Key Findings	When questioning tenants 69% did not know what the service standards for repairs service were.
Supporting evidence	Survey completed by the scrutiny panel
Outcome For Tenants	Increased knowledge and understanding of what they could expect from MHA

Recommendation 20: To review the charge policy for missed appointment including the value that is charged to tenants

Key Findings	After discussing with Becky it was made clear that MHA do not actually charge tenants for missed appointments, although the policy states that MHA will charge for certain missed appointments.
Supporting evidence	Discussion with Becky Oliver
Outcome For Tenants	Increase respect for MHA and recognition of the cost of missed appointments will encourage tenants to have a better relationship with their landlord.

Recommendation 21: For MHA to follow the policy and collect the charge money owed for emergency and out of hour's appointments if they are missed

Key Findings	After discussing with Becky it was made clear that MHA do not acutaully charge tenants for missed appointments, although the policy states that MHA will charge for certain missed appointments.
Supporting evidence	Discussion with Becky Oliver
Outcome For Tenants	Service improved for tenants - more availability of staff out of hours, plus income can be utilised elsewhere.

Recommendation 22: When repairs are introduced on the new system (Cx), send repairs statements to tenants or make available online

Key Findings	Tenants are unaware on how much money MHA spends on repairs for them.
Supporting evidence	Discussion within the group Discussion with Becky Oliver
Outcome For Tenants	Showing the Value for Money for tenants.

Suggestions: Further analysis should be conducted by the Performance Manager to clarify or contradict the initial results with regards to morning and afternoon appointments

Key Findings	Initial results of this exercise surprised the panel members and they felt this should be conducted in a different way rather than putting people on the spot.
Supporting evidence	Survey conducted by the scutiny panel.
Outcome For Tenants	

Conclusion

It is the general consensus that MHA Responsive Repairs have improved exponentially over the past 3 years, however improvements can be made to efficiency, and the ability to gain further tenant satisfaction.