



IN PARTNERSHIP WITH



## Tenant Consultation Event - 21<sup>st</sup> June 2017

### FEEDBACK

#### Repairs and Maintenance

##### a) What matters most?

When asked to rank in order of importance, whilst there was a range of views, it was clear that the quality of repairs and getting it right first time were seen as the most important elements of the repairs service. Being kept informed about progress of repairs came in a very close third.

|                                    | Group 1 | Group 2 | Group 3 | Group 4 | Group 5 | TOTAL | Ranked |
|------------------------------------|---------|---------|---------|---------|---------|-------|--------|
| Ease of reporting                  | 7       | 3       | 7       | 1       | 6       | 24    | 7      |
| Making an appointment              | 5       | 4       | 6       | 3       | 4       | 22    | 4      |
| Time taken before work starts      | 6       | 7       | 1       | 4       | 5       | 23    | 6      |
| Behaviour of Contractors           | 4       | 5       | 4       | 7       | 2       | 22    | 4      |
| Being kept informed of progress    | 2       | 6       | 5       | 5       | 1       | 19    | 3      |
| Repair being done right first time | 3       | 1       | 3       | 2       | 3       | 12    | 1      |
| Quality of work                    | 1       | 2       | 2       | 6       | 3       | 14    | 2      |

Other things raised were:

- Being given clear information about tenants doing their own repairs
- The time taken to complete works
- Keeping appointments
- Use contractors proven to be good
- Compensation for missed appointments

##### b) What Excellence looks like and what needs to be in place to achieve it?

- Quality of Contractors – clear code of conduct, skilled, appropriately qualified and knowledgeable contractors
- Quality of materials – clear specification and fit for purpose
- Quality Control – proactive contract management
- Regular post inspections and proactive follow up of outstanding works
- Communication – keeping tenants informed – before and during works
- Clarity regarding timescales – need to manage expectations

- Repairs being done right first time – fit for purpose
- Jobs being done in a timely manner – not rushed
- Shorter appointment slots and being notified of any delays
- Staff taking repairs calls to be knowledgeable and trained in repair diagnostics
- Tenants to understand respective roles and responsibilities
- Support for tenants competent enough to carry out own or organise their own repairs
- Being kept informed about planned works
- Proactive Communication on progress i.e. any delays etc

## Communication

### a) What matters most?

There was a unanimous view about what matters most and unsurprisingly tenants felt CHISEL listening and acting on their views matters most.

|                                 | Group 1 | Group 2 | Group 3 | Group 4 | Group 5 | TOTAL | Ranked |
|---------------------------------|---------|---------|---------|---------|---------|-------|--------|
| Keeping Informed                | 2       | 2       | 2       | 2       | 2       | 10    | 2      |
| Opportunity to make views known | 3       | 3       | 3       | 3       | 3       | 15    | 3      |
| Listens and acts                | 1       | 1       | 1       | 1       | 1       | 5     | 1      |

### b) What Excellence looks like and what needs to be in place to achieve it?

- Staff to treat tenants with respect
- Proactive communication – tenants shouldn't need to chase progress on works etc
- Clarity around consultation processes
- All tenants to have access to My Tenancy
- Website should be promoted more – more interactive
- Use a variety of modern methods of comms – text, email, phone, website
- Keep it simple – no jargon, open and honest
- Always give feedback – follow up – automatic texts
- Listen to tenants needs about tenancy agreements/management

### What should CHISEL consider over the next 10 or 20 years?

- Installation of aids and adapt like stair lifts
- Quality of materials – longevity (particularly of self build schemes)
- Aging tenants - Sheltered housing
- Building long lasting relationships with tenants
- Becoming market leader for housing needs locally – keep ahead of competition
- Home ownership options – Right to Buy
- Providing opportunities for home improvements
- Continual improvement – not becoming complacent
- Longevity of stock – quality of repairs – made to last
- More 1-bed/single units

- Treating social tenants like home owners
- Eco surveys to gain greater energy efficiency – insulation, solar panels, rainwater systems etc
- Eco friendly materials
- Consider loft conversions
- Buy homes outside London – buy larger homes in cheaper areas
- Housing for tenants children – lifetime homes/ hand down rights
- Support older tenants to downsize – financial and emotional support
- Work towards 100% direct management
- Housing more people – more shared housing
- Honour tenancy agreements (sub-letting)
- Promote more self build
- Encourage tenants to take more responsibility and take an interest in their own repairs
- All views to be taken into account – more events like this.
- Utilise skills amongst tenants – e.g. painting and decorating
- Accessible homes for tenants with disabilities
- Protect confidentiality – not sharing tenants info
- Being more proactive re repairs and communication

## **Conclusions**

It is clear that the quality of work, both the workmanship and materials, are critical to the way tenants see CHISEL and that proactive contract management and good communication are key to this. It also appears that there needs to be some clarity around roles and responsibilities in order to manage expectations, particularly within the context of decreasing rents, the changing legislative environment and increasing concerns around health and safety compliance.