

REPAIRS Quarter 1, 2021-22

In Quarter 1, 2021-22, K-West an external company carried out telephone satisfaction surveys weekly for tenants who had repairs carried out on their property.

The survey included the following questions:

- 1) **Thinking about the Repairs service, how satisfied or dissatisfied were you with the following:**
 - a) **The ease of reporting the repair?**
 - b) **The worker's overall performance in terms of their attitude, treatment of your home and tidying up after the work?**
 - c) **The time taken before work started (the waiting time between reporting the repair and the repair being carried out).**
 - d) **The overall quality of the work?**
 - e) **How good or poor do you feel Phoenix was at keeping you informed throughout the repairs process?**
- 2) **Overall, how satisfied or dissatisfied are you with the repairs service you received on this time?**
- 3) **How satisfied or dissatisfied are you with Phoenix as a landlord?**

THE FINDINGS

Response rates

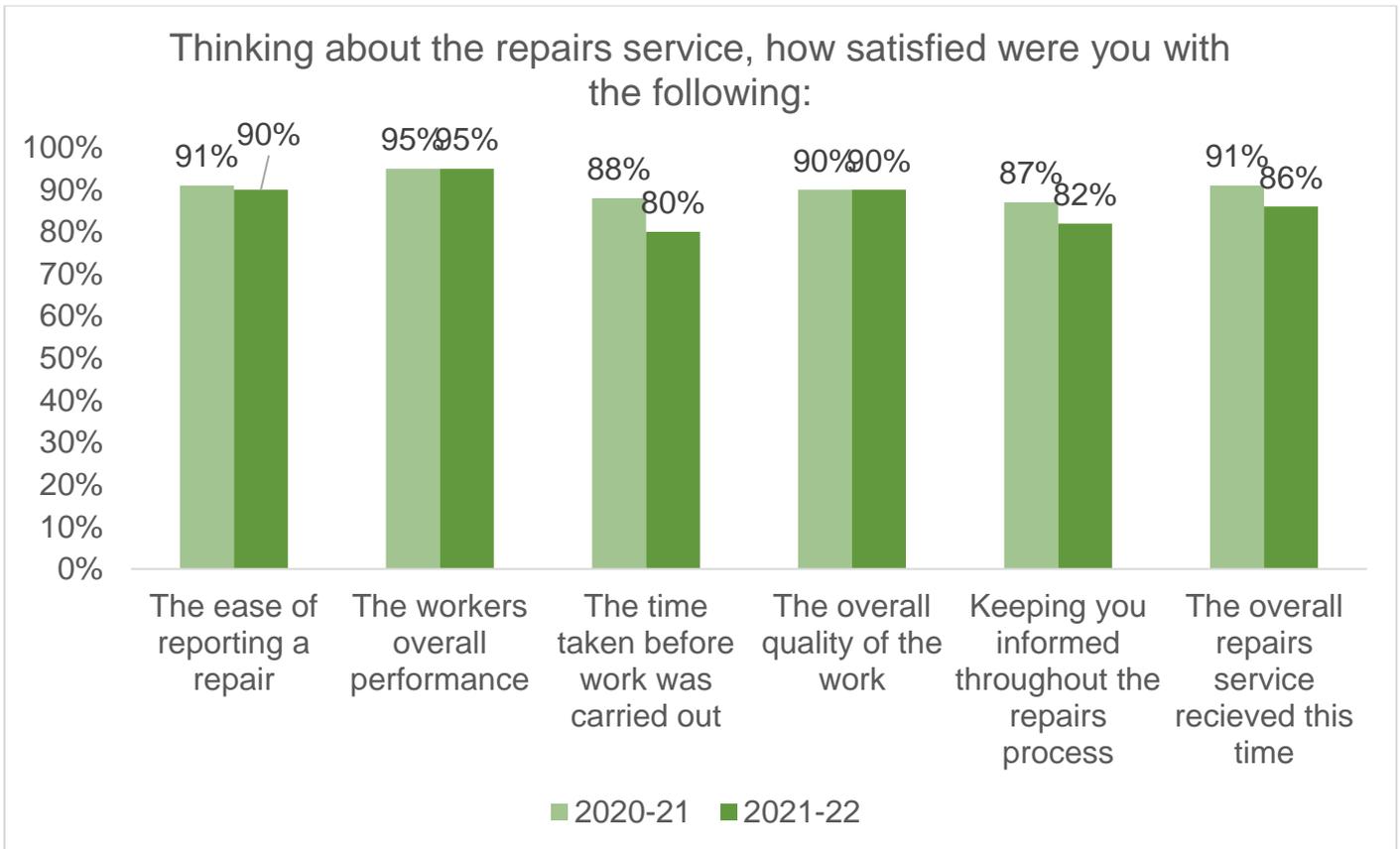
Details of 4,111 repair cases were sent to K-West to contact. 422 were successfully contacted resulting in a response rate of 10%.

The margin of error on these results is + or – 4.52 which means we can be confident that if we had contacted everyone who had a repair, within the year, the results for everyone would be + or – 4.52 of the results below.

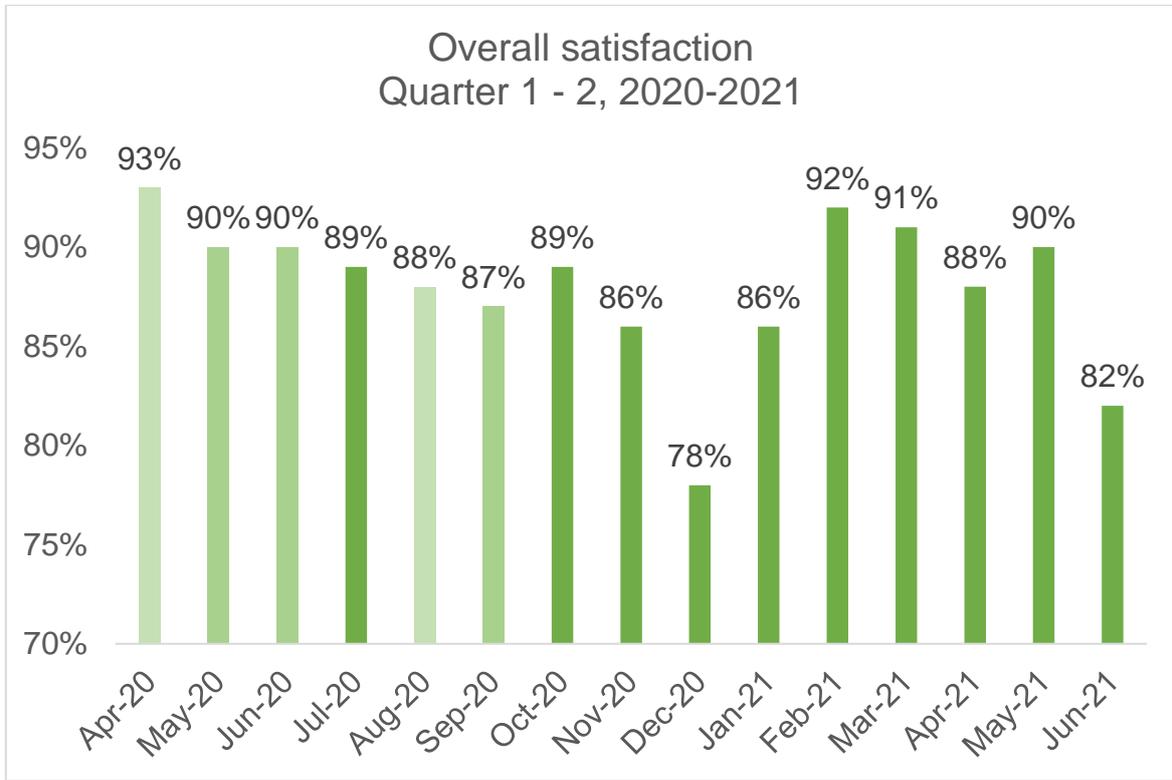
Overall Result 2020-21

86% of respondents said they were very or fairly satisfied with the repairs service received in Quarter 1, 2021-22, compared to 91% in Quarter 1, 2020-21.

Repairs Summary

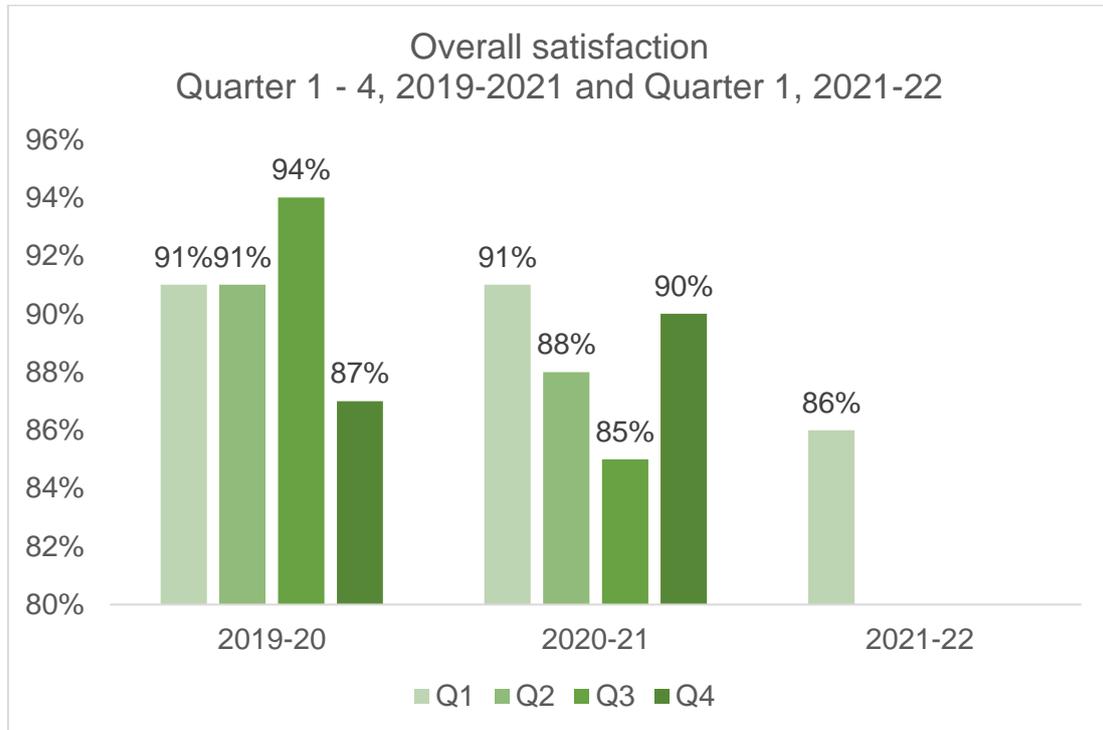


Overall, repair satisfaction has slightly decreased for some of the areas between Quarter 1, 2020-21 and Quarter 1, 2021-22. For instance, for the time taken before work started, satisfaction has decreased from 88% last year to 80% this year. For being kept informed, satisfaction has also decreased from 87% last year to 82% this year. Lastly, satisfaction has decreased for the overall repairs service received, from 91% last year to 86% this year. Satisfaction has remained within the margin of error of 4.52% for all other questions, which means that satisfaction has not significantly changed for the other areas.



The graph above shows satisfaction by month throughout 2020-21. Overall satisfaction started at 93% in April 2020, which then decreased over future months to its lowest point in December 2020, at 78%. It then increased in Quarter 4, peaking at 92% in February before decreasing in March to 91%. Satisfaction has decreased to its lowest so far, this financial year in 2021-22 to 82% in June 2021. The previous decreases in satisfaction in 2020-21 reflect lockdowns and national trends in repairs satisfaction, which can be attributed to the pandemic and resourcing the repairs service.

Overall Satisfaction: Quarter 1 – 4, 2019-2021 and Quarter 1 2021-22



The graph above represents change over time in overall satisfaction between 2019 and 2021, Quarter 1 – 4, and overall satisfaction from Quarter 1, 2021-2022. Overall satisfaction has not significantly changed since last year since as it is within the margin of error of 4.52%, with overall satisfaction being 88.5% in 2020-21 and currently 86% for this year; however, over time satisfaction is reducing.

Comments about aspects of repair:

In Quarter 1, 2021-2022, out of 422, 92 respondents (22%) left comments about aspects of the repair. The comments from Quarter 1, 2021-22 can be broken down into the following categories, which are summarised in the table below.

Comment Type	Number of comments
Praise	9 residents praised the repairs service.
Communication	11 residents mentioned a lack of communication.
Repair completion times	14 residents mentioned the long periods it takes for repairs to be completed.
Poor customer service/ attitude/ performance.	6 residents said they received poor customer service or poor attitude from staff.
Repair incomplete/outstanding	15 residents said the repair was left incomplete or outstanding.
Time between reporting a repair and the work starting	2 residents said the time between reporting the repair and the work starting was too long.
Not happy with the quality of the repair	9 residents felt that the quality of the repair was not good (e.g. not done properly).
Repair issue not fixed first time	5 residents said that they were dissatisfied that the repair was not fixed during the first visit.
Did not have the correct tools/materials for the repair	2 residents mentioned that the operative did not have the correct materials for the repair.
Issues with the appointments	3 residents mentioned issues with getting an appointment for their repair.
Issue reoccurred	2 residents said that another issue was created as a result of the repair.
Other	14 resident's answers did not fall under any of the above headings and fell into the 'other' category. For example, <i>'Phoenix came the same day. The worker didn't carry out any work, just took photos and measurements'</i> , <i>The tradesperson was quick, but all he could do was measure the door to then later replace it'</i> , <i>The issue was caused by a neighbours overgrown garden and it not being cleaned properly. The issue will reoccur if the neighbour is not held responsible'</i> .

Comments about reason for dissatisfaction of service received:

In Quarter 1, 2021-2022, out of 422, 41 respondents (10%) answered very/fairly dissatisfied to the overall satisfaction for the repairs service received. Of these 41 respondents, 40 respondents left comments about the reasons for dissatisfaction. The comments from Quarter 1, 2021-22, can be broken down into the following categories, which are summarised in the table below.

Comment Type	Number of comments
Communication	10 residents mentioned a lack of communication.
Poor customer service/ attitude/ performance	2 residents said they received poor customer service or poor attitude from staff.
Repair completion times	5 residents mentioned the long periods it takes for repairs to be completed.
Repair incomplete/outstanding	14 residents said the repair was left incomplete or outstanding.
Not happy with the quality of the repair	5 residents felt that the quality of the repair was not good (e.g. not done properly).
New issue occurred after repair	1 resident said that a new issue occurred after the repair was carried out.
Time between reporting repairs and the work starting	1 resident said the time between reporting the repair and the work starting was too long.
Other	2 resident's answers did not fall under any of the above headings and fell into the 'other' category. For example, <i>'There is a gap between the bath panel by the side of the bath'</i> .

Conclusion

In Quarter 1, 2021-2022, 422 residents were contacted about the repairs that had been completed. Overall, repair satisfaction for each question ranged from 95% - 80%, with the lowest satisfaction being for the time taken before work started. The highest rated area was for the workers overall performance.

Overall repair satisfaction was 93% in April 2020 and then slowly decreased before significantly decreasing in December, to 78%, before increasing again, to 91% in March 2021. Satisfaction has decreased to its lowest in Quarter 1, 2021-22 to 82% in the month of June 2021. When comparing satisfaction between 2020 - 2021, overall satisfaction has not significantly changed since last year. However, it is decreasing over time, when performance in 2019-2020 is also considered.

The comments from 2021-22 left by residents were related to repairs being left incomplete, repair completion times and poor communication, so these are areas for improvement. For the comments related to dissatisfaction of the repairs service, out of 41 comments left by respondents, 14 were related to the repair being incomplete and/or outstanding.

It should also be noted that in 2021-22, 9 comments were about praise for the repairs service which should be highlighted as residents continue to praise the repairs service.