

REPAIRS Quarter 1-4, 2020-21

In Quarter 1-4, 2020-21, 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

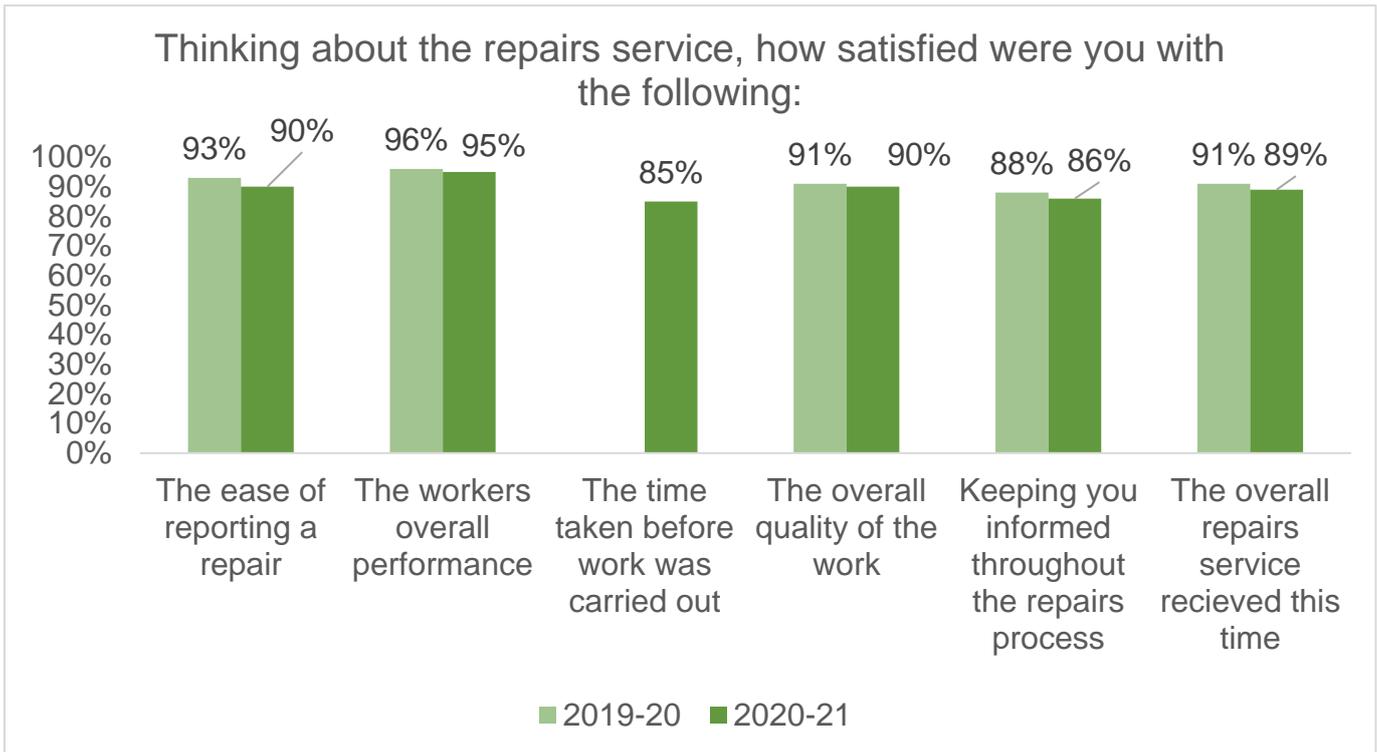
Details of 14,188 repair cases were sent to K-West to contact. 1,859 were successfully contacted resulting in a response rate of 13%.

The margin of error on these results is + or – 2.12 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 – 2.12 of the results below.

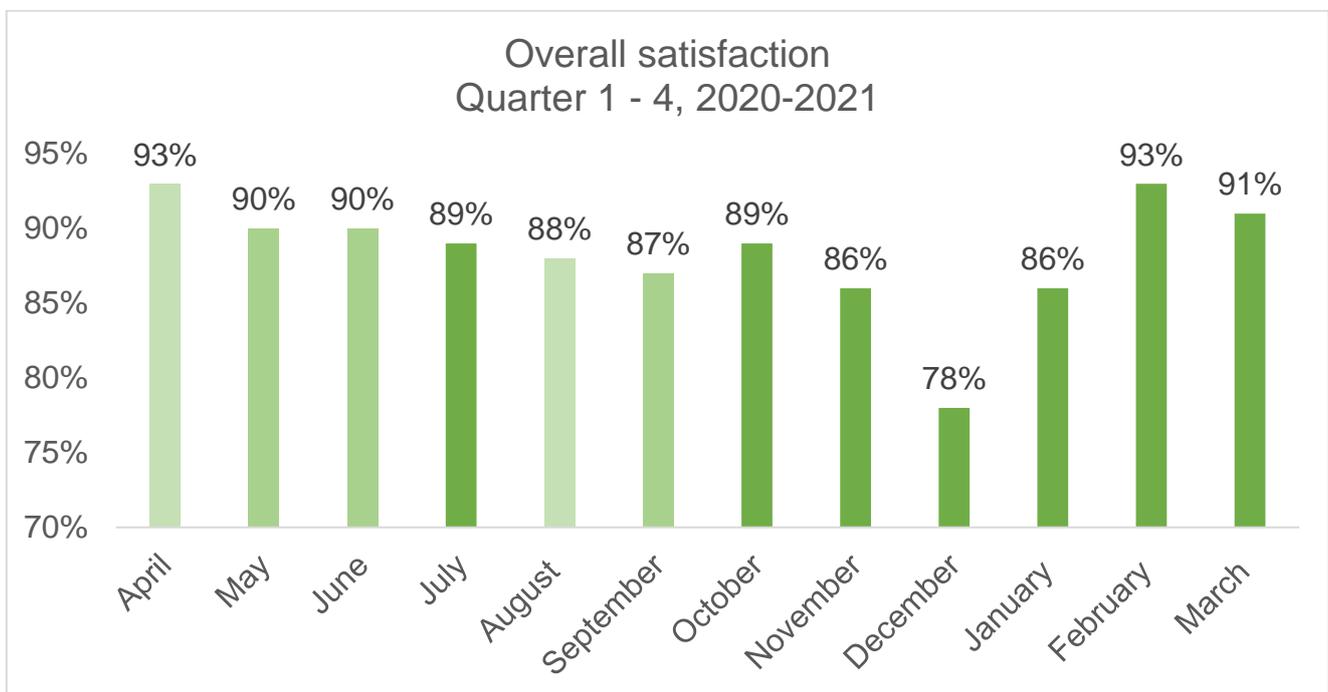
Overall Result 2020-21

89% of respondents said they were very or fairly satisfied with the repairs service received, compared to 91% in 2019-20; which when the margin of error of 2.12% is applied means performance has not significantly declined.

Repairs Summary

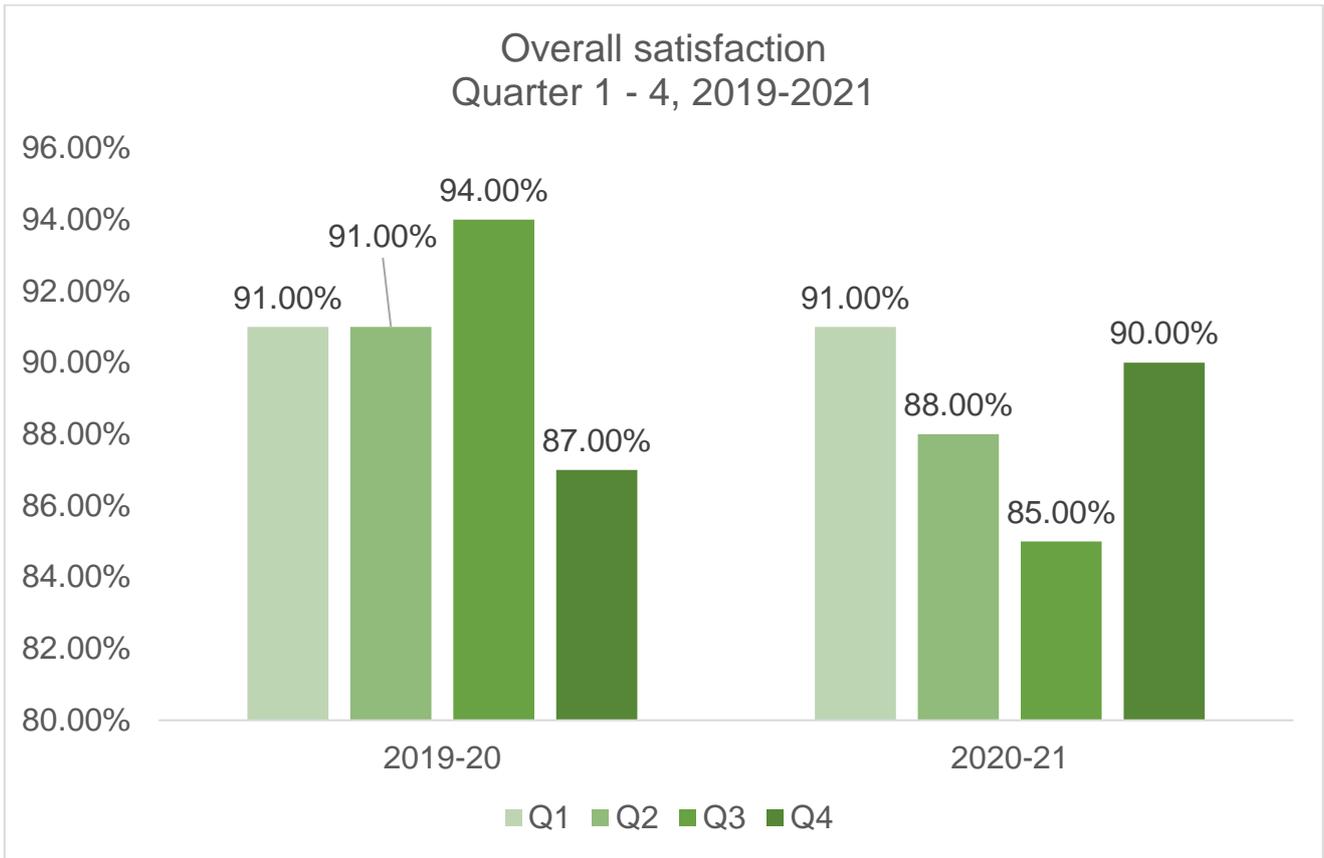


Overall, for 2019-20 and 2020-21, repair satisfaction slightly decreased for the ease of reporting a repair, from 93% to 90% this year. Satisfaction has remained within the margin of error of 2.12% for all other questions, which means that satisfaction has not significantly changed for the other areas.



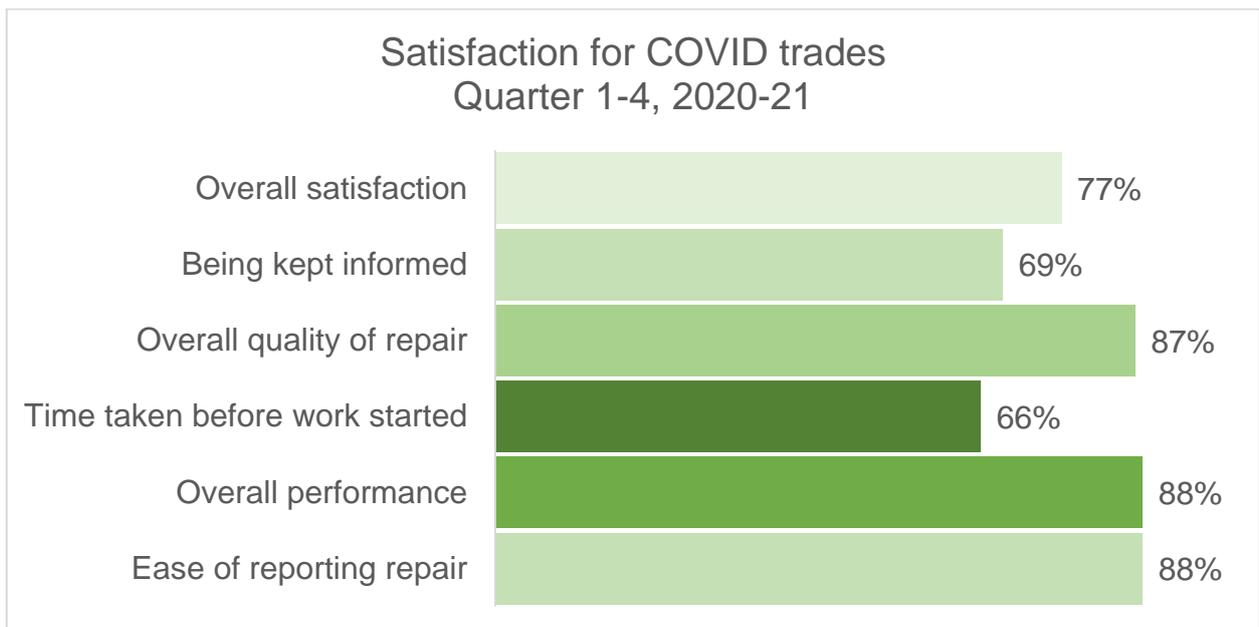
The graph above shows satisfaction by month throughout 2020-21. Overall satisfaction started at 93% in April 2020 then decreased over future months to its lowest point in December 2020, at 78%. It then increased in Quarter 4, peaking at 93% in February before decreasing in March to 91%. The decreases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

Overall Satisfaction: 2019-2021



The graph above represents change over time in overall satisfaction between 2019 and 2021. As overall satisfaction was 91% in 2019-20 and 89% in 2020-21, there have not been any significant changes as satisfaction changes were within the margin of error of 2.12%

Covid-19 trade satisfaction (Quarter 1-4, 2020-21)



During the COVID-19 pandemic, some priority descriptions were classified with 'COVID' to represent the repairs cancelled as a result of the pandemic, many of these were fencing jobs which residents may have already waited some time to have done, before the pandemic.

The graph above shows the % of satisfied responses for each question in the repairs survey that were classified as COVID repairs. Although the numbers are very low (between 18 to 39 respondents for each question), it is important to note that satisfaction was highest for the ease of reporting a repair and overall performance, with 88% of respondents being very/fairly satisfied. Satisfaction was much lower for the time taken before work started (66% of respondents were satisfied).

Comments about aspects of repair:

In Quarter 1-4, 2020-2021, out of 1,859, 280 respondents (15%) left comments about aspects of the repair. The comments from Quarter 1-4, 2020-21 can be broken down into the following categories, which are summarised in the table below.

Comment Type	Number of comments
Praise	26 residents praised the repairs service.
Communication	29 residents mentioned a lack of communication.
Repair completion times	44 residents mentioned the long periods it takes for repairs to be completed.
Poor customer service	8 residents said they received poor customer service.
Reporting takes too long	3 residents mentioned the reporting of repairs takes too long.
Difficulty in getting through to discuss repair	1 resident mentioned that it was difficult to get through to speak to staff.
Repair incomplete/outstanding	61 residents said the repair was left incomplete or outstanding.
Not happy with the quality of the repair	30 residents felt that the quality of the repair was not good (e.g. not done properly).
Repair issue reoccurred	17 residents said that the repair issue reoccurred after staff attended to resolve the repair.
Repair issue not fixed	5 residents said that they were dissatisfied that the repair was not fixed during the first visit.
Repair had multiple visits but was still not fixed	3 residents said that their repair required multiple visits but was still not fixed.
Did not have the correct tools/materials for the repair	3 residents mentioned that the operative did not have the correct materials for the repair.
Issues with the appointments	11 residents mentioned issues with getting an appointment for their repair.
Another issue resulted from the repair	2 residents said that another issue was created as a result of the repair.
Leaving mess and/or damage	8 residents said that the operative either left mess and/or damage to their home following the repair.
Incorrect operative sent to complete job	1 resident mentioned that the wrong operative was sent to complete the repair.
Other	28 resident's answers did not fall under any of the above headings and fell into the 'other' category. For example, 'I am waiting to see if the lock comes off again', 'I didn't report the repair'.

Comments about reason for dissatisfaction of service received:

In Quarter 1-4, 2020-2021, out of 1,859, 126 respondents (7%) answered very/fairly dissatisfied to the overall satisfaction for the repairs service received. Of these 126 respondents, 119 respondents left comments about the reasons for dissatisfaction. The comments from Quarter 1-4, 2020-21, can be broken down into the following categories, which are summarised in the table below.

Comment Type	Number of comments
Communication	18 residents mentioned a lack of communication.
Poor customer service/ attitude/ performance	6 residents said they were given a poor service during the covid-19 pandemic.
Reporting takes too long	1 resident mentioned that the reporting of repairs takes too long.
Repair completion times	18 residents mentioned the long periods it takes for repairs to be completed.
Repair incomplete/outstanding	37 residents said the repair was left incomplete or outstanding.
Not happy with the quality of the repair	18 residents felt that the quality of the repair was not good (e.g. not done properly).
Repair issue reoccurred	6 residents said that the repair issue reoccurred after staff attended to resolve the repair.
Leaving mess and/or damage	1 resident said that the operative damaged their home.
Appropriate materials/tools	1 resident said that the operative did not have the appropriate equipment/tools to complete the repair.
Incorrect operative sent to complete job	1 resident mentioned that the wrong operative was sent to complete the repair.
Need to check/inspect repair after completion.	1 resident said that there should be checks after the repair has been completed.
Temporary repair, sometimes causing contractor to return to property multiple time.	2 residents mentioned that it was a temporary repair, which sometimes led to the contractor being required to return to the property multiple times to complete the repair.
Issues with the appointments system (e.g. operative never returned for appointment)	4 residents said that the operative never returned for the appointment and/or did not arrive within specified time frame.
Other	5 resident's answers did not fall under any of the above headings and fell into the 'other' category. For example, <i>'My boiler is so old it can't be repaired. I have a gas service check every year and they should know it is too old'</i> .

Conclusion

In Quarter 1-4, 2020-2021, 1859 residents were contacted about the repairs that had been completed. Overall, repair satisfaction for each question ranged from 85% - 95%, 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. When comparing satisfaction between 2019 - 2020, there has been little change in overall satisfaction (with overall satisfaction being at 89% for this year compared to 91% last year).

During the COVID-19 pandemic, a priority description was added of 'COVID' to represent the repairs cancelled as a result of the pandemic, many of these were fencing jobs which residents may have already waited some time to have done, before the pandemic. Satisfaction was lowest for the time taken before work started (66% of respondents were satisfied). This corresponds with the time taken to complete emergency repairs decreasing slightly through the year.

The comments from 2020-21 left by residents were related to repairs being left incomplete, repair completion times, poor communication and the quality of the repair, so these are areas for improvement. For the comments related to dissatisfaction of the repairs service, out of 126 comments left by respondents, 37 were related to the repair being incomplete and/or outstanding. This may have been affected by the Covid-19 pandemic, with more emergency repairs completed (31% of the sample sent to K-West to survey were Emergency repairs) and surveyed (33% of repair surveys were about Emergency repairs, where the main satisfaction questions was answered), this means that less repairs may have been completed straight away.

It should also be noted that in 2020-21, 26 comments were about praise for the repairs service. Under the current circumstances and continued difficulties with Covid-19, this should be highlighted as some residents continue to praise the repairs service.