

Repairs

The Scrutiny Panel said



Improve how all staff keep records of vulnerable tenants



Make sure that tenant details are recorded correctly when reporting a repair



Improve the website to allow better reporting of repairs online



Make sure that repairs sent by email are responded to quicker than before

The Council did

✓ Safeguarding training is taking place twice a year with repairs staff including the new contractors. A referral app for staff phones has been tested.

✓ Contact Centre staff have been reminded of the need to take accurate information. A new telephone system to check if people are happy with their repairs will make sure that contact details are correct.

✓ By June 2020 a new way of reporting repairs online will be available for tenants to use. This will be more convenient for tenants and stop many of the calls coming into the contact centre. This will be tested with tenants before June.

✓ Email reporting shouldn't be needed once the online system is in place.

Repairs

The Scrutiny Panel said



Make sure that people know that repairs shouldn't take 28 days to complete, which may cause anxiety.



Provide a better list with more details of which repair are classed as emergencies



Check the type of repairs that are needing repeat visits



Check on customer feedback after repairs by use of a text messaging service



Tests whether repairs are 'right first time' without relying on customer satisfaction surveys

The Council did

✓ Appointments are now made when the repair is reported and these are all within 28 days unless this isn't convenient for the tenant. More time slots on evenings and weekends are available.

✓ The list of emergency repairs has been changed to include most of the suggestions made by the panel. This will be advertised in Home Matters in 2020.

✓ These have been checked and this is included in the new repairs and maintenance contract

✓ A new text messaging survey service will be up and running from June 2020

✓ Right first time is written into the new repairs and maintenance contract

We would like to thank everyone who was involved in this piece of work; including the tenants who shared their views, Council officers and the panel volunteers

Other progress

The tenant scrutiny panel has one more concluded investigation:



Anti-social Behaviour
complaints process

The council is working on an action plan which should be completed in 2020.

The panel is just reaching the end of their fourth topic and will be reporting on it soon:

Home Aids and
Adaptations



Rotherham
Federation



Strengthening Communities



Rotherham
Metropolitan
Borough Council



If you would like to join the Tenant Scrutiny panel, or would like more information about its work, please contact Rotherham Federation on 01709 368515

Success stories from Rotherham Federation Tenant Scrutiny

Rotherham
Tenant Scrutiny



Repairs Appointments, Communication and Customer Journey



Rotherham Federation Tenant Scrutiny was formed in April 2016. A group of volunteers meet every month; they work together with Council officers to look at ways to make things better for tenants and the Council alike.

Our second task was completed in 2018 which looked at the way in which appointments and communications work for people when ordering repairs to their home. We suggested nine ideas of how the service could be improved for tenants and we can now report on how the Council has made these changes.

In 2017, Repairs and Maintenance was the biggest priority for 74% of tenants in the STAR survey