

Success stories from Rotherham Federation Tenant Scrutiny

Rotherham
Tenant Scrutiny

Customer Satisfaction with Repairs



Rotherham Federation Tenant Scrutiny panel 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 fifth task was completed in June 2021. The panel looked at the ways in which the Council could measure and improve tenant satisfaction with the repairs carried out to their homes. The panel suggested nine things to the Council to help with tenant satisfaction. This leaflet tells us what has happened with these ideas over the past year.

Waited in all day and they never arrived.

Incomplete and poor-quality work

Told my repair would be next day and waited a week.

Wrong person sent in first place

In 2021, customers commented

Customer Satisfaction with Repairs

The Scrutiny Panel said:



Improve the appointment system so that people know if their repair visit has been cancelled or re-arranged



Let people know how they can complain about a repair if they need to.



Offer other ways to give feedback on repairs, other than just by text.



Let people know what is changing for the repairs service as a result of tenant feedback



Set up a group to discuss quality of repairs and tenant satisfaction.

The Council did:



A new IT system is making sure that the latest contact details for people needing repairs is being shared with the people arranging repairs.



There was an article in Home Matters, July 2022, which told people how to make a complaint about a Council Service, if needed.



Ten repairs' customers for both Equans and Mears are being 'phoned every month to ask their views on the service.



Changes to the repairs service made due to feedback will be included in Home Matters in Winter 2022 or early 2023.



The group is meeting monthly and includes a tenant representative.

Customer Satisfaction with Repairs

The Scrutiny Panel said:



Make sure that both Equans and Mears are asking the same questions about satisfaction with repairs.



The Council did:

✓ The same questions are now being used for both Equans and Mears.



Find out why Mears customers are less likely to answer the text survey



✓ Mears have made access to their text questions easier.



Improve the measurement of the number of repairs that are 'right first time'



✓ Contractors have reminded of getting things right first time and of measuring and reporting this.



Find a way to reduce the number of complaints made about staff working in repairs and the contact centre.



✓ All staff must attend customer care training and this will be re-run every year.

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 just finished another topic:



Communications with tenants

We are also soon to start on a new topic:

Void properties



Work will start on the new topic in October 2022

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