



Spotlight on... Repairs Service

We aim to ensure that you are satisfied with the way we deal with your call when you first report your repair

96%

Of customers surveyed agreed that we did

We aim to Arrange a convenient appointment time with you and keep it

96%

Of customers surveyed agreed that we did

The tenant scrutiny group are currently looking at repairs and are paying particular attention to the communication between us and our customers. Please look out for this report in the Autumn.

We aim to complete The majority of repairs On the first visit

70%

Of customers surveyed agreed that we did

We aim to be polite when we visit your home & clean up after ourselves when we have done work at your home

98%

Of customers surveyed agreed that we did

This figure has improved because of the information you give when you report the repair and from the customer profiling data we have been collecting—we are able to use your access requirements more effectively



Of these customers, 80% said they were given a reason why and kept informed

We are still working to reduce the number of avoidable returned visits and improve the communication when we cant avoid a return visit