

JULY 2023



OUTCOMES REPORT FROM TENANT SCRUTINY SURVEY ON 'LIFE OF A REPAIR'

BACKGROUND



Ochil View Housing Association set up its first ever Tenant Scrutiny Group in early 2023.

The group, an independent body of Ochil View tenants, are tasked with reviewing areas of their landlord's services and putting forward recommendations for any improvement.

The group chose 'The Life of a Repair' as its first topic. This was an in-depth look at how we provide our repairs service, from the initial communication through to post-repair feedback.

As part of this exercise, the group were keen to gather wider tenant perspective on the service and arranged for a survey in June & July 2023.

This report provides details of tenant responses and how this information will be reviewed and utilised into the group's final overall report.

THE SURVEY OUTCOMES

At their June 2023 meeting, the Tenant Scrutiny Group reviewed and approved the questions for this survey. Tenants were issued the survey via CX-Feedback, either by text message or email and had 3 weeks to complete. A £100 voucher was offered as a prize to one entrant.

1329

surveys issued to tenants

481

survey returns

36%

return percentage

This represents a significant survey return, indicating again the benefits of using the CX-Feedback survey system as it provides easy methods for completing the surveys, as well as periodic reminders to those still to do so.

Question One: Please tick all the options you are aware of when it comes to reporting a repair.

By Email

237

Via Live Chat

119

By Phone

452

In Person

261

Via My Home

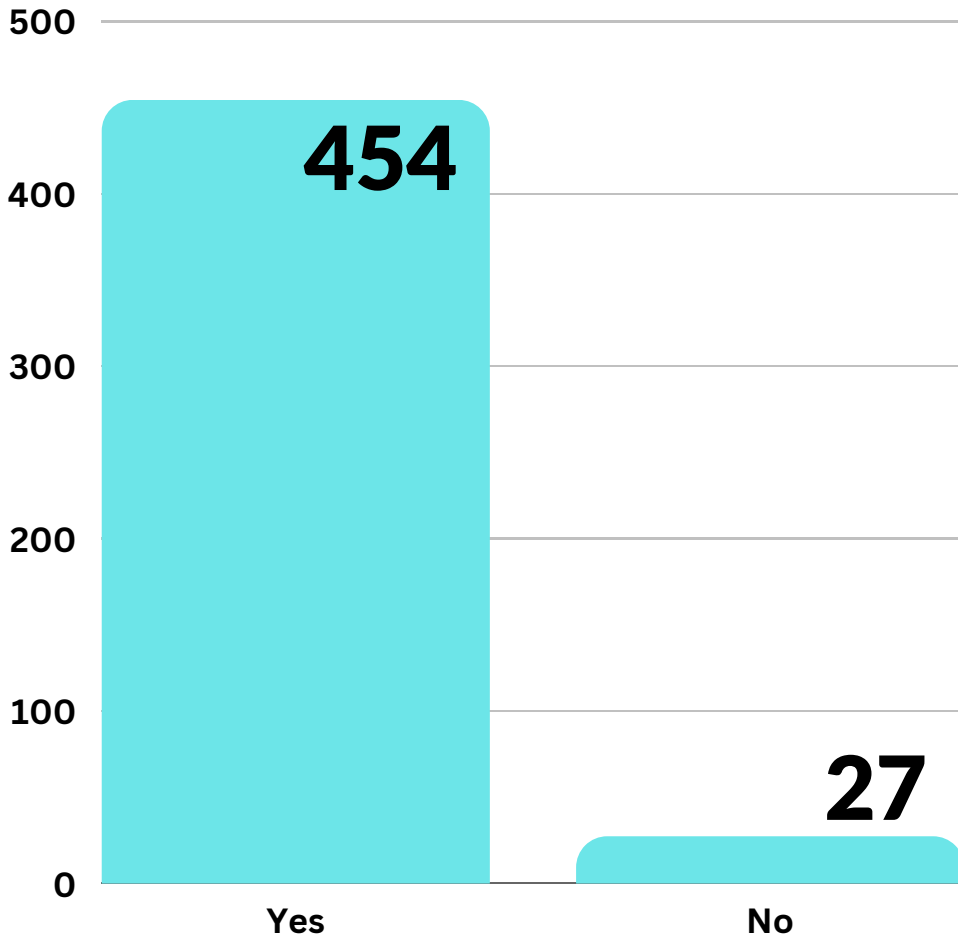
250

None of Above

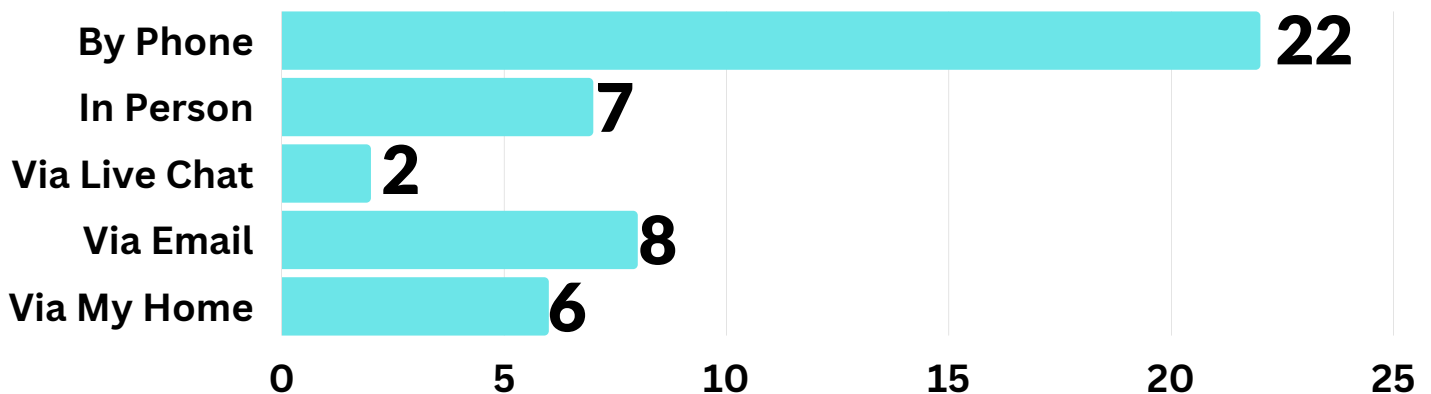
3

THE SURVEY OUTCOMES

Question Two: Have you ever reported a repair as an Ochil View tenant?

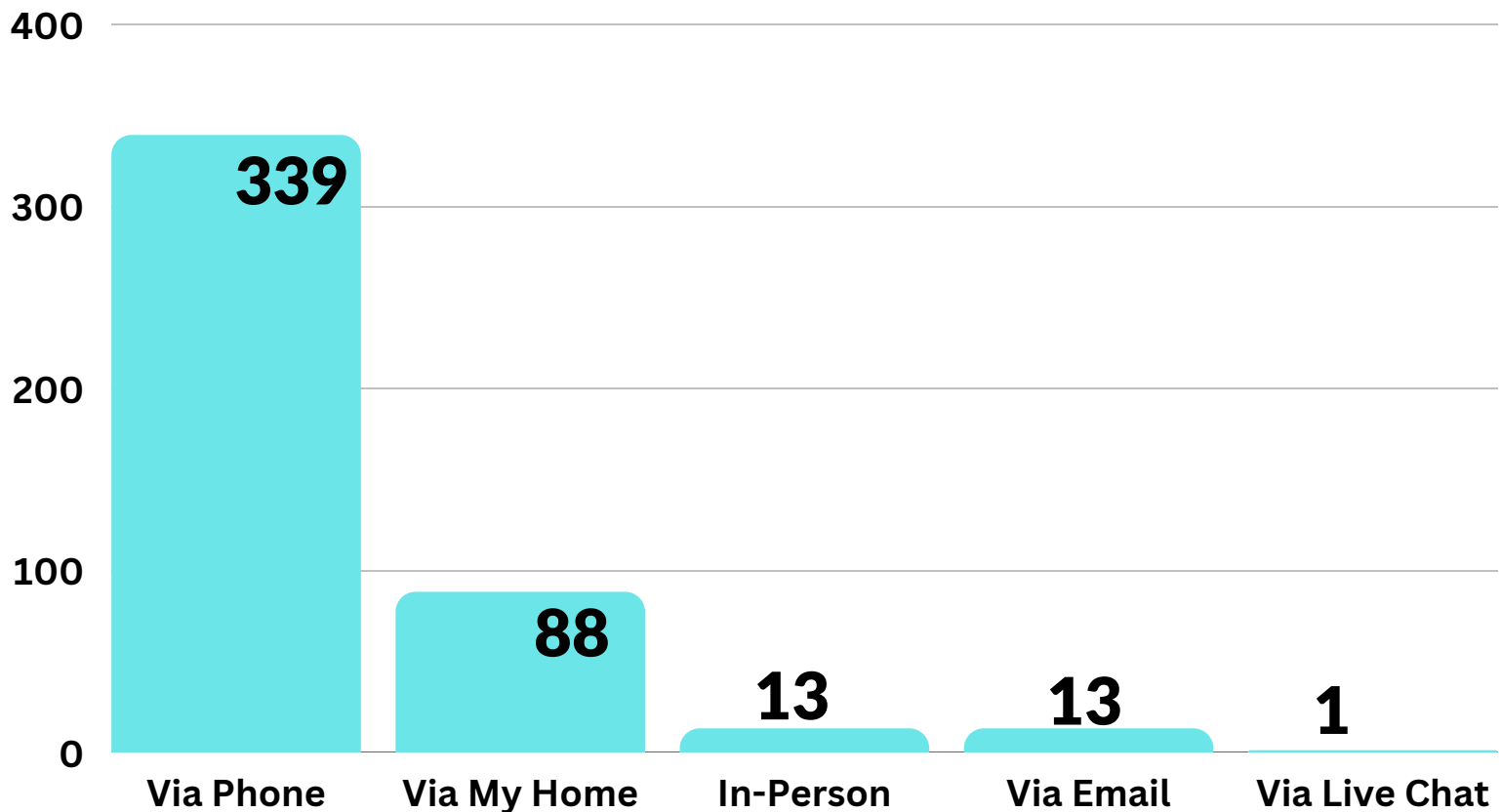


Question Three: What would be your preferred method if you were to report a repair in the future?

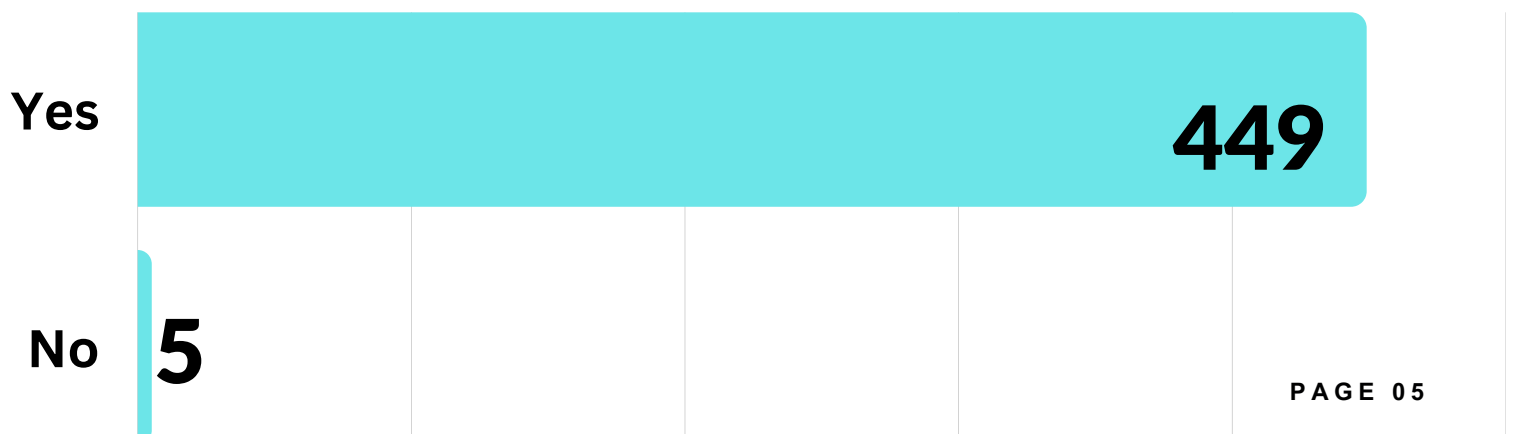


THE SURVEY OUTCOMES

Question Four: If you reported a repair in the past, how did you report this?



Question Five: Our aim is for staff to be polite, knowledgeable and helpful when it comes to helping tenants report a repair. Did you find these standards were met?



THE SURVEY OUTCOMES

Question Six: If these standards weren't met, what could have been done differently?

5 additional comments

Nothing ever gets done ur staff say everything is police matter when there tentents cause the damage

The last call about the bollard knocked over in Coalville gardens wasn't easy to report as whoever was on the phone wasn't very good with English.

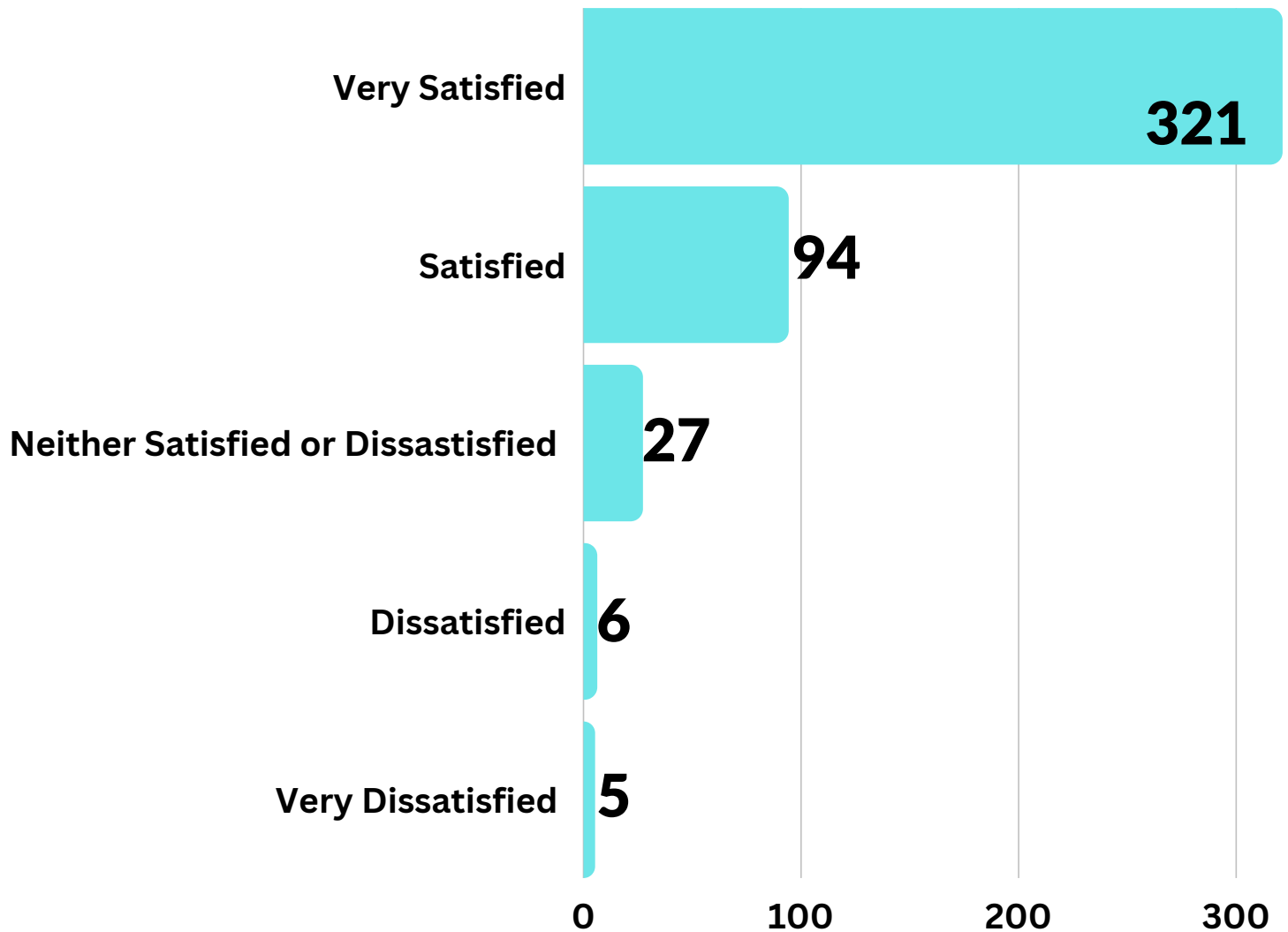
Previous repair contractors marked repairs as done when the were not.

When I reported the mistake I was then told that they had " tried to get a hold of me but couldn't" by the phone operator. Again, this was not the case. The repair has still not been completed 3 months later.

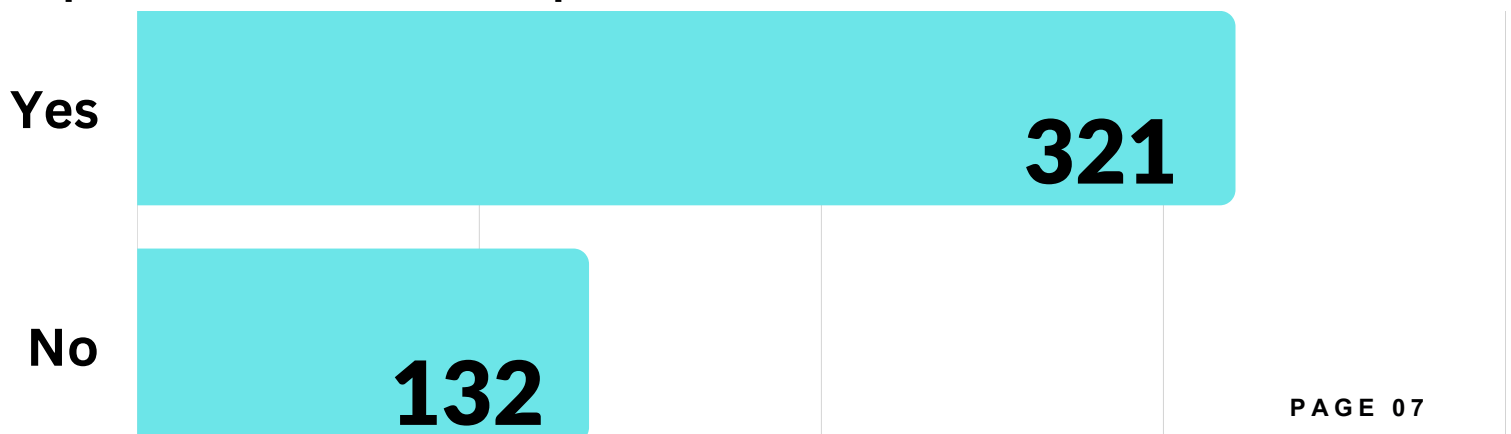
Contractors phoning before coming to repair to make sure at home as some tenants work and can't always be home when they come.

THE SURVEY OUTCOMES

Question Seven: How was the general communication between Ochil View Housing and yourself throughout the repairs process?



Question Eight: Did we communicate with you after the repair work was completed?



THE SURVEY OUTCOMES

Question Nine: If you found the communication dissatisfying/very dissatisfying, please provide us with some brief information on how we can improve this in the future.

11 additional comments

None of the work has been completed never returned calls

I reported several repairs and heard nothing for over a week. I was then told these jobs were out of date. I dealt with 3 different people, no follow up or system in place. There needs to be a system in place where tenants are kept in contact re making appointments for repairs and called after the scheduled job.

To notify residents that works are going to be carried out

Ashleigh was exceptional but the contractors were terrible . No communication and repair still remains incomplete resulting in anxiety for myself

Happened a few times in regards to washing machine, faulty, not being able to be repaired, taking 8 weeks for a machine to arrive which was faulty

Start to go by the actual Scottish housing regulations

Bollard still not been replaced or inspected as far as I know.

I'm am still waiting for repairs to carried out. Been sitting with a kitchen floor since December and still no action has been taken. Even though I keep calling

THE SURVEY OUTCOMES

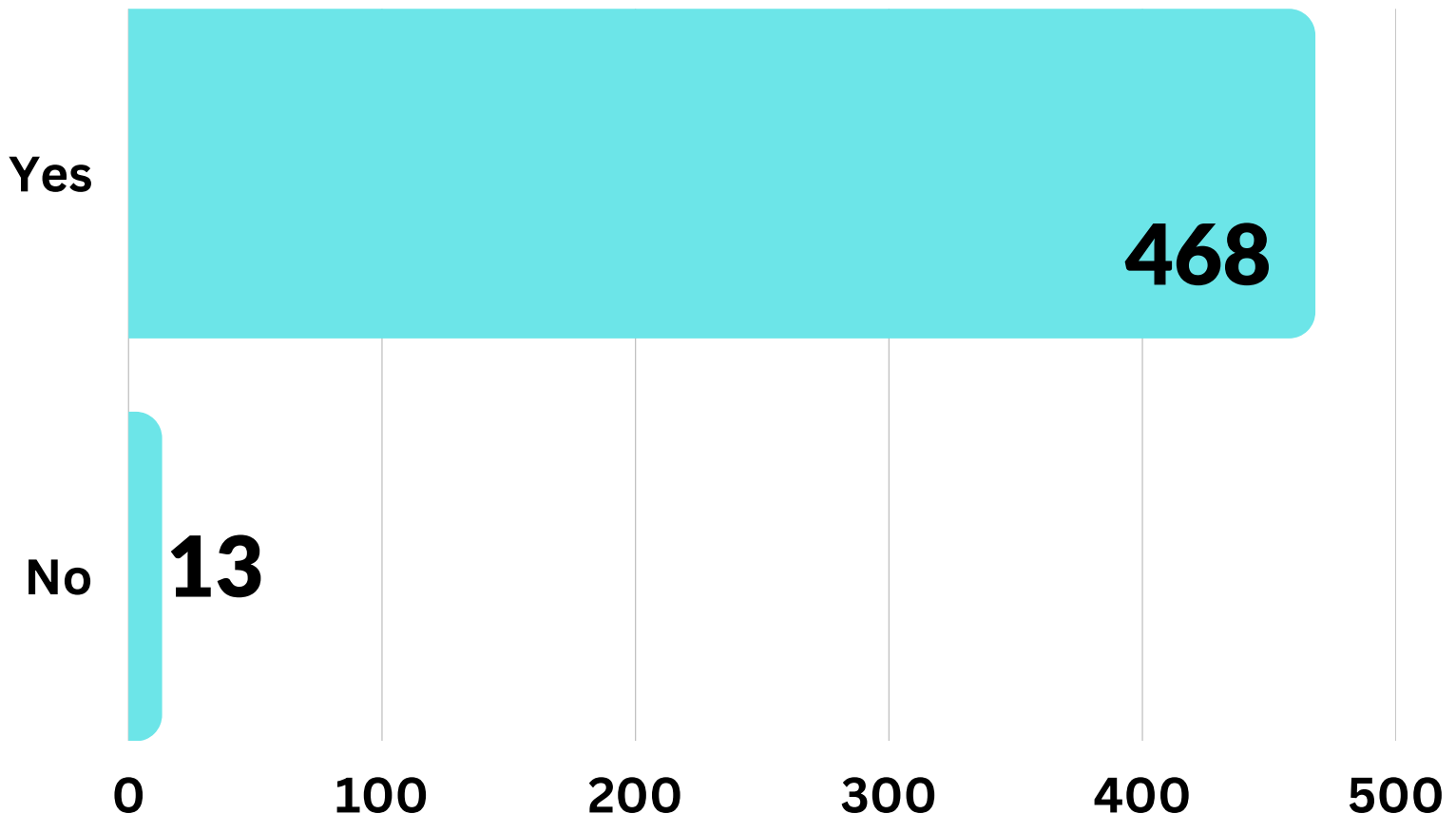
Question Nine(cont):

Exact times of repairs and confirmation email would be good to know a definite booking of repair.

When a tenant phones for a repair to be done please don't have them waiting over a year for it to get fixed.

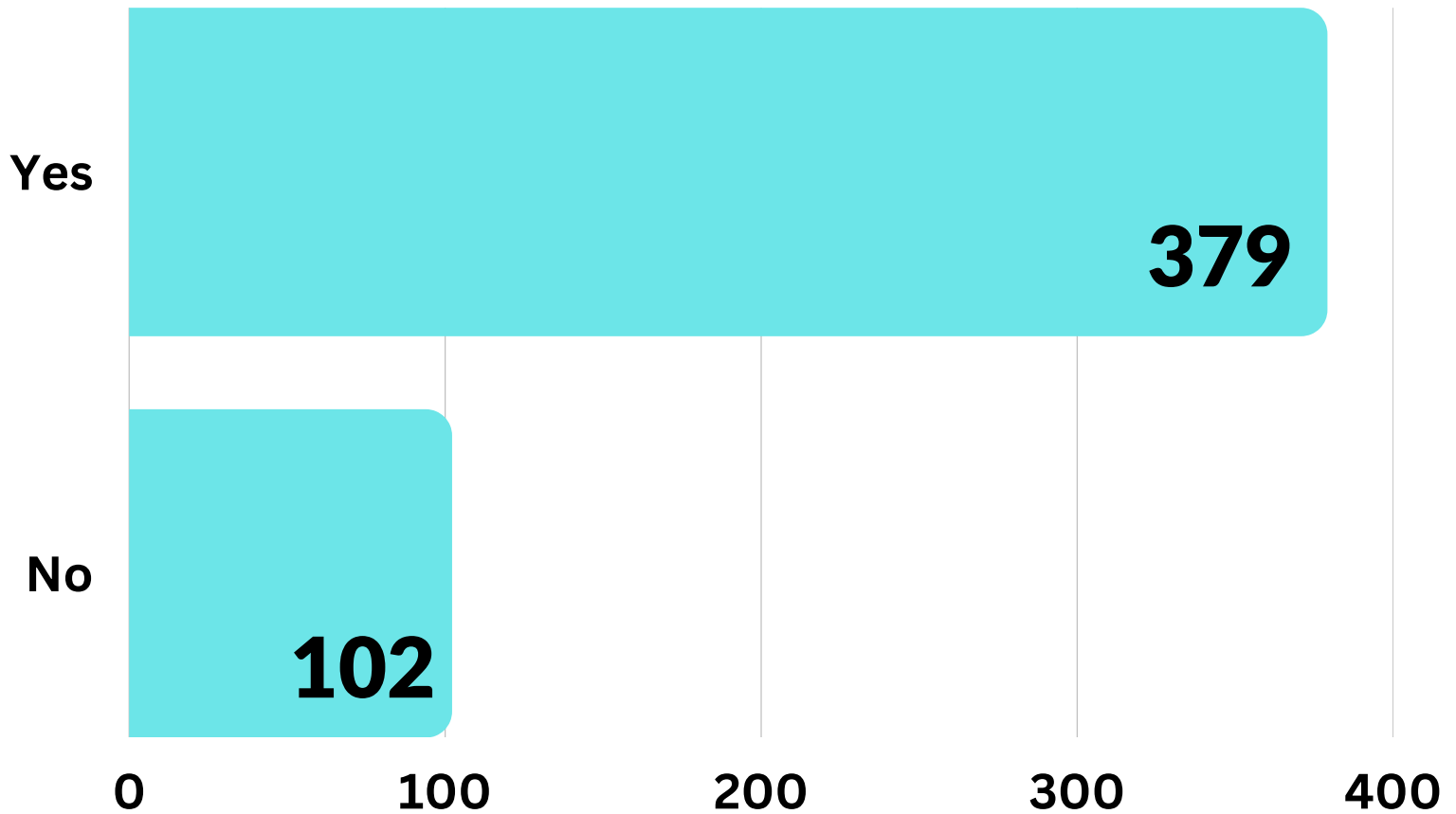
No communication made , repair took over 2 years to be completed

Question Ten: If Ochil View Housing were to consider having their own dedicated repairs team in the future, do you think this would be of benefit to tenants?



THE SURVEY OUTCOMES

Question Eleven: Would you be keen to use our My Home service to report a future repair, if provided with necessary training from one of our Digital Champions?



Question Twelve: Please provide us with any additional ideas, thoughts or comments on the repairs process in the box below.

207 additional comments

THE SURVEY OUTCOMES

Question Twelve(cont):

There were 201 positive comments about our repairs service.

39 provided suggestions on how we could improve our repairs service in the future. A significant percentage of these was around creating more specific timescales for when a contractor will attend the property. There were also several comments relating to follow-up communication following the completion of a repair.

Other suggestions included having a Whatsapp facility to post pictures/videos, utilising more local contractors and one number for all repairs.

12 comments were general enquiries about an ongoing/future repair.

11 commented that they would be in favour of a dedicated repairs team service.

9 stated dissatisfaction around the contractors providing the repairs service.

6 made general negative comments about the repairs service.

226 provided their name and address for the competition.

WHAT HAVE WE LEARNED?



Tenants have a strong awareness of the different avenues available when it comes to reporting a repair.

The vast majority of tenants report a repair via the phone.

We are delighted to learn that a strong majority of tenants who reported a repair found the staff to be helpful and knowledgeable. Over 400 were happy with the general communication throughout the process.

With regards to the option of potentially introducing our own repairs service in the future, this proposal was met very favourably by tenants.

There was interest from a large number of tenants in using our My Home service to report repairs in the future.

Lastly, we received a substantial number of additional comments, with lots of positive feedback. There was suggestions around contractors providing more specific times for attending and in relation to the service being done in-house.

WHAT NEXT?



Thank you to all tenants who took part in this survey on the repairs service.

This Outcomes Report will be reviewed by the Tenant Scrutiny Group. They will analyse the findings and utilise this when forming their final Scrutiny Report on the 'Life of a Repair'.

Both this Outcomes Report and the Tenant Scrutiny Report will be made available to all tenants and staff in due course.



Ochil View Housing Association
Ochil House, Marshall, Alloa. FK10 1AB
General Enquiries Tel: 01259 722899
customerservices@ochilviewha.co.uk

The Association's registered Scottish Charity number is SC033130.