



Is Every Repair an Emergency?

Peter Hatch and John Barnes



Who are we?



Communicate to Improve

Ask the customer



housing solutions

It's an Urgent Repair!



housing solutions

Priority System

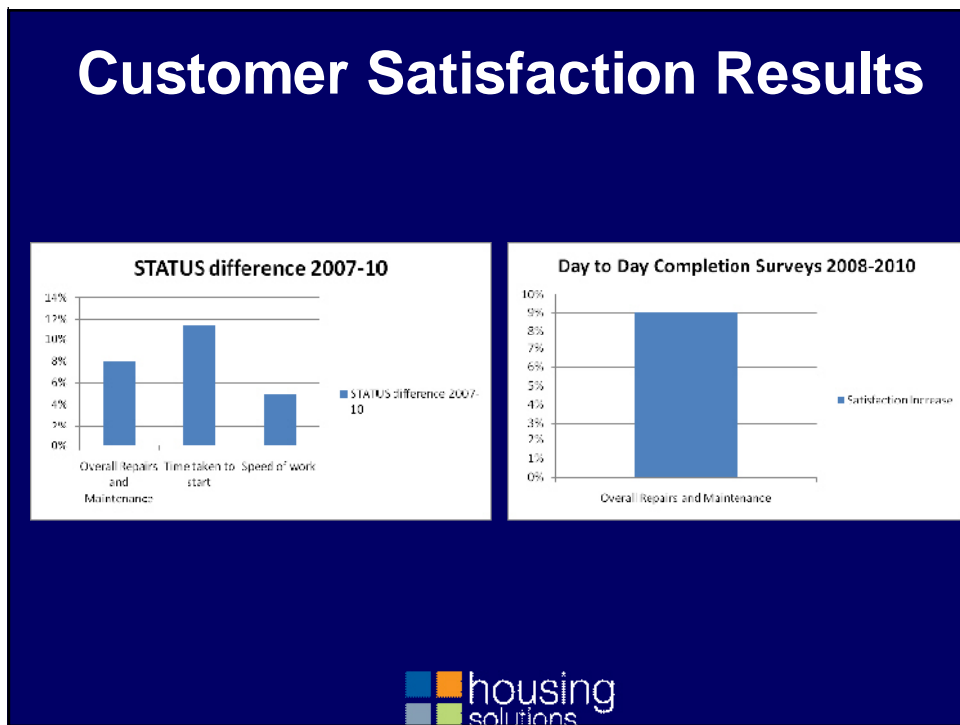
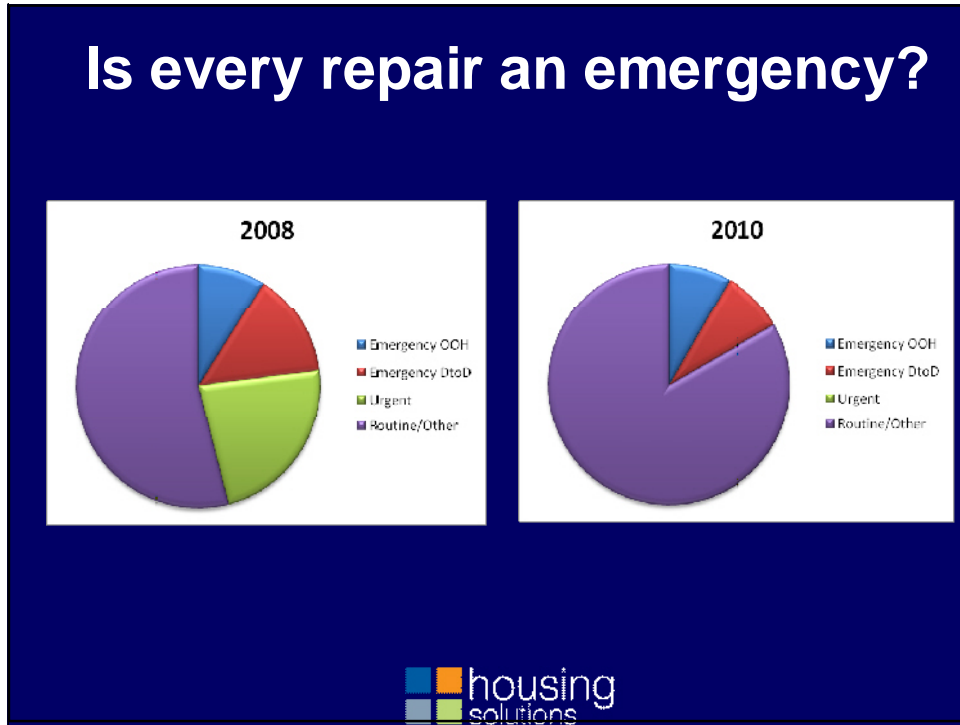
- 80 residents were given a list of 50 common repair requests and asked what priority each should take. How many different priorities came up?
- How many did they all agree on a single priority for?

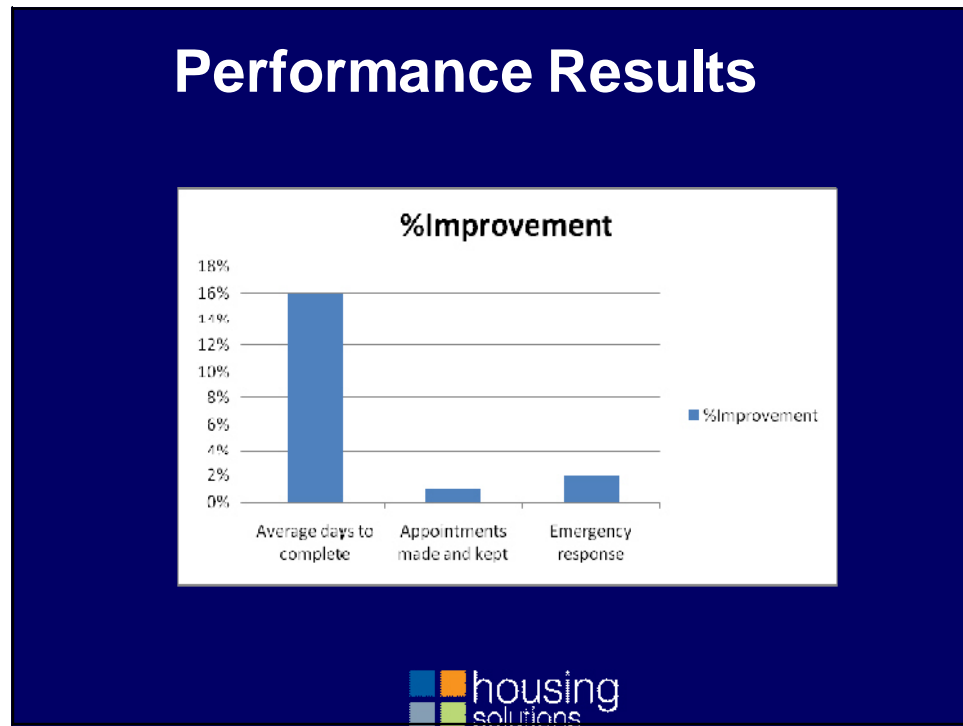


The Appointments Change

- Remove repairs priorities
- “When would you like this done?”
- Four hour emergency response
- Don’t close jobs until complete
- Don’t leave without rebooking







- ## Lessons learned
- It works! But stick with it...
 - Change takes time
 - Support the advisor
 - Following-up on misuse
 - Wider improvements
 - Cost
- housing solutions

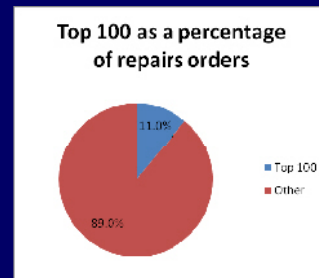
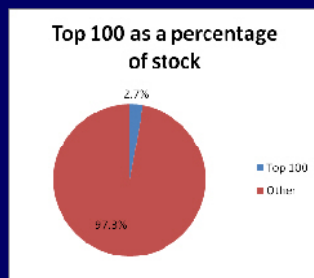
Cost Control

- We have met our commitment to keep costs within the existing budget, while improving service:
 - Reduction in aborted visits
 - Challenging high usage



High usage homes

What % of repairs of the c. 13,000 repairs carried out during 07/08 were requested by the top 100 households (2.7% of total GN/Sheltered stock)?



The problem

- Average home has 3.5 repairs a year
- Top users generate more than 1,400
 - 12 per cent of all responsive repairs expenditure
 - at a total cost of nearly £160,000 a year



The solution

- Annual maintenance check of property including basic servicing of key components
- Carry out any necessary repairs
- Give the customer a basic tool kit and free energy saving light bulbs
- DIY advice



Customer incentive

- £100 no claims bonus paid if:
 - customers did not use the repairs service over the next 12 months (excl. Emergency)
 - their home was still in good condition
 - they had a clear rent account
 - a valid gas safety certificate
 - no neighbour nuisance issues



Customer response

- 66 customers agreed to take part
- 64 reduced their use of the repairs service
- Repairs dropped by 62 per cent
- 6 customers qualified for the £100 bonus
- 14 customers received a smaller bonus
- 34 customers did not accept our invitation to take part but nearly all independently responded positively and reduced their use of the repairs service



Customer feedback

- 92% were satisfied with the scheme
- 100% said it should continue
- 84% found it helped them to reduce responsive repairs
- 100% said the £100 bonus was a good incentive



We spent

£11,900

- £4,100 on inspections and repair kits
- £900 on bonus payments to customers
- £6,900 on catch up repairs



We saved

£87,000

on responsive repair costs for the top 100 users of the service.



A temporary change?

- Over two years since the first MOTs
- Usage of the original top 100 still over 40% less than pre MOT
- An additional 100 users offered the service during year 2
- % reduction in usage in line with year 1



Key findings- profile

Households in the top 100 more likely to include:

- Disabled customers who reported being challenged by some small repairs
- Single females who told us they lacked basic knowledge of DIY or tools
- Customers with other underlying causes of dissatisfaction



Key findings- approach

- Get good data over a suitable period
- Consider follow up visits carefully
- Bonus payments are contentious
- Thinking about zero usage
- Possible to provoke a positive response just by sending a letter
- No strong links to planned maintenance activity
- Flexible approach to the content of the visit



What next

- Continue the service for top users
- Further development of tailored services for particular groups
- Highlight excessive usage and monitor
- Reduced appointment windows
- Web self service



Questions and Discussion

