

Review of Customer Experience of Reporting Responsive Repairs

Background

The Customer Experience Team made the panel aware of the high level of complaints being received by Platform Housing Group relating to responsive repairs and asked the panel to investigate.

Objective

- To review the reporting of responsive repairs.
- To seek to understand the experience of the Platform customer in this process.

Scope

- Review the policies relating to repairs and maintenance.
- Meet with Customer Services Team Manager, Customer Service Advisor, Resource Scheduling Team Leader, Resource Scheduling Manager, Service Manager, Supervisor (PPC).
- Commission and complete a customer survey on their experience reporting repairs.
- Note the findings of the mystery shopper project (completed in February 2021).

Conclusions

- Staff working from home causing inconsistent outcomes by providing different and often incorrect information which leads to ineffective communication.
- Contact centre staff rely too much on emails, rather than having a discussion with planning team by picking up the phone.
- Difference in working hours between contact centre and planning team.
- High occurrence of incorrect tradesperson attending property, due to poor communication or lack of understanding.

- Poor level of communication back to the customers on progress of works.
- Lack of tradespersons showing their identity card.
- Contact centre not offering appointments for repairs, as stated in Repairs and Maintenance Policy, p.6.
- Some works being carried out which were customers responsibility, as stated in Mystery Shop Project: Contact Centre Advice, February 2021, Conclusion: ‘...some of the calls did result in a repair job being raised this could be having an implication on the maintenance budget and operatives time attending jobs that aren’t Platforms responsibility.’
- Reporting repairs on the Portal doesn’t give the opportunity to describe the repair in detail.
- Survey ‘How satisfied were you with the whole process from reporting the repair up to the repair being completed’ - ‘Very Unsatisfactory’ response = more than 55%.

Recommendations & Response

Recommendation	Response
<p>Contact Centre staff would benefit by working in the office on a rota basis</p>	<p>The contact centre are contracted homeworkers. The management team attend the offices weekly and Advisors attend for one to ones, coaching feedback, ad-hoc meetings and training. The contact centre meets collectively in person on a monthly basis. Office attendance is scheduled to increase following rollout of the newly updated Platform One system in February 24.</p>

Recommendation	Response
<p>Working hours for contact centre and planning team to be synchronised</p>	<p>Planning working hours are 8.00am-4.30pm and Contact Centre are 8.30am-5pm.Planners are required to start at 8am in line with the operational resource. The planning team already work a 40hr week in comparison with the 35hr week worked on Platform Hub so we are unable to increase their working day, and in order to maintain the service delivery to the operational team and customers the planners are required to be online from 8am until 4.30pm as both the morning and end of the day are the busiest times of the day. We are therefore unable to put a rota in place due to the volume of work. With the introduction of the new DRS, this gives the Hub team greater visibility and with the OOHs service now being delivered in house this allows a better customer experience.</p>

Recommendation	Response
<p>Customers to be asked for more detail (e.g. shower manufacturers name etc.) when reporting a repair, and encourage the use of customers providing photographic evidence where possible (this will have PHG software/time/staff implications), to enable a right first time approach</p>	<p>New repairs diagnostic designed into Dynamics system (go live in Feb 2024), will enable CSA's to gather detailed repair info to enable correct tradesperson to be sent/attend property.</p>

Recommendation	Response
<p>Introduce a checklist system that includes for communication with the customer at each stage of the process of the repair (new appointment needed, awaiting part etc.)</p>	<p>New Dynamics system will track repair progress and information will be more easily accessible. We have now launched appointing from site which when a follow on is unavoidable the attending on site operative is able to make and confirm a new appointment with the customers. Ensuring they are left understanding the next stage of the repair. This will also feedback into the new dynamics system</p>

Recommendation	Response
<p>Manager/supervisor to remind tradespersons that it is essential they show identity cards on arrival at properties</p>	<p>This has been delivered to all PPC staff and is monitored as part of the solo protect usage, as the solo protect is what carries the badge.</p>

Recommendation	Response
<p>All responsive repairs requests should be given an appointment, as per the policy</p>	<p>This has seen a significant improvement and with the launch of the new dynamics, the appointments are within the workflow of the one system this is set to see even further improvements.</p>

Recommendation	Response
<p>Greater adherence to the policy on repairs that customers are responsible for, via staff training to eliminate this issue</p>	<p>New repairs diagnostics in Dynamics has logic built in to it which will prevent repairs being raised (e.g. toilet seat replacement for general needs), the system will flag that it is customer responsibility.</p>

Recommendation	Response
<p>Add in the ability to report more information and detail on the Portal, for improved communication and results</p>	<p>The Portal has been updated (Summer 2023) to a new form to allow customers to describe the repair required. It is no longer too specific (which was previously not accounting for all repair types).</p>

Recommendations	Response
<p>PHG should keep more information on the computer system which states what is fitted in their properties (e.g. make of boiler) and confirmation of this could be added in to the contact centre script</p>	<p>If the information has been collected and present on Open Housing, it will be pulled through to Dynamics and CSA's will be able to see it. Stock condition surveys will help in collecting this information.</p>

