

ASTER GROUP

Customer Scrutiny Panel Report

Report title:	Responsive repairs scrutiny
Date	January 2017
CSP Grade	Customers can have some confidence in this service. Recommendations made to improve in some areas.

Report Summary of Key Points

The CSP wished to examine and review the following:

- All data available on how effective the service to customers is.
- The cost of providing the service to ensure VFM is being achieved.
- Customer complaints to ensure these are used to improved services.
- Check what information on the repairs service is available to customers.

Risks to Customers and Aster

Customers

- Dissatisfaction with the timing and quality of repairs which may then influence how customers think about other Aster services.
- Lack of information about the repairs service, what can and what can't be considered as a repair.

Company

- Ineffective financial and operational controls
- Ineffective Procurement and Contract management of maintenance related works, materials and services
- Lack of customer satisfaction in the service

Recommendations:

- The CSP consider that asking a direct question of whether the customer was satisfied with the actual repair would give a clearer indication of customer satisfaction with the repair itself.
- As the 80% target figure for customer satisfaction is being consistently exceeded consideration should be given to increasing the ORS satisfaction rate to at least 85%.
- Information referring to how to make a complaint should be included in both e-zine and quarterly mail shots to ensure that customers are aware there is a complaints process and how it works in practice
- Advise customers in the e-zine or quarterly mail shot that the repairs handbook is available and give the link to it. Clear signposting from the web-site would make access easier for customers.
- Ensure issue and review dates are shown on the repairs handbook
- All procedures and manuals should show both issue and review dates.

- Include requests for repairs generated from “My Account” into procedures to ensure the fullest possible picture of repair requests are available.

Customer engagement

- The Aster Customer Scrutiny Panel (CSP) meets the co-regulation requirement for landlords to support effective independent scrutiny by tenants of its landlord’s performance, and the company provides the administration support for the panel to be effective.
- There is a specific Repairs and Voids core group which involves up to eight customers and meets 4 times a year. They give their views on how the service is performing.

Conclusion

The CSP consider that the responsive repairs service is likely to be one of the most important services customers receive; it also brings customers into direct contact with the company and its employees by which they may judge the quality and response from Asters service team.

The CSP readily acknowledges the hard work that goes into the planning and delivery of repairs and customers overall receive a good service from the company, especially commended are the frontline operatives.