



Involvement Project Major Works Focus



Kathryn Holmes – Customer Voice Co-Ordinator
Customer Voice and Value Team
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Background and approach

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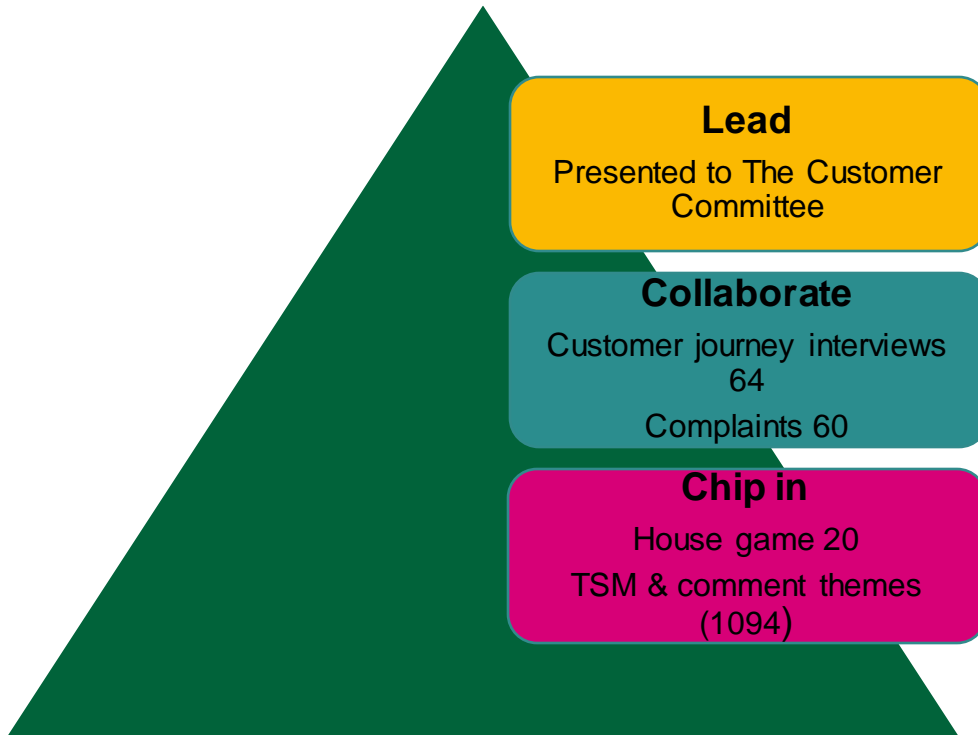
- The scope of the project was to find out how customers felt from first being told they would be having a major work to their home through to the work being completed.
- To identify which works to the home are a priority for our customers.
- To identify any trends of dissatisfaction and feedback to help us to improve our approach to planned works.

Approach

- We conducted a customer journey mapping exercise with tenants who had recently had a major work/works done on their home.
- 64 tenants who had works (March to June 2023) completed the in depth survey comprised of open questions, either in person or by telephone.
- 421 major works jobs were completed meaning a sample of 15% of customers
- Through the mapping 52 customers were identified who would be interested in feeding back further in relation to Major/planned Works in future consultations.
- We consulted with customers at community events about how they would prioritise spend on their home using a house game. 20 people took part
- Themes of dissatisfaction and feedback from complaints and the TSM survey were also looked at.

Background and approach

Engagement pyramid



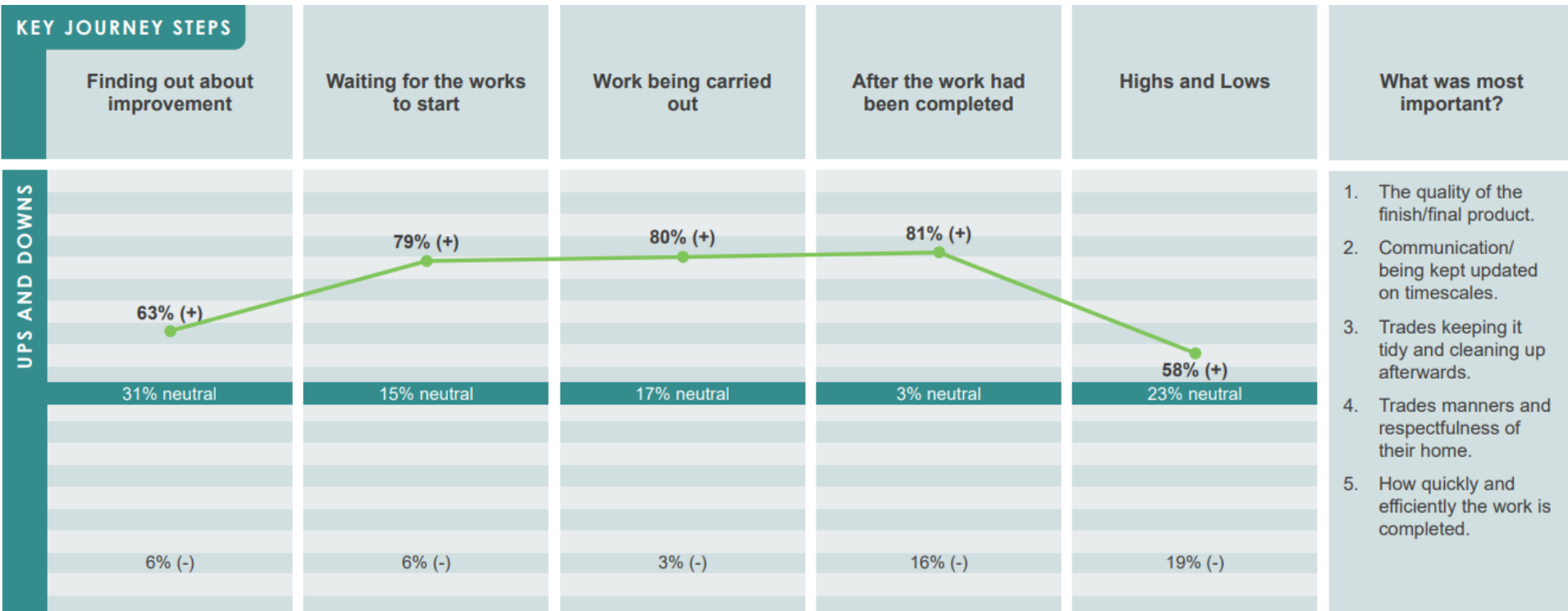
The majority of views are through 'chip in' with fewer customers more actively involved in collaborative engagement.

This complies with a representative sample based on market research methodology that you should aim for a 95% confidence level and 5% margin of error. (we need 383 surveys to achieve this)



Findings

Findings



I was over the moon; I could have had a little dance!

Quite surprised by amount of dust, even with dustsheets being used

The trades on site were really good, very efficient, really polite, and helpful

Not happy, didn't tile all the way around the bathroom as it was before

Findings

Complaints and surveys

Tenant Satisfaction Survey (Q1 2023)

How satisfied or dissatisfied are you that Wrekin Housing Group provides a home that is well maintained?



Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the Wrekin Housing Group provides a home that is safe?



Is there anything else you would like to say about your home and/or the services the Wrekin Housing Group provides? If you are dissatisfied with anything, please tell us here:

In Qtr 1 ten (19%) negative comments were made relating to planned/major works

Where comments are received in the survey relating to planned works these are in the main customers asking when an element will be replaced – for example tired kitchen/bathrooms.

Findings

Complaints and surveys

Complaint themes

Major/ planned works receive relatively low numbers of complaints and don't feature in the top three areas of complaints raised. Communication is the top theme throughout the complaints received and where delays are a theme better communication around any rearrangements would be beneficial.

Last financial year – 22/23 **47** complaints received

Qtr 1 – 2023 **13** complaints received

COMPLAINTS Q1

- 13** Complaints of which two are traffic issues and one a service request.
- 5** Related to poor communication around updates and works
- 2** Related to contractors turning up unannounced/delays
- 2** Relate to quality of parts / finish
- 1** Contractor forgot to collect safety fence
- 1** Request for mobility alterations

Findings

Summary House game



Customers placed 10 stickers on the house to prioritise works. This will help shape thinking on programme priorities and rent setting considerations.

Findings

Findings and Opportunities for improvement

- Customers were overall satisfied with how planned/ major works are completed.
- Fewer customers are satisfied at the start of the planned works process meaning opportunity to improve process and communication here.
- Priority works for customers will be considered as part of our thinking on rent setting and budget planning
- Through the TSM survey 86% of customers are satisfied with their home
- The main theme through complaints is lack of communication, causing frustrations, and some issues with contractors, for example not communicating when they will come to the property.



Recommendations and actions

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Recommendation	Action	Impact/aim	Timescale	Lead
Improve up front communication and timelines for works.	Set up a working group to explore the front end of the process with the Operational Services & Property team.	To give customers a clear idea of timescales for repairs led works.	December 2023	David Hall & Kathryn Holmes
Better inform customers of the process of works	Explore the use different media or update leaflets to explain the process of common works.	Customers to be able to easily access information about the works they are having.	March 2024	Kathryn Holmes & Joe Scurr, Morgan Brookes, Nick Pike, Marketing
Staff to be aware that customers energy bills may be a concern	<ul style="list-style-type: none"> • Training/awareness at team meetings that tools should be fully charged and if recharging is required to ask permission. • Ensure customers are aware if windows and doors need to be open • Consider discretionary vouchers as compensation. 	To reduce the impact of energy costs.	On going	David Hall & Property Team (staff/contractors going into homes)

Recommendations and actions

Recommendation	Action	Impact/aim	Timescale	Lead
Better explain the tile coverage for bathrooms	<p>Use visuals to explain the coverage of tiles.</p> <p>To be added to the planned bathroom aftercare leaflet & given before works start.</p> <p>Inform customer of tiles used and where they can purchase more.</p>	To better manage expectations of the tile coverage – as not always like for like.	March 2024 (Links to Better inform customer of the process of works)	David Hall, Morgan Brookes, Marketing
Reduce the level of dust created by works	Explore better dust extraction. For example, hoovers, attached to tools.	Improve customer experience and reduce cleaning levels.	On going	Joe Scurr, Morgan Brookes, Nick Pike
Next steps				
Recommendation	Action	Impact/Aim	Timescale	Lead
Explore in greater detail customer priorities for planned works.	<p>Ask more customers what works to their home are a priority to them. Via a digital survey.</p> <p>Do customer priorities align new Decent Homes Standard, stock condition survey data and business plan budgets?</p>	Understand if the business priorities and those of customers are aligned and if not are the reasons for this communicated.	November/December 2023	Kathryn Holmes, Joe Scurr
Service standard review	Agree a standard/responsibilities for key items externally and major works.	Create clear communication of responsibilities for Wrekin and tenants.	On going	David Hall, Nick Grubb



Measuring success

Measuring success

Measures

- Improved customer satisfaction with major works

Monitoring

- Consumer standards self assessment
- TSM reporting quarterly
- Complaints numbers