

KEY JOURNEY STEPS		Finding out about improvement		Waiting for the works to start		Work being carried out		After the work had been completed		Highs and Lows		What was most important?	
UPS AND DOWNS	63% (+)		79% (+)		80% (+)		81% (+)		58% (+)		<ol style="list-style-type: none"> The quality of the finish/final product. Communication/ being kept updated on timescales. Trades keeping it tidy and cleaning up afterwards. Trades manners and respectfulness of their home. How quickly and efficiently the work is completed. 		
	31% neutral		15% neutral		17% neutral		3% neutral		23% neutral				
	6% (-)		6% (-)		3% (-)		16% (-)		19% (-)				
KEY MOMENTS OF EXPERIENCE	<p>A fairly positive feeling from most tenants.</p> <p>Many of the comments suggest tenants felt more neutral about safety works such as EICR and fire door replacements as these were essential and less intrusive works.</p> <p>For the larger jobs like bathroom/kitchen replacements, some felt there was a lack of communication between finding out about the work and the commencement date.</p>		<p>Overall, most tenants were very positive about the waiting time as they felt the wait time was minimal and the communication, in most cases, was very good.</p> <p>Many felt they were given ample notice time of the start date to move any furniture etc... so the area was ready for the works to commence.</p>		<p>Another positive response for the time the work took place, most comments about the trade's polite manners and respectful attitude towards homes.</p> <p>In addition, many were satisfied with how clean and tidy their properties were kept during and after the process and how quickly the works were complete.</p>		<p>A high level of satisfaction from many, comments such as "over the moon".</p> <p>Nearly all tenants advised they were happy with the works.</p> <p>There were a few where follow on jobs were required, but again most were satisfied these were also completed quickly.</p> <p>Some frustrations over the level of dust left as they felt it was not well communicated at the beginning.</p>		<p>Slightly lower satisfaction, however many of the comments suggest it's not dissatisfaction, but many felt indifferent to the works; "I think the questions in this survey are attaching too much emotion to these questions, it was just a new door installation".</p> <p>Many were happy with the completed work as it brightened and improved their home.</p> <p>Lows for many were putting things away and the initial waiting time.</p>		<div style="background-color: #FFC000; border-radius: 50%; width: 100px; height: 100px; display: flex; align-items: center; justify-content: center; text-align: center;"> <p>Sample number of 64 tenants</p> </div>		

KEY JOURNEY STEPS	Finding out about improvement	Waiting for the works to start	Work being carried out	After the work had been completed	Highs and Lows	Customer ideas for change
GOOD	<p>Yes, quite happy to find out I was getting a new door</p> <p>Very happy to find out having new bathroom</p>	<p>Happy with six weeks wait, very good</p> <p>Given enough notice to clear spaces</p> <p>Everything was communicated to me</p>	<p>The trades on site were really good, very efficient, really polite, and helpful</p> <p>Couldn't tell they were here, but were and were cracking on</p>	<p>Really pleased with the end product</p> <p>I was over the moon when the work was completed, I could have had a little dance!</p>	<p>Communication was good</p> <p>The guys were so considerate and accommodating</p> <p>Enjoyed the company of the engineers</p>	<ol style="list-style-type: none"> 1. Communication could be more frequent before and during the works. 2. Workmen could tidy better once job is complete. 3. Style / finish of the work (i.e. type of bath or tiles).
BAD	<p>Found it frustrating to wait but accept there is a process to follow</p> <p>Disappointed at this as felt door wasn't a priority</p>	<p>New door being fitted, not a huge amount of emotion involved</p> <p>Bit short notice but didn't mind</p> <p>We did wait a long time, but understand</p>	<p>Workman rude when they accidentally cut through internet cable</p> <p>First trade that came didn't really do enough, he tended to finish at 3pm and kept leaving site to collect materials</p>	<p>Quite surprised by amount of dust, even with dustsheets being used</p> <p>Not happy, didn't tile all the way around the bathroom as it was before</p>	<p>Having to wait an extra couple of days for the decoration works to be completed</p> <p>Emptying the cupboards</p>	<ol style="list-style-type: none"> 4. Consideration for energy bills when carrying out work. 5. Communicate that windows and doors may need to be open during the works.
SOLUTION HUNTING	<p>On a whole, comments didn't point towards many changes being required, however more information at the beginning and before the commencement date may alleviate frustrations for some.</p> <p>Investigate the front end of the process between Operational Services and Property Team, to explore if improvements can be made. If works are repairs led, do Trades and Maintenance Supervisors understand programmed works timescales for each work area?</p>	<p>Waiting periods seems to be a small frustration for some, however most tenants usually understand the reason for this.</p> <p>Continue to communicate with tenants at all stages and keep them informed of any potential delays and timeframes.</p> <p>Explore updating customer works process information in different media e.g. leaflet/ video.</p> <p>Explore optimum time to book works in advance. Can we use text messages or emails to help communicate?</p>	<p>With the exception of a few tradesmen upsetting or in the opinion of the resident being rude, which can be addressed on an individual basis; none of the comments or responses suggest changes need to be made.</p> <p>Ensure any dissatisfaction is logged on Cadre so that any negative themes can be identified.</p>	<p>Residents would like more detail on kitchen/bathroom specs, as a common frustration was the lack of tiling in comparison to what they had before - consider adding an image of the spec to the aftercare leaflet, and distribute before works start.</p> <p>Inform customer of tiles being used and where they can obtain more at an additional cost.</p> <p>Communicate the level of cleaning we will provide after the works.</p> <p>Explore better dust extraction methods during the work?</p>	<p>Do we have any sort of assisted fund/program to help residents pack up/put back after the works have been completed? This was a common comment throughout.</p> <p>There is potential for staff to use volunteering time to support.</p> <p>Where the works are taking place on a scheme, are managers being kept in the loop? If not could they be?</p>	<ol style="list-style-type: none"> 6. If possible avoid charging tools at the tenant's home – however ask if this is needed. <p>Note: Will ask at team meetings to see if tools are charged regularly and is this ever a problem?</p> <p>Are trades teams asking?</p>