

Your Views Count

The results of our Resident Repairs Satisfaction Survey 2009



Introduction

We are committed to improving our repairs service to residents and listening to your views on how we can do this. As part of this work, a telephone survey was carried out in March 2009 where 200 of our residents with a recent experience of our repairs service were asked for their views.

Who did the survey for us?

The survey was carried out by 'The Leadership Factor', a company that specialises in measuring customer satisfaction. They have worked with many well-known companies in the UK and their expertise and experience gave us an accurate, independent survey.

Why did we do the survey?

The survey was carried out to find out how satisfied residents are with the repairs service we provide, following the implementation of a pilot scheme between Swan Housing and its now long-term repairs partner contractor, Axis.



What were the results?

Overall Score

Residents were asked to score how Swan Housing deal with repairs and maintenance overall. 83.5% answered 'very satisfied' or 'fairly satisfied', compared to 68.5% in 2008.

What did you say was important?



The questionnaire was based on 10 requirements related to repairs. The survey showed that the areas residents think are most important are: -

- Quality of the work
- Contractors have the skills required to do the job
- Completing the work on time
- Being kept informed of any delays



What were you most satisfied with?



As the chart above shows, the results showed that residents are most satisfied with the following areas:

- Helpfulness of contractors
- Ease of reporting repairs
- Quality of the work
- Completing the work on time

The survey also identified some areas where residents are the least satisfied, these being:

- Being kept informed of any delays
- Length of time between reporting repair and the repair being carried out
- Mutual agreement of the work required to complete the repair

What will we be focusing on in the future?

There will be two key areas that we will focus on in the future. The first is the basics of communication, letting you know the category of the repair and its relevant response time and more importantly advising residents when there is likely to be a delay. To assist with this process, Axis as a business is investing some £3million on upgrading its IT systems. This will allow them to manage repairs in real time and be alerted when repairs could potentially be running late. We can then contact residents and keep them updated. As part of these improvements we will also be considering introducing text messaging to keep residents informed about their individual repairs. Finally, we will be introducing a Residents Quality Panel to help Swan continually gauge residents' views on the quality and satisfaction ratings of the repairs service and to help us shape service for the future.

What will we be doing to address these issues?

The survey has really helped us understand what is important to residents and how satisfied they currently are. We have analysed the survey findings in more detail, together with comments that you made and developed an action plan. The plan includes a number of specific actions which managers will be taking forward over the coming months. This will help us keep focussed on improving our services in each of the areas residents have said are important. A copy of the plan is available on our website www.swan.org.uk or you can request a copy by calling **01277 844242**. We will keep you informed of our progress in The Communicator and on our website.