

Planned Maintenance

Overview:

In October 2013, the Scrutiny Panel asked the Resident Inspectors to look into the Planned Maintenance service that GreenSquare operate as it is approximately two years behind schedule. They wanted to ascertain whether the planned maintenance being carried out was still of a good standard, if work started on the agreed date and the level of resident satisfaction with the work carried out.

Linked to this, one of the top suggestions from the Residents Business Plan feedback form, was being offered more choice of what work is carried out during planned maintenance. It was therefore decided that this question should also be looked into during the inspection.

The first task for the Inspectors was to find out how the planned maintenance team themselves feel that the service is operating. We sent 14 questions to Ken Neale, (Group Planned Maintenance Manager) and Stewart Gayden, (Group Re-Investment Manager). From their answers, we felt some clarification was required, so a meeting was arranged for late October 2013 between inspectors and the planned maintenance team. During this meeting, four main areas were discussed:

- 1) Planned Maintenance schedule
- 2) Communication with residents regarding planned maintenance
- 3) Resident choice and
- 4) The work itself.

From this meeting and the answers we received, a questionnaire was formulated to ask residents who had experience of planned maintenance within the last six months, for their experiences.

Isis inspectors decided to carry out the questionnaire by post, followed up by a phone-call to those who had not replied, whilst Avon and Marden decided to door-knock and ask face to face where clusters of properties had maintenance carried out, and by post for those more isolated properties.

The inspection was carried out during November 2013 with 167 surveys sent out in Isis, 100 surveys posted in Avon and Marden, and a further 100 face to face. If there was no reply, a questionnaire was put through the letter box for the resident to fill in at their leisure if they wished. By our cut-off point of Dec 13th Isis had received 58 (35%), replies via post and telephone, and Avon/Marden, 65 (33%), replies..

Findings:

Residents Questionnaire results:

In all the areas covered by the questionnaire, the majority of GreenSquare residents are happy with the planned maintenance programme. The results have been rounded to the nearest percentage point over the whole group. The group results were as follows:

1. 64% felt they were given a choice of what work would be done, 29% did not
2. 83% were given enough choice of colours etc., 10% were not
3. 91% of the work was completed in a reasonable time, 7% was not
4. 80% of the work started on the agreed date, 14% did not
5. 45% were satisfied how GreenSquare communicated before, during and after the work, 15% were extremely satisfied and 16% were dissatisfied.

6. 77% were satisfied with the quality of the work, 15% partly satisfied and 6% dissatisfied
7. 94% felt the workman were polite and respectful, 2% felt they were only sometimes and 1% felt they were not
8. 77% had no complaints during the work, and 17% did have complaints
9. Of those 17% with complaints – 12% felt they were sorted out to their complete satisfaction, 7% to their general satisfaction and 5% the complaint was not dealt with to their satisfaction

Conclusions:

On the whole, GreenSquare residents are happy with the planned maintenance service offered to them. However, there are two areas, in particular, we feel GreenSquare needs to address as a priority to improve the planned maintenance service:

1. Communication with residents during the work being carried out, and especially, after the work has been completed. Another communication problem is people being told somebody will contact or visit them and this not being followed through.
2. There appears to be an issue with work not being finished, or snagging work not being carried out. The survey results show that some 21% of the residents surveyed reported concerns that the work in their homes for one reason or another had not been fully completed or difficulties arising from the work addressed within a reasonable length of time which, in some cases, were still outstanding and for one resident even after six months. We feel GreenSquare could do much better.

If these two points were addressed, this would lead to less dissatisfaction with the service, and an even greater proportion of residents completely satisfied with the work carried out on their homes.

Recommendations:

We recommend that GreenSquare do the following:

- Implement a system of communicating with a random sample of residents having planned maintenance carried out whilst work is in progress, ascertaining any problems that are likely to arise and pass these onto the work-team in that area, thereby stopping any problems from escalating.
- Implement a system for communicating with residents who have had planned maintenance completed within the past fortnight, note any snagging issues that have arisen and pass this on to the maintenance team for addressing and get feedback from residents on work carried out
- Put in a system that ensures that if a resident is told that somebody will be in touch or visit, that this is followed through and the resident IS contacted/visited as promised.

These three recommendations we feel are the main priorities. We also recommend:

- Residents be given as much choice as budget constraints will allow. Allow residents to choose their own colour, tiles etc., as long as they pay the difference.

<u>Action plan required:</u>	No
<u>Which department:</u>	Planned maintenance, customer service
<u>Key contact</u>	