

RESIDENT INSPECTOR REPORT: 03 August 2011

Westlea In-house Repair Team vs Contractors Customer Satisfaction

The report examines the satisfaction levels of Westlea Residents regarding repairs executed by the Westlea In-house Repair Team vs Repairs executed by Contractors.

METHODOLOGY:

- 1) Met with Repairs Manager, Simon Watson and Donna Mitchell to discuss pre-prepared questionnaire. See Attached Appendix (1)
- 2) Commissioned Market Research Team to carry out Telephone Survey
See Attached Appendixes (2) & (3)
- 3) Questionnaire taken to Older Persons Forums at Wootton Bassett and Calne

FINDINGS:

1. The Repairs Team produced a comprehensive reply to our questionnaire as can be seen from the attached Appendix (1) which is self explanatory.

2. Telephone & Face to Face Questionnaire: (See appendix (2) & (3))
The Market Research team contacted 104 Residents out of a possible 311 Residents who have had a repair done since 1st April 2011. 16 Face to face replies from the forums. Broken down as follows:-

- * Westlea repairs = 50 Telephone and 10 Face to face contact = 60
- * Contractor repairs = 54 Telephone and 6 Face to face contact = 60
- * 184 of the repairs completed by Westlea Team
- * 127 of the repairs completed by Contractors

76% of the Residents thought the quality and service provided by Westlea Repair Team was very good, with satisfaction levels for quality and service by Contractors was 61.7%

	Very Good	Good	Average	Below Av.	Poor
Westlea Team	76.7%	11.7%	3.3%	5.0%	3.3%
Contractors	61.7%	18.3%	5.0%	5.0%	8.3%

Residents overall are more satisfied with the quality and service provided by the Westlea in-house team which shows that there is some room for improvement with regard to quality and service provided by Contractors.

See Question 8 of Appendix (2) & (3) for reason given by Residents

2.1: How easy was it for Residents to contact Westlea/ Contractor BEFORE the repair was done
85% found it easy to contact Westlea before the work was carried out
70% found it easy to contact Contractor before the work was carried out

It would appear that Residents have some difficulty contacting Contractors and it is apparent that some Contractors do not contact Residents to let them know when they will be doing the repair.

2.2: If the Resident had a choice between the work being carried out by the Westlea repair team or a Contractor: 60 % of residents would choose Westlea as opposed to 35% choosing a Contractor.

Residents in general are in favour of the Westlea RT doing the repair. However, it is understood that the Westlea RT are not able to do certain repairs and must therefore rely on contractors to do the job.

Customer satisfaction levels with regard to Contractors needs improvement in order to raise the level of customer satisfaction.

2.3: Reply questionnaire regarding the repair filled in:

Forms completed	Yes	No	Unsure
Westlea RT	21	26	9
Contractor	19	20	13
Total:	40	46	22

RECOMMENDATIONS:

The Resident Inspectors recommend the following actions:

- a) That work be inspected by a Westlea staff member. As can be seen by the above figures, feedback forms for allocated work, are not being completed by the majority of Residents. If a staff member went to inspect the job, they could take a feedback form with them and ask the resident to fill it in there and then.
- b) Where possible, the Westlea RT should be given preference over a job.
- c) Some training be given to Contractors and that they are made aware of what the minimum requirements are for being a Westlea Contractor.