

Voice Newsletter

First Wessex Property Services Survey Feedback

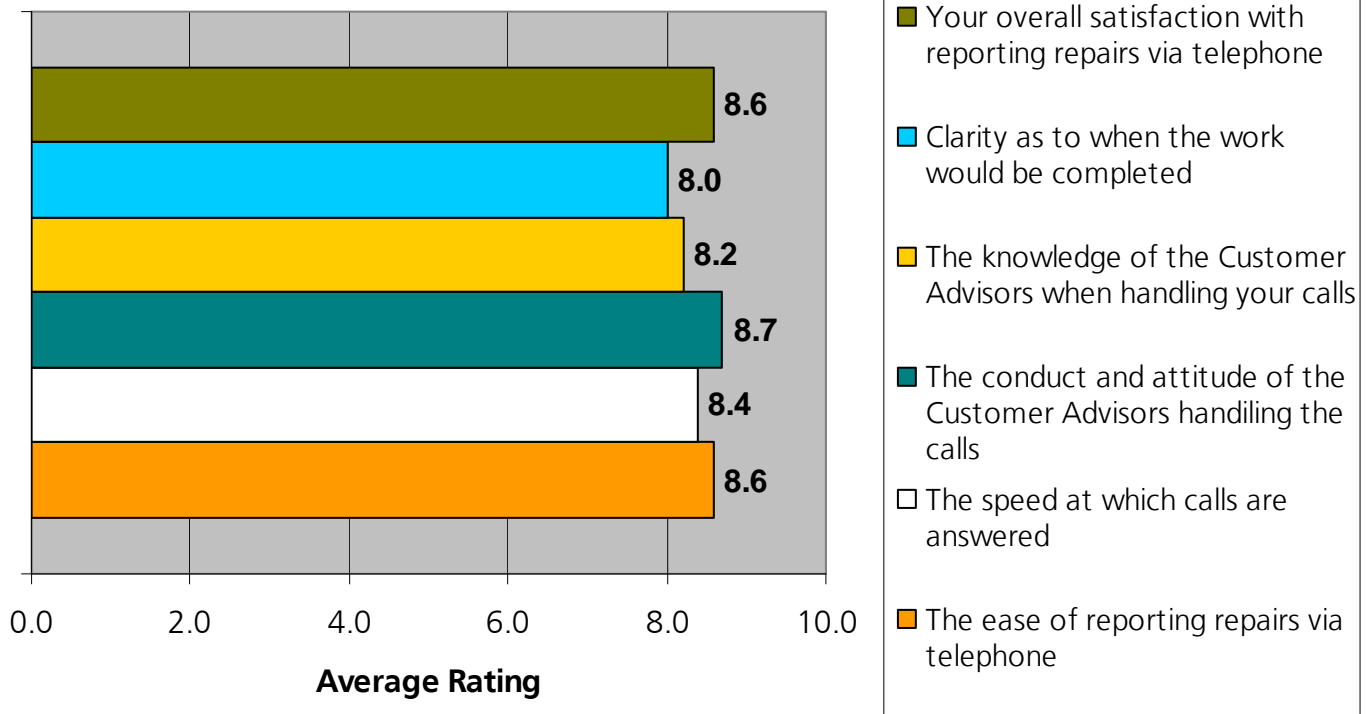
December 2009

An extra big thank you to all of you who returned the Voice survey on First Wessex Property Services. We received a total of 122 completed surveys.

You Told Us...

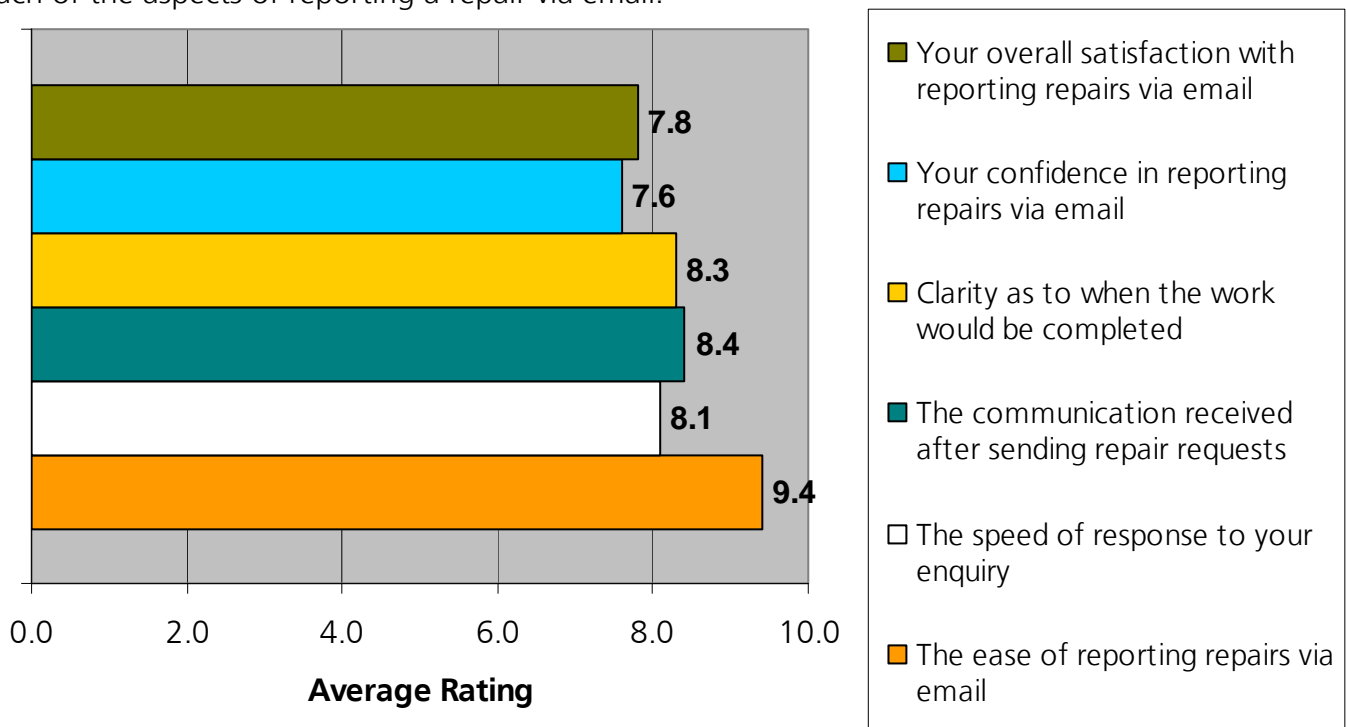
115 residents (94%) told us they had reported a repair with First Wessex Property Services (FWPS) via telephone.

The table below shows the average scores residents gave when asked to indicate on a scale of 1-10 how satisfied or dissatisfied (1 being extremely dissatisfied, 10 being extremely satisfied) they are with each of the aspects of reporting a repair via telephone:



8 residents (7%) told us they had reported a repair with First Wessex Property Services (FWPS) via email.

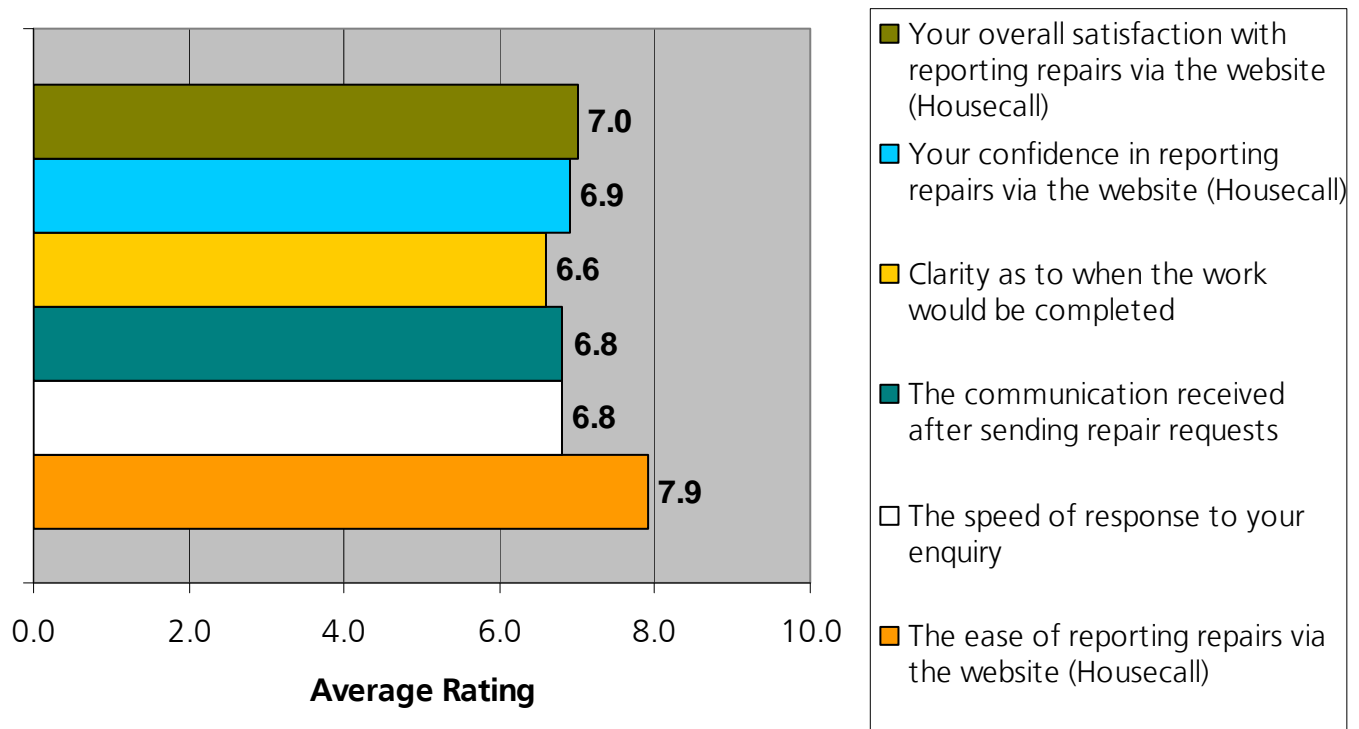
The table below shows the average scores residents gave when asked to indicate on a scale of 1-10 how satisfied or dissatisfied (1 being extremely dissatisfied, 10 being extremely satisfied) they are with each of the aspects of reporting a repair via email:



You Told Us Continued...

8 residents (7%) told us they had reported a repair with First Wessex Property Services (FWPS) via the website (Housecall).

The table below shows the average scores residents gave when asked to indicate on a scale of 1-10 how satisfied or dissatisfied (1 being extremely dissatisfied, 10 being extremely satisfied) they are with each of the aspects of reporting a repair via the website (Housecall):



When asked 'Do you have any comments or suggestions you would like to make regarding the service you have received when reporting a repair?' residents made some of the following comments:

- "I am very happy with WPS. I deeply appreciate the speed at which reported repairs are transferred to the other teams who do the work. The whole system is really efficient and I am very happy that your organisation looks after me."
- "Always had a good service from receptionists, but work men may need to improve the information they give tenants."
- "When I tried to arrange by Housecall all went through easy & ok. But the request wasn't made at your end as there was no record of it."
- "I like the service I receive from start to finish. All are helpful. It is most helpful when told or asked for a time, you at least know and don't have to wait in all day. I think you do a grand job. I have only had one thing go wrong after a job and had to call the emergency - again fast responses and a good job done. My walls dried out ok!"
- "Giving a time slot would be helpful - letting the customer know the time the plumber, electrician etc will be with you in the next 3 hours of the day of the appointment - this would cut down on missed call outs."
- "I think it is good that the call out times have changed and that it should suit everyone whether you work or have school runs."
- "The Housecall web facility for reporting faults is great and very easy to use, unfortunately there is no follow up to let us know when a problem will be fixed, perhaps an email would be best, so we know when to expect a reply."
- "Would be helpful to have smaller time slots - I understand that you cannot give exact time, but as I work it would be untenable to take time off all the time. I usually have to leave key with my elderly neighbour, but sometimes I need to speak to the work man."

You Told Us Continued...

16 residents (13%) also told us they have reported a repair in person and **9 residents (7%)** told us they have reported a repair via a third party.

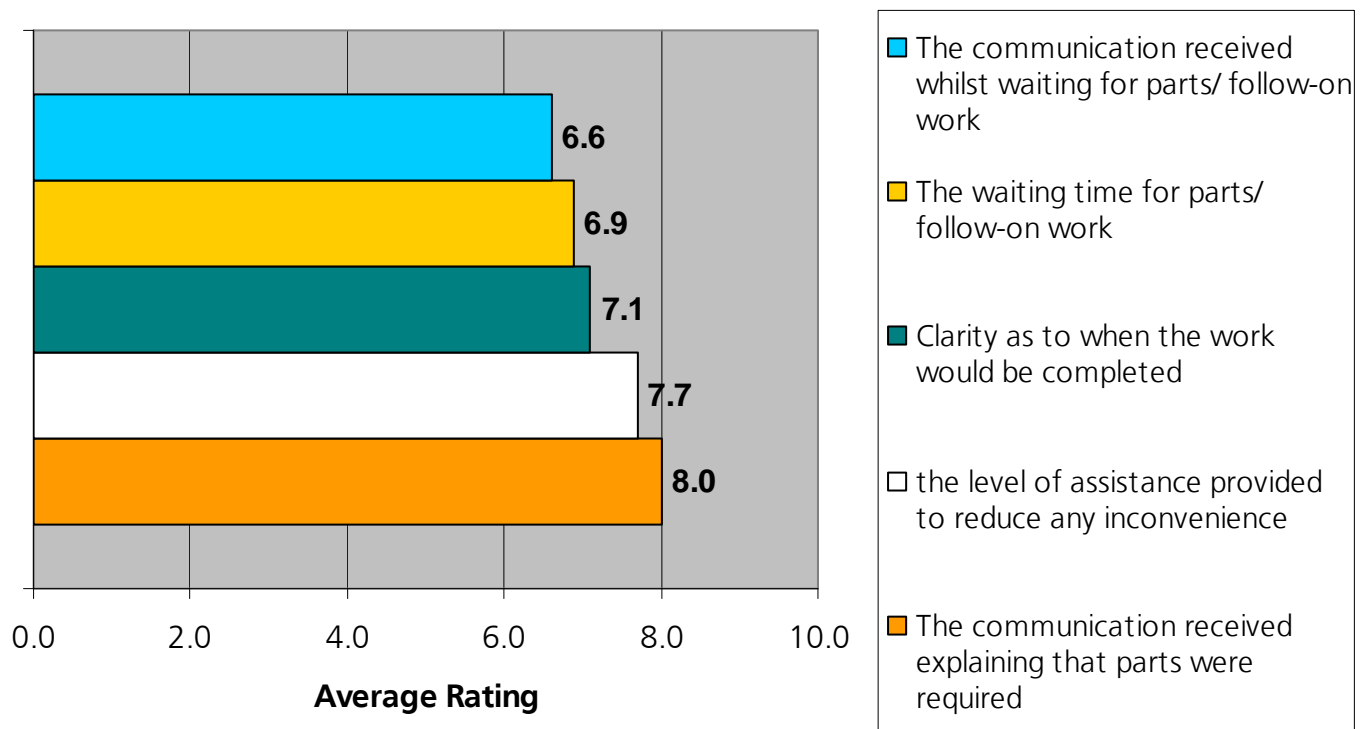
Some of the suggestions residents made for other ways of reporting a repair that they would like to see in use are listed below:

- "Text messaging."
- "I had not realised that a report could be made via email. Where is the email address found?"
- "Via the Neighbourhood Manager/ Warden."

Sometimes it is not possible to complete a repair on the first visit due to parts being required which are not items that we keep in stock. We would like your feedback concerning occasions when parts have been required to complete a repair to your home.

48 residents (39%) told us they had reported a repair with First Wessex Property Services (FWPS) that could not be completed on the first visit due to parts that were not in stock being required.

The table below shows the average scores residents gave when asked to indicate on a scale of 1-10 how satisfied or dissatisfied (1 being extremely dissatisfied, 10 being extremely satisfied) they are with the service they received for these repairs:

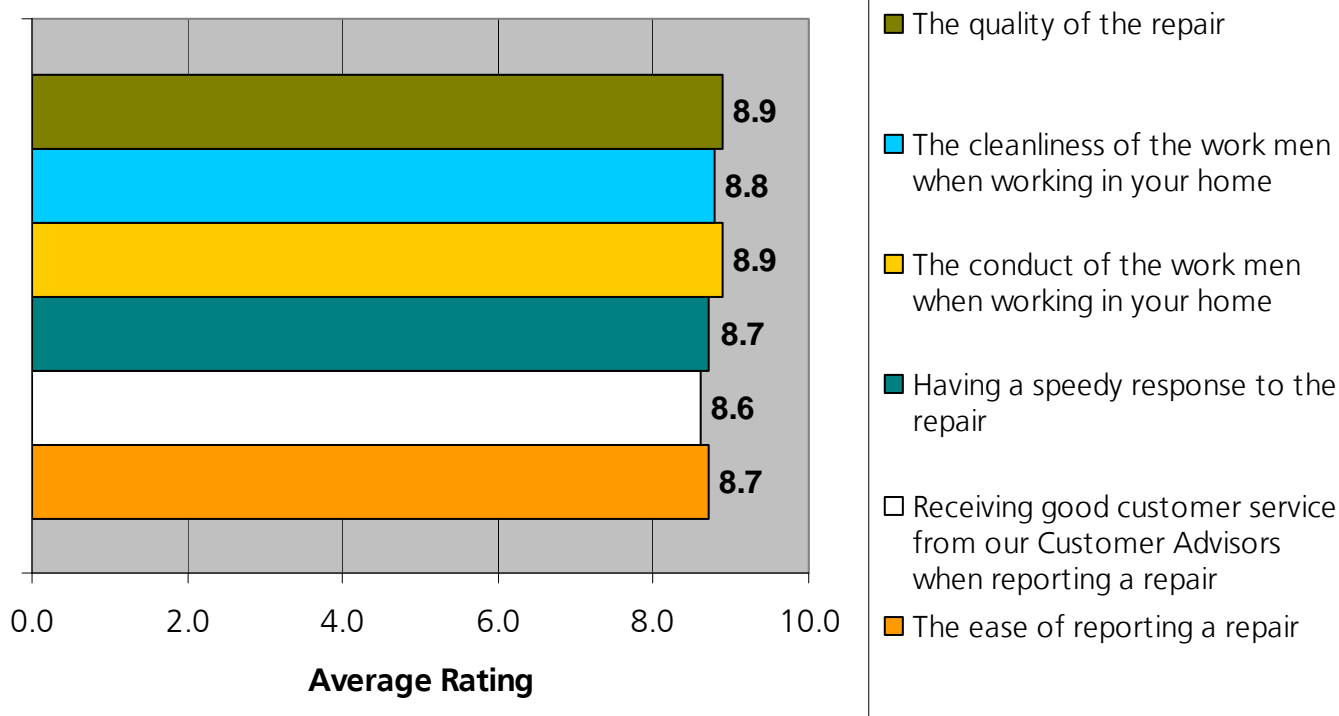


You Told Us Continued...

When asked 'do you have any comments or suggestions you would like to make regarding the service you received when parts were required and follow-on work was needed to complete a repair to your home?' residents made some of the following comments:

- "The report was that the lift was out of order. No communication of any kind was received and the length of time it took to repair was totally unacceptable. A notice with relevant information should have been placed on the door of the lift on the ground floor so all residents were aware of what was happening."
- "Most parts should be available at short notice, and an appointment to replace the part should be made whilst the workman is there."
- "There have been several occasions when this has happened. Each time the working man has either immediately zoomed off and immediately come back after contacting his office. Or, if the part has to be ordered in, he makes it clear what's happening. I have never had that sense of anxiety that comes from being "abandoned without explanation" or being left out of the loop. Your workers and their managers always keep a strong focus and keep me informed so that I never feel lost and anxious. It's so fantastic. Thanks!"
- "Thankfully this does not happen often, but it would be helpful to have voice messages just to inform of any delays and when parts received the ability to choose visit times."
- "Simply to keep me informed with progress, I have had to chase repairs, and try to establish the fault before a visit so that parts can already be on order. Overall though problems are rare."
- "Did not hear anything until day when engineer phoned and asked if he could come that day. Very inconvenient and puts me on the spot."

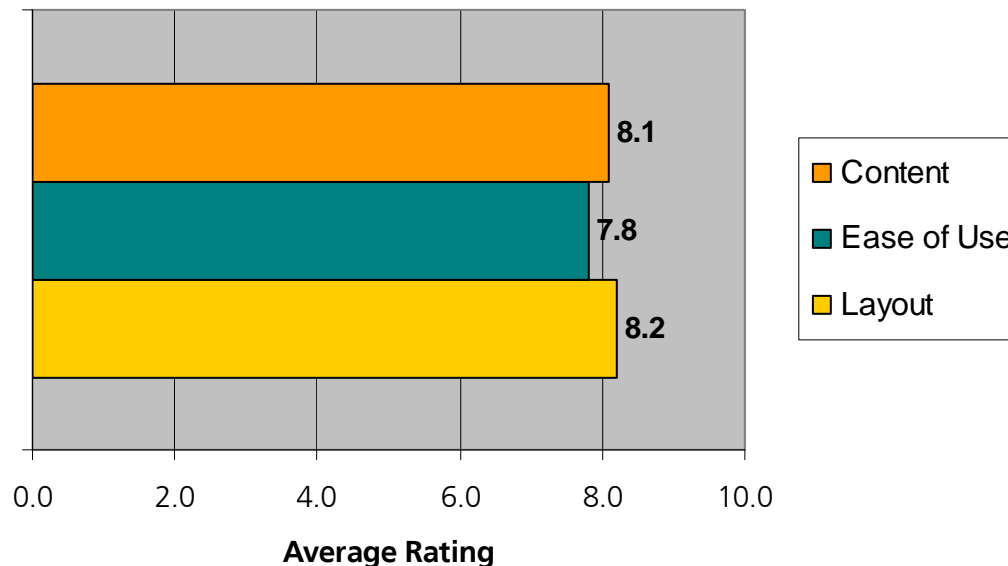
In order for FWPS to prioritise areas for improvements within our repairs service we asked residents to indicate on a scale of 1-10 (1 being extremely unimportant, 10 being extremely important) which areas are most important to them as our customers. The table below shows the average scores residents gave:



You Told Us Continued...

58 residents (48%) told us they have access to a computer and the internet. Of those 58 residents, **17 (29%)** told us they have used the FWPS website.

The table below shows the average scores those residents gave when asked to indicate on a scale of 1-10 how satisfied or dissatisfied (1 being extremely dissatisfied, 10 being extremely satisfied) they are with the website in terms of each of the aspects listed:



16 residents (94%) told us they were able to find all the information they required on our website.

What We Will Do With The Results...

Ease of reporting:

First Wessex Property Services (FWPS) Working Group, a panel of residents discussing ideas for improvement within FWPS, were consulted on the cost implications of increasing staffing levels at FWPS call-centre in an effort to improve FWPS answering times. Having reviewed the cost implications the Working Group felt the actual quality of the call once it was answered was more important than the time taken to get through to a customer advisor. Therefore it was felt that money it would take to increase resources would be better spent on other services such as repairs or maintenance.

As of April 2010 First Wessex will begin the formation of the "Virtual call centre" in which repairs and housing call centres will be combined as a one stop shop. This will mean that customers will only need one contact telephone number and to speak to one customer advisor when contacting us to discuss repair or housing issues, rather than having to contact us twice on two individual numbers. The combination of the two teams also means that there will be more customer advisors available to answer your calls. These virtual call centres should therefore help us in not only cutting down on call answering times but also in improving the quality of the call once it is answered.

From your suggestions FWPS have also included in their Operational plan for 2010–11 a task to review the possibility of customers being able to report repairs via text message.

What We Will Do With The Results Continued...

Speed of response:

FWPS have begun to reduce the speed of response to repair requests. As of September 2009 the target response for routine repairs was reduced to 26 Calendar Days and then in November 2009 was reduced again to 24 Calendar Days. By April 2010 the target response for routine repairs will be reduced to 22 Calendar Days and for urgent repairs will be reduced to 5 Calendar Days.

| | Routine | Urgent | Emergency |
|--------------------------|----------------|---------------|------------------|
| 01 April 2009 | 28 Days | 7 Days | 24 Hours |
| 01 September 2009 | 26 Days | 7 Days | 24 Hours |
| 01 November 2009 | 24 Days | 7 Days | 24 Hours |
| 01 April 2010 | 22 Days | 5 Days | 24 Hours |

From your suggestions FWPS have also included in their Operational plan for 2010–11 a task to review the possibility of offering appointments for emergency repairs with the possibility of an additional immediate repair category to be attended within 4 hours.

Appointments:

FWPS currently offer the following appointments for routine and urgent repairs:

| | | |
|------------------|---|-------------------|
| Morning | - | 8.00am to 12.30pm |
| Afternoon | | 1.00pm to 4.30pm |
| Avoid School Run | - | 10.00am to 2.00pm |

In order to try and improve our speed of response FWPS are now able to offer 2 hour appointment slots.

From your suggestions FWPS have also included in their Operational plan for 2010–11 to review the possibility of being able to offer appointments, at the point of reporting the repair to us, for non emergency repairs being carried out by external contractors.

Online reporting:

Since your feedback FWPS have reviewed their repair reporting online software (Housecall) and have amended it so that an automated e-mail acknowledgement is sent to customers after they have sent a repair request. On receipt of the repair enquiry customers will be contacted by FWPS by the next working day to book an appointment (if applicable).

FWPS are also looking at the latest software versions of Housecall to look at new features, such as additional language options, the ability to upload photographs, improved graphics and descriptions. This work will be carried out in consultation with a tenant from the FWPS Working Group.

Since your feedback an automated response will now be sent to customers when contacting us via email on info@wessexproperty.co.uk. This response will inform customers that their enquiry has been received and if their enquiry is for a repair they should be contacted by FWPS by the next working day to book an appointment (if applicable).

Please note that if your enquiry is for an emergency repair then we strongly recommend that you contact us direct on our repairs freephone so that we can provide you with a quicker response.

What We Will Do With The Results Continued...

Again from your suggestions FWPS have included in their Operational plan for 2010–11 a task to review the possibility of customers being able to access and change their repair appointments online.

Follow on works when parts are required:

FWPS since working with our sole supplier Travis Perkins have been collecting information on which stock items are regularly ordered. As we compile this list we are getting a better idea of what stock is frequently used and ensuring that these items are then kept in stock as a 'on the shelf' item.

FWPS have also been working at improving the availability of stock kept in Operatives' vans. Managers have compiled a list of the basic materials and parts that each tradesman would need to carry in their van. Using their handheld computers (PDA) operatives can record what items of van stock they have used. This will then link back to Travis Perkins who will raise an order to replace this van stock which can then be collected by the Operative the next time they visit their warehouse.

Once again FWPS have included in their Operational plan for 2010–11 to review the possibility of:

- Booking follow on works whilst the Operative is at the customer's home.
- Providing the customer with delivery time of parts whilst the Operative is at the customer's home.
- Operative skill matrix – reviewing the skills of FWPS Operatives so that multi skill Operatives can be allocated jobs which consist of different trades.

Other items feeding into the FWPS Operational Plan 2010–2011:

From your feedback other suggestions included in FWPS Operational Plan 2010–11 to be considered are:

- Text/phone calls to customers when operatives are en route.
- Introduction of formal systems to monitor repair ordering accuracy and quality of repair diagnosis.
- Review of our post inspection criteria (what works we post inspect, how we select the repairs that are post inspected, how much internal versus external works are post inspected etc).

Prize Draw Winners Congratulations!



...to our Voice prize draw winners **Alec Arnold** from Southampton (*pictured left*) and **Robert Bunce** from Bishopstoke (*pictured right*), who both won £25 in High Street Gift Vouchers for completing the FWPS Survey.

