

Working Together Live Event: Repairs You've Made a Difference

Thanks to those who joined our recent working together live event. This was on the theme: how we will deal with repairs coming out of lockdown.

Some great questions were asked during the live event, such as:

- 'As there are so many outstanding repairs would there be an argument for making out of hours appointments for example at weekends/evenings or taking on extra staff in order to clear the backlog quicker?'.
 - We have several contractors working alongside us to help clear the backlog of repairs – this is essentially taking on “extra staff”. We will undertake some weekend / evening appointments, but these times really need to be kept for Emergencies. It's important for our trades to rest too, and evenings and weekends is their time to do this.
- 'Are you aware of us who are shielding due to Coronavirus?'.
 - If customers have told us they are shielding or self-isolating, then we will have this information recorded. Otherwise, when we ring ahead of our visit, we'll ask the question then so we can prevent the spread of the virus.
- 'Are you going to contact customers as soon as you have redone the repairs list?'.
 - We'll look to phase the re-booking of repairs over the coming weeks. As each repair is re-booked, the customer will be made aware by text / phone. If these appointments aren't convenient, then please ring in to cancel.
- 'Is any planned maintenance due to restart in the near future?'.
 - Our planned maintenance takes around 6-8 weeks to get up and running again – so we will likely re-start in August. Those customers on the programme will be contacted before then with more information.

We presented different options of how we could deal with repairs coming out of lockdown. We asked customers to have their say on these through a poll during the live event. Thanks to those who took part.

73% of customers selected the option '*Cancel & Re-book (repair) – Prioritise those repairs that are likely to get worse*' as their first choice to deal with the waiting list for repairs.

Our plan is to book the suspended jobs into the gaps in the diary. We aim to prioritise those repairs that are likely to get worse first, rather than those reported first.

55% of customers selected the option '*Tell, then ask - “Tell” in first few weeks or so, then move towards ask*' as their first choice to agree a new repair appointment. This is how we'll communicate this.