

Journey of a responsive repair

1. During working hours a repair request is received by the Repairs Service Centre (by telephone or email),
2. The repair is diagnosed by the Repairs Service Centre (including responsibility, priority, trade, estimated duration of work, provisional appointment, recommended volumes based on the details given to the team from the customer (ie 3 fence panels and 2 post)),
3. Details are entered on to our Orchard system which interfaces with Mears computer system (MCM). Priorities for different repairs are as follows;
 - Emergency – within 24 hours
 - Urgent – within 5 working days
 - Routine – within 25 working days
 - Major repairs – within 60 working days
4. An appointment letter is sent for all Routine and Major repairs
5. The job is allocated to an operative and if need be the tenant is called to obtain more detailed information (ie moving of furniture and to inform if an asbestos report is required before work can commence),
6. Out of hours emergency repairs are received by the Councils Control Centre and attended to by Mears on an emergency / make safe only basis. Follow up work is raised the next working day via the Repairs Service Centre and process 2 - 4 is undertaken,
7. Work commences,
8. Variation Orders: Any increase in volumes, scope of work, timescales or queries are flagged up to WHBC Maintenance Surveyors to authorise any variation to the work. Depending on the extent of the variation Mears will send over a quote/estimate for any additional works, most of the variations requested is regarding timescales, such as on voids
9. Once the work is completed and ready to invoice this is updated on the contractors system and interfaces with Orchard,
10. For completed work above the value of £500, all communal work and complaint related works is post inspected to approve quality of work. (Criteria is 10% of completed works),
11. Once the work is completed a Customer Satisfaction feedback form is generated and sent to the tenant,
12. Feedback on all questions is assessed and action taken if necessary,
13. A report of the full suite of KPIs is reported to Monthly Operational Meeting and KPIs reviewed and reported to Council (Quarterly to Cabinet Housing Panel and Performance Clinic).