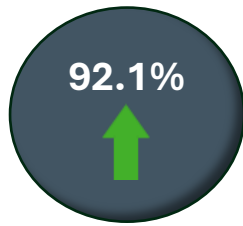
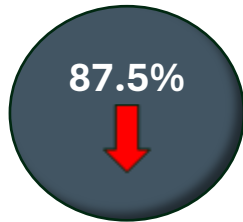


REPAIRS SATISFACTION



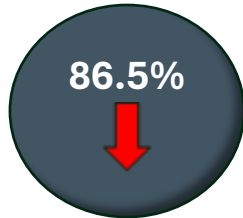
Satisfied with the work and service

Absolutely amazing, quick time, quick job done



Satisfied with communication at the time of booking

The customer service was terrible. Not helpful at all and the repairs procedure is not efficient or effective.



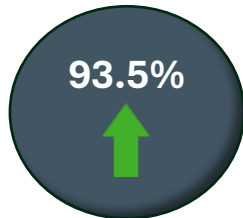
Satisfied with communication after booking through to completion

Lack of communication and having to chase up multiple times to try and find out what is happening and what work is being done.



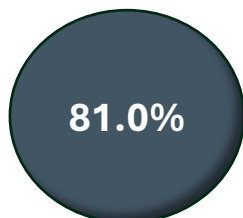
Satisfied with the attitude & respectfulness of the contractor/operative

The person was polite and helpful as well as quick, thorough and explained the issue.



Satisfied with the quality of work

I can see more problems coming up but they keep choosing the cheap option.



Satisfied that the repair was completed within the agreed timescale

Length of time between calling and seeing an operative could be improved



1,092 customers responded to the survey



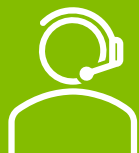
75 responses for Aaron Services

151 responses for DSA Electrical

754 responses for ORS

110 responses for all other contractors

KEY ISSUES



Communication at the time of booking:

1. Individual circumstances not being taken into account in the selection of repair priority/category consistently.
2. Customers chasing more than once for information/update.
3. Inconsistent knowledge and advice provided.
4. Some issues with the way Customer Services handled calls i.e., not able to easily identify previous work on the system.
5. Photos not being requested.
6. Difficulty booking with the Orwell App



Communication after booking through to completion:

1. Lack of communication to customers about delays, cancellations and arrival times with operatives turning up on the off-chance someone was home.
2. Customers chasing more than once for information/update.
3. Follow on appointments not made.
4. Texts are still not being sent on the day.
5. Lack of clarity about decisions taken.



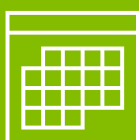
Attitude and respectfulness of the operative or contractor

1. Lots of positive feedback about the service provided by operatives which included fixing additional repairs not listed within the original job and giving additional advice about other issues such as damp and mould, guttering.



Quality of work:

1. No themes but individual comments about wrong parts being made to fit, poor finish, repairs being done cheaply rather than replacing like for like and incompleteness of work.



Timescales:

1. Length of time to wait for non-urgent jobs to be completed.
2. Operatives not attending at agreed time.
3. A couple of positive examples where jobs have been brought forward.
4. Out of hours team are not able to provide information to customers (OOH team tell customers they have no access to diaries).