

## MEETING NOTES

### Repairs Forum

Held on Thursday, 20 June 2024 at 12pm

#### Attendees (in-person):

##### Customer(s):

Lorraine A (LA) – Chair  
Kathy E (KE)  
John G (JG)  
Terry S (TS)  
Tony H (TH)

#### Attendees (via Teams):

##### Customer(s):

Ramona R (RR)  
Laura B (LB)  
Lucy F (LF)  
Pat T (PT)  
Sharon C (SC)  
Zak D (ZD)  
Asmerom W (AW)

#### Other attendees:

Mark Warner, Director Property Services, Moat (MW)  
Lanier Doyle, Head of Repairs Partnering, Moat (LD)  
Sarah Reilly – Repairs Partnering Manager, Moat (SR)  
Becks Sheldon – Customer Engagement Manager, Moat (BS)  
Andy Harris, Partnership Manager, Morgan Sindall (AH)  
Fran Aubrey – Minute Taker (FA)

### 1. Welcome, Introductions and apologies

Apologies - Sabine Hosking – Customer Performance Manager, Morgan Sindall (SH)

#### Purpose of the meeting

LA thanked everyone for attending and outlined the purpose of today's meeting. Attendees were reminded that the purpose of these meetings is to give customers the opportunity to hold Moat and MSPS to account; to scrutinise performance, provide feedback, propose changes and ensure that customers' voices are represented.

#### Update on performance since the last meeting including KPIs

AH presented a summary of the presentation deck that was shared ahead of today's Committee.

When talking specifically about the Repairs Satisfaction scores, AH commented that there had been a one-month drop in the score for March. However for April, the score bounced back to exceeding target.

AH further commented that they are intermittently addressing large volumes of work from the aged WIP and this is having an impact on the scores, as customers asked to give feedback once those repairs are completed are calling out their dissatisfaction about how long they had to wait.

When looking at the feedback regarding customer dissatisfaction, the top 3 areas were identified as;

- Communication with residents. On this topic AH pointed out that c. 20 recommendations have been received from the Scrutiny Panel and on a positive note, all of these look like they can be addressed.
- The amount of time residents are waiting for appointments due to resource & rebooking appointments due to sickness or annual leave.
- Residents' expectations on emergencies. MSPS will make safe and if possible, we will fix the repair. Customers expect a full repair/replacement when the operatives attend.

When talking specifically about emergency repairs, LA asked the question of how further works/ follow-on repairs are picked up. MW responded that we still only have the two priorities for repairs; emergency and routine. Performance isn't currently where it should be, but if the contract was working better our timescale for a routine repair is 21-days. MW went on to explain the possibility that, with an emergency repair any further works might then be picked up within the 21-day turnaround for a routine job. It was recognised that we need to get better at identifying and managing the works required at the initial emergency appointment. It was also agreed that MSPS' operatives need to get better at communicating expectations and timescales to customers.

When talking specifically about Recalls, it was discussed that the Recalls percentage has reduced from 9.11% to 5.77% over the last 3 months. As part of this discussion, AH confirmed that we are down to c. 15% on sub-contractor usage. We received 467 recalls and 44 were cancelled. The main reasons for recalls were identified as;

- The majority of recalls raised is due to workmanship
- Works not completely finished.
- Some of the recalls were not true recalls i.e. errors being made by the contact centre

When looking at the Repairs Completed in Target, AH said the aged WIP was impacting scores. He further commented that the aging of the WIP is quite poor. He confirmed that only 40% of all of the WIP that is outstanding is under 30-days, so that unfortunately translates that the levels that are out of target are going to be higher. On a positive note, AH did say that the recent focus on recruitment does now mean that we are able to get to more of these jobs.

LA asked the reason behind the jobs on the aged WIP. AH responded that they are because of a mix of issues but that more commonly, under the old model MSPS were simply overrun by the increase in volumes. As part of this discussion, it was advised to attendees at today's committee that where the older WIP is concerned, we are prioritising according to customers' vulnerabilities.

When looking at Appointments Kept, a discussion was held around the repair timeslots. Customers shared examples of how operatives have arrived at the very end of the timeslot, so at five to three when given between one and three o'clock but agreed that it can be disruption to their day and suggested that perhaps the importance should be placed on if the repair is completed within the agreed timeslot and not on the time the operative arrives. AH commented that the current contract stipulates that we attend "within" the agreed timeslot.

**ACTION: To have for the next meeting a note of the top 3 trends for all KPIs**

**Update on aged WIP**

As covered in Agenda item 3.

### **Help Me Fix Update**

MW provided an update to today's Committee on the new technology initiative, Help Me Fix. MW reminded attendees that the technology is essentially a video triaging service, which gives customers the option to be connected via their smart phone, when reporting a repair, to an experienced engineer. If they choose to do this they are sent a secure video link, which stays open for 24 hours. MW said the initiative was bought in to support repairs where tools were not needed, for example, isolating water and adjusting radiator valves.

MW went on to explain that we are currently trying to understand the success rate of the trial period, but in terms of jobs that have been saved a visit, this is sitting at around 9%, for electrical and plumbing repairs. It was advised that a trial period has started on the gas side, so for K&T Heating, and their success rate has been even higher.

Conversations have started, with respect to cutting costs, with Help Me Fix that once it has been established that the repair can be picked up over the phone, a link will be sent to set-up the interaction between the customer and a Customer Service Advisor, rather than an engineer. MW advised a meeting is scheduled for July 16<sup>th</sup> to discuss this solution further.

It was discussed that one of the biggest advantages of the Help Me Fix technology is that when a repair can't be resolved over the phone, it can determine which tools/ parts are required.

### **Any other business**

Nothing to report.

### **Action tracker updates: -**

**Action No. 2** - LED lighting, AH commented that the specification has been agreed. Testing has started at the first block and as the programme rolls out, discussions are being held regarding the second and third block. Outcomes to be discussed at the next meeting. No feedback as yet but AH commented that when we finish the block we will door knock to get the views of our customers. MW to look to see if we can get the figures on how much money we will save, on a block-by-block basis.

**Action No. 5** – Update for AH to share sample to the group at the next meeting.