



# Repairs service review

March 2024

Our customer scrutiny group, InFocus, is a volunteer group of LiveWest residents that review and provide valuable feedback to help improve our services.

InFocus members come from across the South West and are led by a resident Chair and Vice Chair. The group examines complaints, performance information, policies and gather views

and experiences from LiveWest staff and residents to produce service reviews. Based on their findings, they create a report with recommendations for improvement. LiveWest service leaders review these recommendations and put them into action, explaining which can be implemented and why others cannot. InFocus ensures recommendations are tracked and actioned, ensuring resident driven improvements are completed.

## Which service was this review about?

In this report, InFocus reviewed the **repairs service**, looking into whether the service is being delivered to the standards expected by residents and LiveWest. They split their review into two parts:



**1. Starting the repair:** Looking at the process from the moment a resident reports an issue until a LiveWest tradesperson schedules a visit to the home.



**2. Completing the repair:** Examining the process from the operatives visit to the repair completion.

## Who was involved in the review?

The InFocus service review group carried out the report and spoke to key staff members to gain feedback on the repairs service. They also worked with the Friends of InFocus resident subgroup to gather their feedback and experiences.

## What were the key recommendations for improvements and what has LiveWest changed as a result?

### InFocus recommended:

#### **Repair appointment flexibility:**

Offer more options for repair appointments. Currently the portal only allows an all day slot which can be inconvenient.

#### **Expand the Remote Diagnostics team:**

Enhance first-time repairs and efficiency by expanding the Remote Diagnostics team (where customers are advised on issues easily through a remote service before organising a repair appointment, if still needed).

#### **Clearer communication:**

Improve customer awareness by promoting the “how we work” section in the repairs service. This will help residents know what to expect when a technician visits their home.

### LiveWest did:

The portal will offer a new drop down menu for choosing preferred repair times. Residents can now select morning, afternoon or school pick-up times to better suit their schedules.

The regional building surveyors have begun a pilot program using remote diagnostics to address damp and mould issues. We will monitor the success and review to see if this requires further resources.

This information will be shared on the LiveWest website so residents can easily access it and will make it available in different formats on request to cater to diverse needs.



## InFocus recommended:

### **Improve repair transparency:**

Explore a system that reminds operatives to explain next steps, timelines, and even allows for the booking of any follow up appointments for a smoother customer experience.

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### **Instant customer reviews:**

Explore sending customers a survey to gather instant feedback after an operative has finished a job.

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### **Consistent communication from LiveWest contractors:**

Ensure all external contractors follow the same standards and tone of voice as LiveWest in their communication.

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### **Standardise contractor**

**interactions:** Ensure all external contractors follow the same guidelines as LiveWest staff whilst visiting customer homes.

## LiveWest did:

The follow up process involves operatives calling planners for appointment scheduling, where planners will contact the customer directly to arrange an agreed follow up appointment. We will remind planners and operatives of this process through internal communication.

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We are considering a product which allows the customers to track the operatives journey much like Uber, where they will be able to send immediate feedback on the service they recieved.

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Using our existing property services and asset delivery frameworks for long-term contractors, we'll develop a communication plan to ensure consistent guidelines for all contractors visiting customer homes.

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To ensure all contractors are on the same page, we will distribute copies of the "Doorstep Challenge/Way We Work" document to each one.

## Would you like to be involved in the next review and have your say on LiveWest services?

Help us to improve our services by getting involved and working together to make a positive change for all LiveWest residents. Visit our website to find out how you can get involved.



[livewest.co.uk/get-involved](https://livewest.co.uk/get-involved)

