



Tenant Inspectorate Project -Responsive Repairs Inspection

Tenants Inspectors findings:

We have now:

<p>Not all calls were being answered within the 6 rings Not all staff members gave the correct greeting when answering the telephone</p>	<p>Implemented a training programme for Housing Officers to ensure this is carried out.</p>
<p>Not all local offices explained about the 12 months defects period after the completion of Decent Homes work.</p>	<p>Reviewed the customer care tool box frequently asked questions to assist with enquires to ensure Repairs Information is included in Tenants Handbook item 9.5.</p>
<p>Not all frontline staff offered to log a repair in the Neighbourhood offices.</p>	<p>Officers in Neighbourhood offices now offer to take details of repair for customers and log the repair with the contact centre.</p>
<p>Customers were not made aware of different ways they can report their repair</p>	<p>Ensured Officers in Neighbourhood offices explain to customers other methods which they report their repairs (eg e-mail). Customers have been advised of this in the Summer/Autumn Edition of Homelife.</p>
<p>Not all tenants were advised of the timescales or appointments for their repairs to be carried out</p>	<p>Ensured tenants are clear of timescales & have appointments</p>

	where possible.
Not all rubbish was cleared up from the properties at the end of a repair.	Endeavour to remove rubbish within agreed timescales.