

Theme Report

REACTIVE REPAIRS 2024

If you would like this report in any other format or language, please contact ateb



Thank you for your support

If you'd like to discuss with staff and other ateb customers, the progress that's made in terms of carrying out these improvement steps, or any other aspects of these surveys and reports, you are welcome to come to our Survey Planning Group, which is held on the second Tuesday of most months.

Keep an eye on our website for what's on the horizon.

If it matters to you, it matters to us

Why this review?

Purpose of the theme:

Over a period of about 2 months, we gathered opinions from you about how you feel about our **Reactive Repairs service**.

By completing that survey, you helped us to see if we are meeting your needs. Where the survey shows that we are not, our aim is to change our ways to give you a better experience.

When did we undertake the survey?

July and August 2024

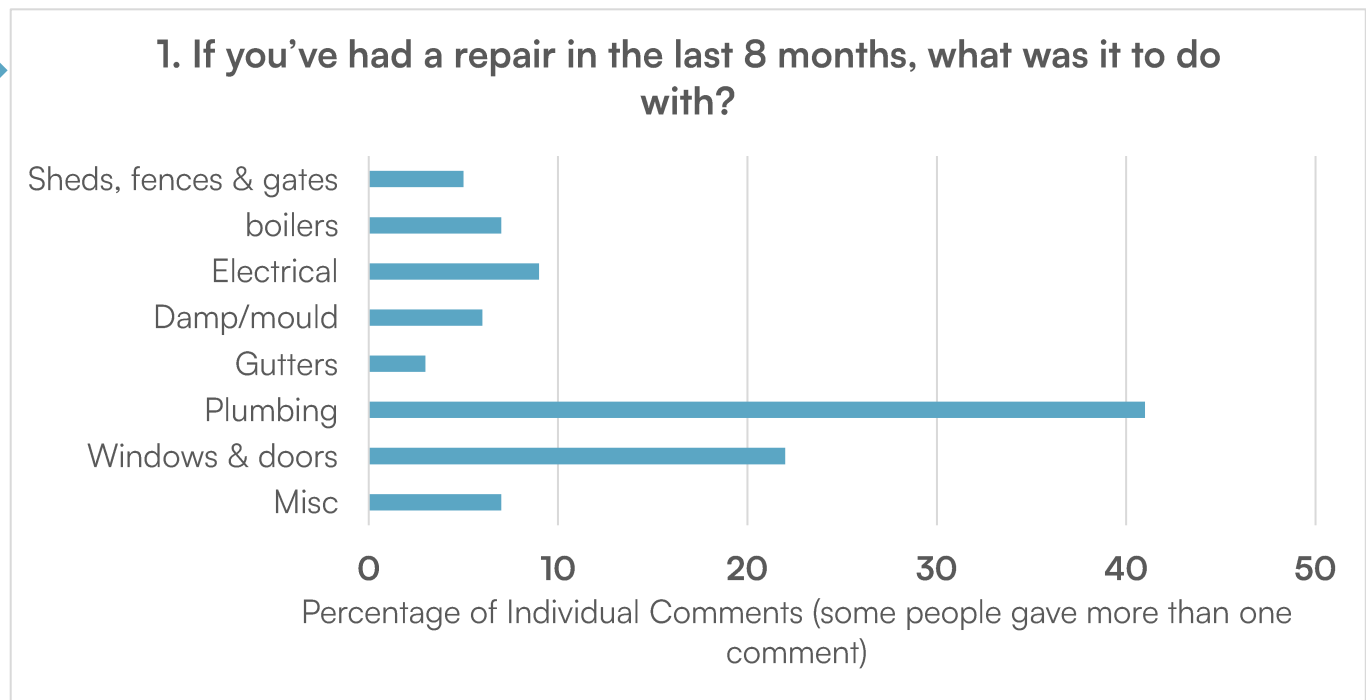
Thank you for your support 🙏

We received information from **158** of our customers.

You said...

These were the responses we received:

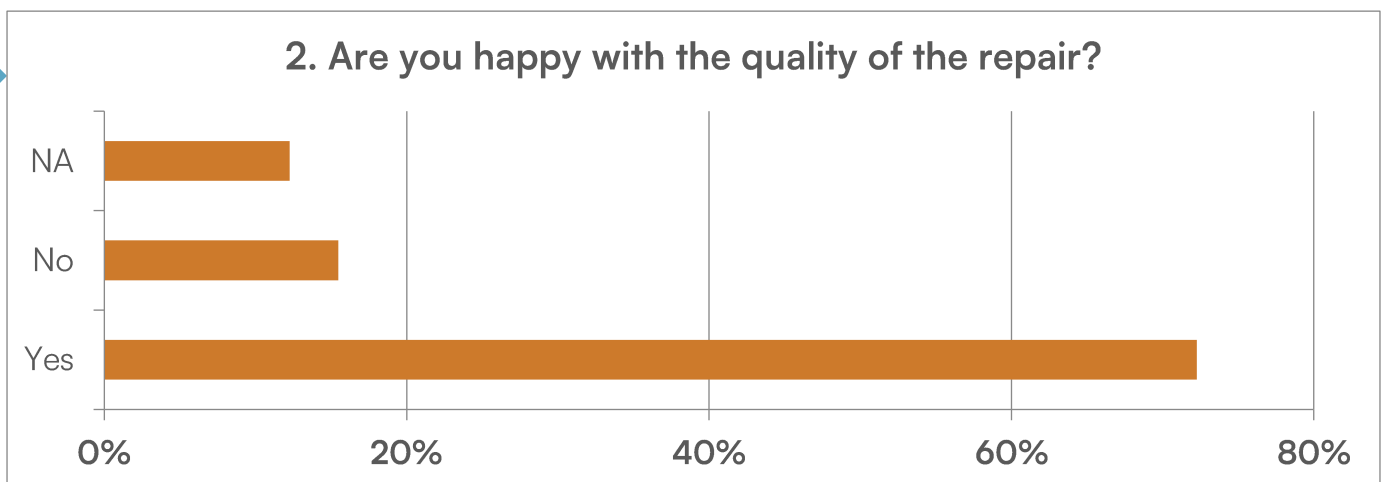
Answered: **153** Skipped: **5**



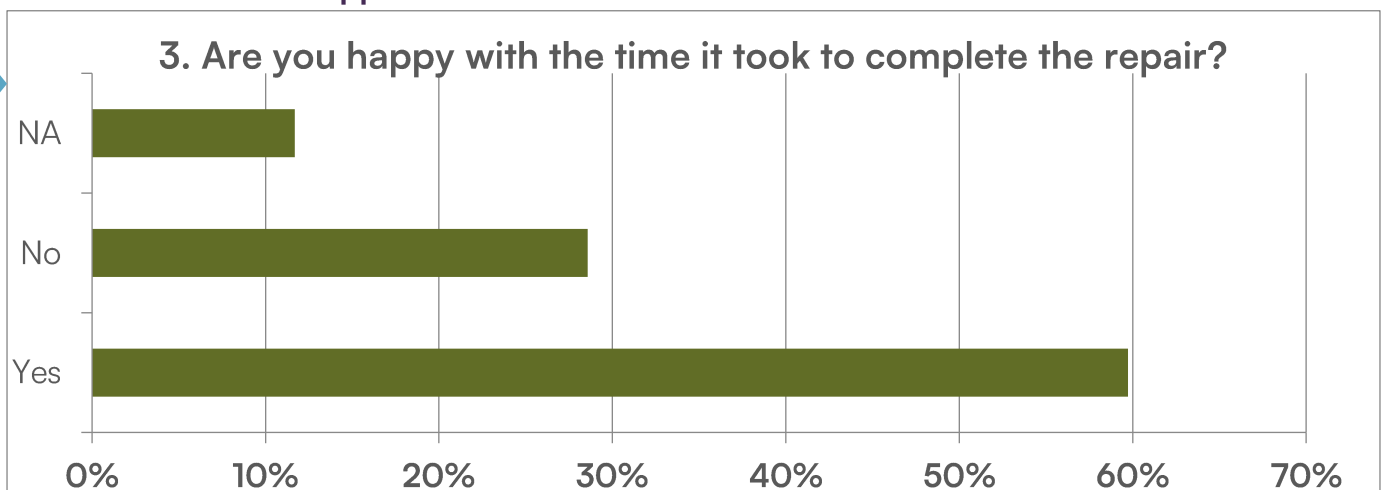
These are some of the comments we received under 'Miscellaneous':

- | | |
|--------------------------|---|
| “Kitchen shelf” | “Leak in bathroom ceiling” |
| “Attic” | “Outside drain - footpath floods every time it rains” |
| “Roof tiles compromised” | “Replacement of lost keys” |
| “Kitchen ceiling” | “Gas leak” |
| “Roof soffits” | “Floors and raised man hole covers in the garden” |
| “TV aerial” | |

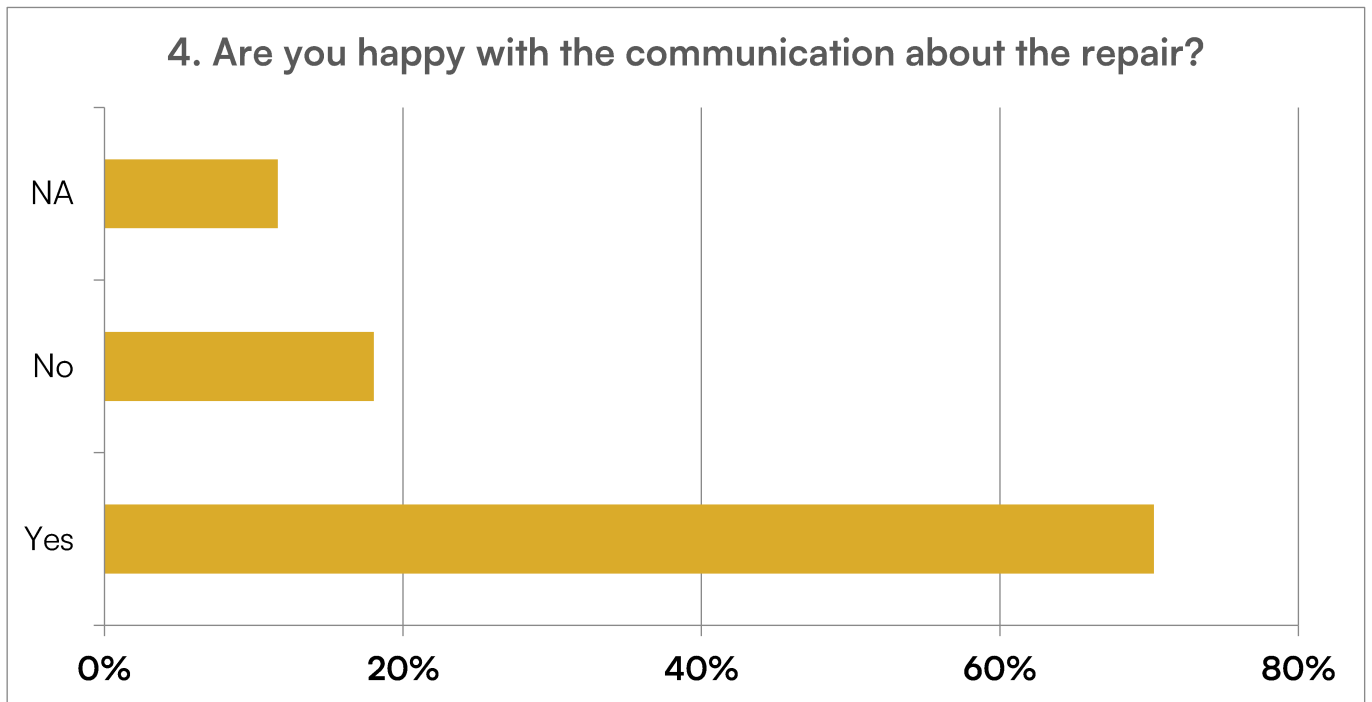
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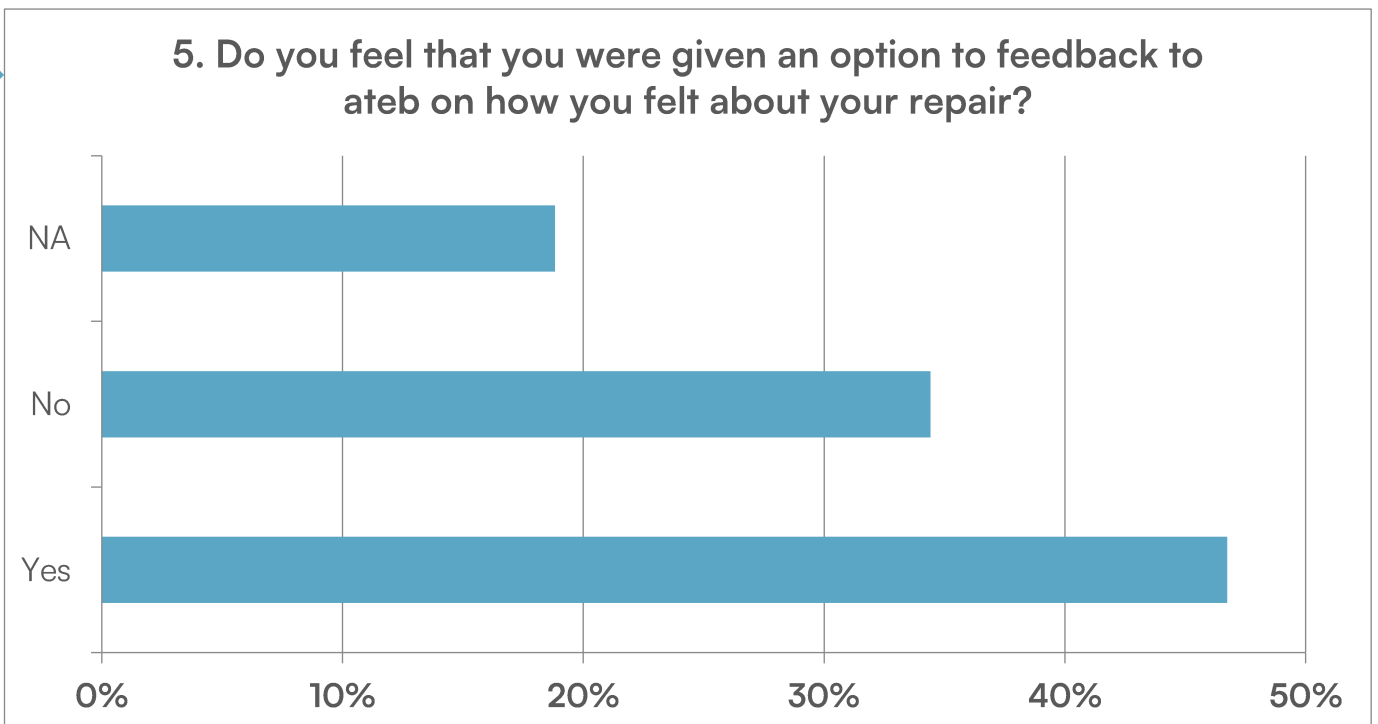
Answered: 154 Skipped: 4



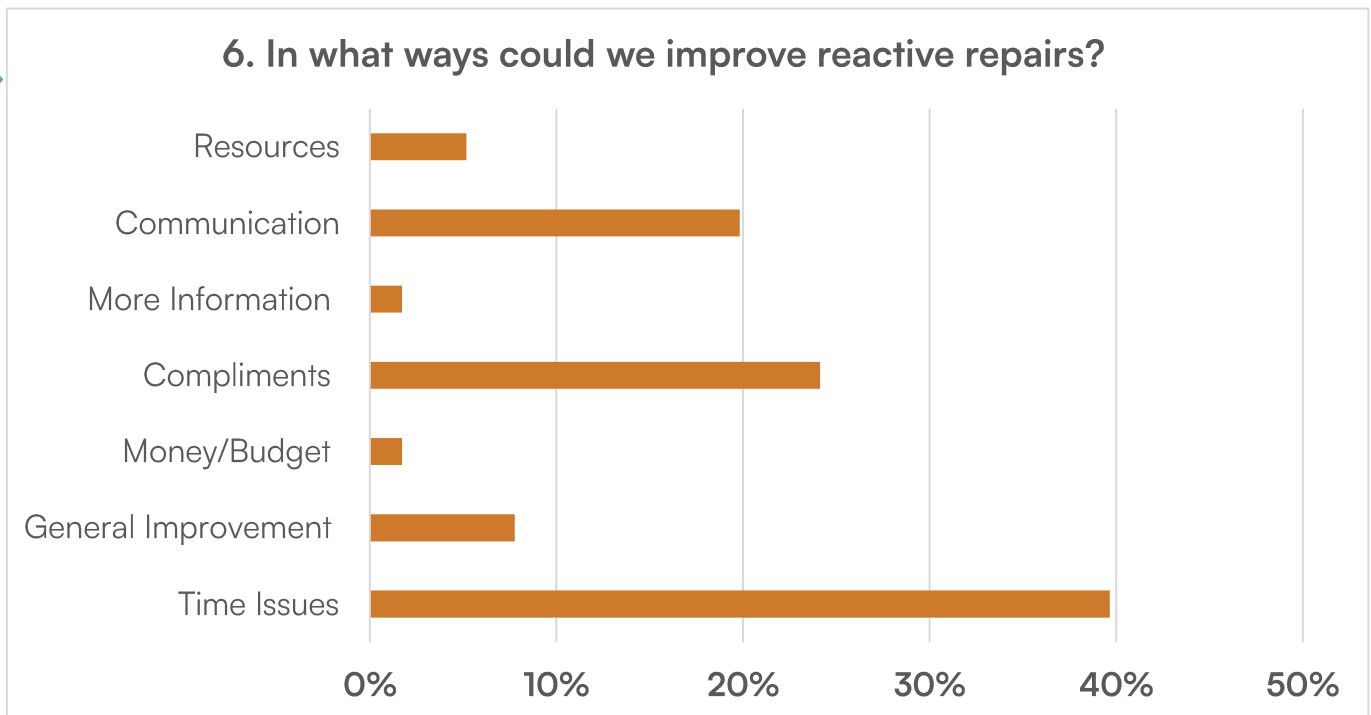
Answered: 155 Skipped: 3



Answered: 154 Skipped: 4



Answered: 141 Skipped: 17



6. These are some of the comments we received

“Increase repairs staff so repairs can be done more quickly. There is often a longer than ideal wait for repairs and the answer is always 'they are dealing with a back log' or understaffed etc.”

“In my experience all repairs have been handled fast and professionally.”

“More effective communication. Prompter service from reporting issue to completion. This job should have been spotted and completed prior to me taking over the tenancy.”

“Give us time when they arrive.”

“Be more accommodating with people who work for a living ... Have a follow-up call with tenants to make sure the contractors have been out and everything is okay.”

“Some repairs need to be classified as important but not urgent.”

“ateb workers are good, but not the others: it takes 28days for them to come, and then if they don't come, they don't message us.”

“Stop cancelling last minute - people in work cannot have time off last minute.”

“So far the service has been impeccable.”

“If the problem keeps recurring then maybe look into really fixing it, or replacing it, instead of quick fixes every month or so.”

“Spend money on doors.”

“A system to report third party workmen as no checks are done on the quality of the work.”

“I have no issues as repairs are timely, depending on urgency.”

“Replace dryers. 1 has been out of order for weeks waiting for parts; there are 2 to cover 18 flats, and today the 2nd one is not working.”

“Emergency repairs need to be dealt with sooner.”

“Always found workmen helpful, polite and very efficient.”

“Try and keep to a time slot or, if outside, not need tenant to be present.”

“Every repair I've had done I've had to wait months before it's been done.”

“The repair was great, but it took over a month, from reporting to job completion, for a job that took minutes.

“Ensure contractors you use communicate efficiently.”

“Keep doing what you do.”

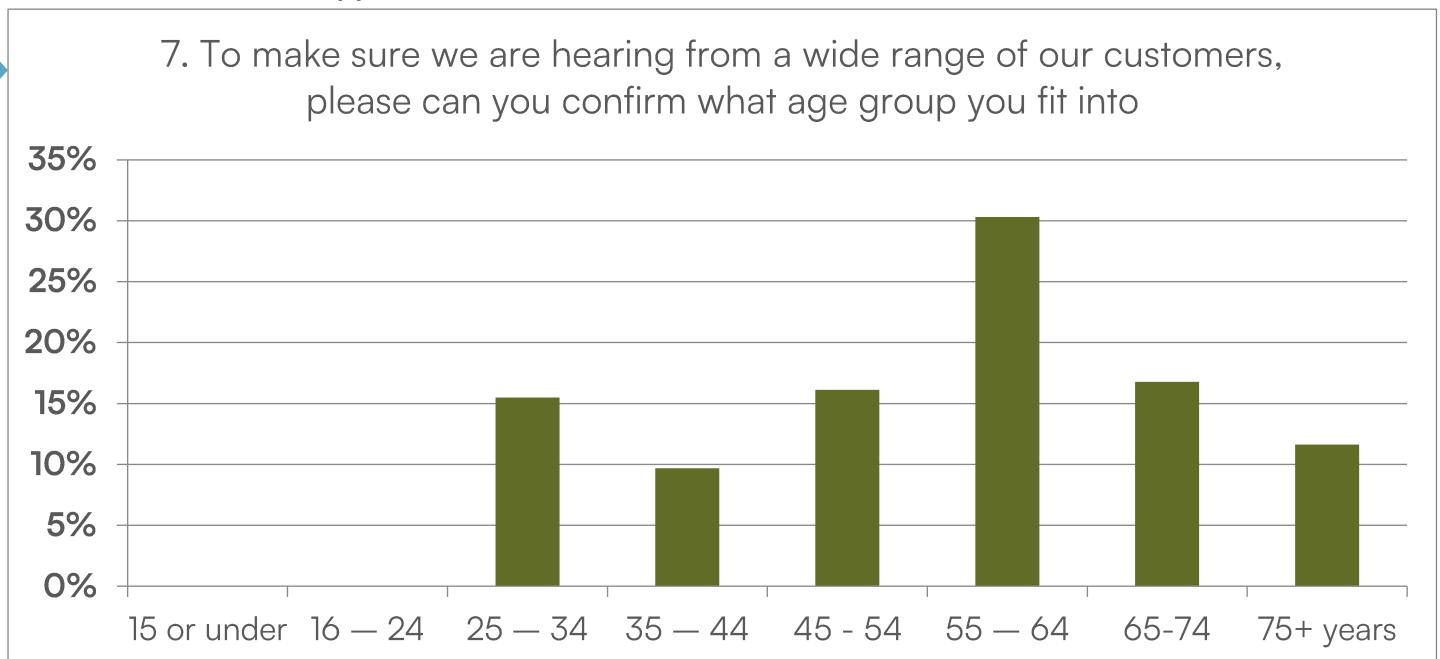
“Quality - I feel that some workers are fab and treat repairs as if they were being carried out on their own house. Others don't seem to care about quality at all.”

“Quicker response times and better communication between employees and departments. I've had 3 engineers visit for a job that was fixed months ago.”

“When talking to customer service, it would be nice to be given a repair order number, so we can follow the repair progress online.”

“None - repair was dealt with within 24hours.”

Answered **155** Skipped **3**



We did...

Based on these survey results, we intend to undertake the following 4 improvement actions:

1. Post inspect, either via a physical visit, phone call or photographic evidence, 10% of all contractors' responsive repairs. (We do not post inspect any at present.)
2. Increase from 72% to 80%, and routine orders from 91% to 95%, the average urgent contractor performance percentage.

3. All methods of communication to be passed to the contractors by General Enquiries as part of the work order process (Not all information available is currently being forwarded) to reduce contractor 'no access' visits.

4. All customer feedback to be collected in the correct format for reporting for our contractors. (The internal teams already undertake this exercise for each completed work order.)

To discuss with staff & other ateb customers the progress made with these actions, please come to this survey's **6-month Review**, in our **Survey Planning Group** which is currently scheduled for **11/03/25 @ 10:00**, but please keep an eye on our website & socials for updates.

We really appreciate all those involved in this review

Need to know more or raise an issue?

Drop us an email: engage@atebgroup.co.uk

Visit our website: www.atebgroup.co.uk

Phone/text/WhatsApp: 07500 446611 / 01437 774766

If it matters to you, it matters to us