



# Improving our repairs service

**Dear resident,**

We have heard you when you tell us we need to improve our repairs service. While we're always pleased to hear your positive feedback about how polite, professional and friendly our staff are, we have also seen an increase in the number of complaints we've received about things like us not fixing the problem first time.

Here we are setting out how and when we are going to improve our repairs service, based on what you've told us matters to you.

We are the largest social landlord in London, and look after 55,000 homes. It's a big job but we work hard to take care of your homes. Last year we carried out around a quarter of a millions repairs, with 80-90% done to your satisfaction.

However, we know, because you have told us, that we need to do more and better.

**We therefore promise you:**

1. **A quality repair, completed right first time**
2. **An exceptional customer experience**
3. **Your voice will be heard**
4. **We will invest in your homes and try to prevent problems happening**



We will keep you updated every step of the way and hope you will quickly see the improvements we are making.

**Best wishes**

**Darren Merrill**

Cabinet Member for Council Homes

# Our promises to you



## 1.

### A quality repair, completed right first time

#### You told us you want your repair done right first time

**We will work hard** to make sure your repair will be completed to a high standard and on the first visit. For more complicated jobs where this is not possible, we will make sure you understand why and what the next steps are.

#### → We will do this by:

- Sending the right person, with the right skills, tools and materials for the required amount of time to complete your repair right first time
- Making sure our vans have all the right equipment.
- Making better use of technology
- Training staff so they can complete the whole job



**When will you start to see a difference? 2023**



## 2.

## An exceptional customer experience

### You told us you want us to make it easier to report an issue and be kept updated

We will deliver excellent customer service that puts residents first.

#### We will do this by:



- Answering your call within 5 minutes and your email within 48 hours
- Making sure the staff you speak to understand repairs



#### When will you start to see a difference? 2023



- Making sure staff don't leave your home without giving you a clear explanation of progress and next steps
- Ensuring we always treat you with respect, as set out in a new customer charter



#### When will you start to see a difference? 2023



- Introducing new technology to make it easier for you to report and follow up issues



#### When will you start to see a difference? 2024



- Flagging vulnerable residents on our systems so they are automatically given priority support



#### When will you start to see a difference? 2024

# 3.

## Your voice will be heard

### You told us you want more say in how your repairs are done

We will give you the chance to feedback at all stages of your repair. If you aren't satisfied with the service, we will speak to you and put things right.

#### We will do this by:

- • Bringing the repairs service to you through Estate Action Days, so you can flag any issues
- 📅 **When will you start to see a difference? We have already visited many estates and will continue our programme through 2023.**
- • Making it clear who to speak to on your estate about issues, and report problems in shared areas
- 📅 **When will you start to see a difference? 2023**
- • We will improve our handling of complaints so that you get a response within ten days, or for complex issues you are given a clear timeline for fixing them
- 📅 **When will you start to see a difference? 2023**
- • Recruiting repairs managers for your neighbourhood, so they understand the local area, and you know who to speak to
- 📅 **When will you start to see a difference? 2024**
- • Expanding our text feedback offer so you can contact us at every stage of the process, and making sure we reply as quickly as possible
- 📅 **When will you start to see a difference? 2024**
- • Continuing to work with the Repairs Improvement Residents Board to jointly design a repairs service that works for you
- 📅 **When will you start to see a difference? We hope you will have seen improvements already and we will continue to keep you updated on the positive changes we are making together.**



# 4.

## We will invest in your homes and try to prevent problems happening

### You told us you want us to prioritise your homes, and become a leading council for repairs.

We will build our repairs service to become an industry leader in repairs and maintenance, ensuring your flats and houses are safe and well-cared for. We will identify issues before they get too serious, with a more proactive approach to repairs delivered by a quality, local service.

#### We will do this by:

- • Using new technology to get rid of damp and mould before it spreads

#### When will you start to see a difference? 2023

- • Reporting all issues we notice when we visit, not just dealing with planned or routine work

#### When will you start to see a difference? 2023

- • Improving the shared areas of your estate or block so you feel proud of where you live, not just your home

#### When will you start to see a difference? Monthly inspections from Autumn 2023

- • Getting ahead of any issues by visiting every home and carrying out a survey of any potential problems

#### When will you start to see a difference? Our programme of visits will be well underway by Spring 2024

We will also make sure our repairs service brings wider benefits for local people by:

- • Investing in local people to be the repairs workforce of the future, employing local apprentices, and using local businesses and suppliers



## Useful contacts



To report a repair: [www.southwark.gov.uk/repairs](http://www.southwark.gov.uk/repairs) **020 7525 2600**

**Tenants & Residents Associations (TRAs)** are groups of residents who work voluntarily in partnership with us to help make their neighbourhood a better place to live. For more information on TRAs or how to set one up, call **020 7525 3326**.

**The Southwark Group of Tenants Organisations (SGTO)** is an independent voluntary organisation representing tenant and resident groups in Southwark run by tenants. Contact the Southwark Group of Tenants Organisations (SGTO) on **020 7639 6718**.



### Emergency housing repairs

An emergency repair is when there's immediate danger to you or the structure of the building. In an emergency we'll make the situation safe; we may need to return another day to complete the full repair.

All emergency repairs need to be reported by phone by calling **0800 952 4444** or **020 7525 2600**.



### Other useful numbers

If you have a gas / carbon monoxide leak, call the National grid **0800 111 999**.

If you have lost your gas or electricity supply, you should contact your individual supplier to determine if the issue with your meter or account.

If you are experiencing a power cut in your area, call UK Power networks **0800 316 3105**.

If you have no drinking water in your area, call Thames water **0800 714 614**.