

## Housing Repairs Action Plan

No	Recommendation	Owner	Target date	RAG Assessment
1	New culture of openness and transparency between officers, members and tenants with respect to Housing repairs Service.	Gerri Scott	Ongoing	Completed and on-going
2	Key Performance Indicators to be used as a tool for improvements, rather than to project a positive image	David Lewis	March 11	Completed
3	CMH to chair the core group meetings	Christian O'Mahoney	March 11	Completed
4	Tenants Council representative to sit on core group meetings	Christian O'Mahoney	Already in place	Completed
5	A single reference number for each repair from initial report until it is fully complete	Daniel Rankine	October 11	Due for completion in January 2012
6	Call centre operatives should be trained to raise "call backs" to all repairs which are a continuation of an existing problem	Daniel Rankine	February 11	Completed
7	Temporary repairs should not be reported as "completed repairs"	Daniel Rankine	October 11	Due for completion in January 2012
8	"Appointments made and kept" should no longer be reported solely through the contractors' self-reporting system but through the customer surveys	Christian O'Mahoney	Already in place	Completed
9	A new text message system to be put in place preventing works orders from being closed without agreement from the tenant	David Lewis	October 11	Due for completion in January 2012
10a	The satisfaction survey to follow industry standards and should no longer include a rating of 3 out of 5 as a satisfied customer	Christian O'Mahoney	Already in place	Completed
10b	The satisfaction survey should not just include repairs that have been completed, but all jobs where the target date has passed.	Catherine Spence	April 11	Completed
10c	Staff conducting the survey should be empowered to resolve unfinished repairs, raise recalls and book appointments	Catherine Spence	April 11	Completed

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11	Financial penalties and incentives are not being used due to targets not being realistic.	Christian O'Mahoney	March 11	<b>Completed</b>
12	Southwark should introduce a policy of raising a default notice for all incomplete repairs which the contractor has reported as complete.	Catherine Spence	April 11	<b>In place</b>
13	Through the core group, Southwark should insist that both SBS and Morrison prevent operative misreporting by a) implementing disciplinary training for managers and b) operating a zero-tolerance policy on misreporting.	David Lewis	March 11	<b>Completed</b>