

Listening to residents and acting on what they say



Edition 2 – Summer 2024



Havering
LONDON BOROUGH

Council Housing Services – listening to residents and acting on what they say

Tenant Satisfaction Measures (TSMs)

A company called Service Insights carried out telephone surveys on behalf of London Borough of Havering, asking a random selection of residents the 12 questions set by the Government. Thank you to everyone who took the time to take part.

What you said about the services you received from us:

- Satisfied with the overall service from us: **64%**
- Satisfied with the overall repairs services over the last 12 months: **64%**
- Satisfied with the time taken to complete the most recent repair: **63%**
- Satisfied that we listen to your views and act upon them: **59%**
- Satisfied that we keep you informed about things that matter to you: **59%**

This satisfaction has increased since we did the STAR survey in 2022.

In contrast, you were not so happy with our approach to handling complaints: **25%**. This satisfaction has dropped since we did the STAR survey in 2022.

Housing Complaints no longer have their own team. They have joined the Corporate Complaints team so that all services are using the same system and processes. We will be able to show you how they are performing as a result in the next edition of 'You Said – We Did'.

The satisfaction levels (above), along with those from the rest of the TSM survey, were submitted to the Government at the end of June.

Did you know?

Part of the new Social Housing Regulations is that we know more about our residents, so over the next few months we will ask you to help us by supplying additional information about yourself and other members of your household.

We will mainly be asking about vulnerabilities. It is important that we know this to ensure we are able to provide you with the best possible service. It also helps to adapt our services to meet your needs.

So, if we ask you about your vulnerabilities, please take a minute to let us know about yourself – even if you reply 'Prefer not to answer'.



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Listening to views and acting upon them

You said we were not very good at calling you back.

We have now trained all frontline staff that use our system to ensure that we return your call promptly. This training includes how to record details about your call so, should you need to make a follow-up call, any officer you speak to should have the relevant information in front of them.

Did you know?

To improve our response to out-of-hours emergencies, we have organised Out-of-Hours cover by Housing Officers, Surveyors and Leasehold Officers. This cover operates 365 days a year and is in addition to existing out-of-hours service provider, Pinnacle, taking calls and repair contractors providing emergency repairs. Our out-of-hours team will make sure that issues are dealt with and escalated to senior staff where they are not resolved to residents' satisfaction, including weekends.

Service Standards

You said you do not know what level of service you should expect to receive from us.

We have now implemented service standards focusing on the area of our service that you have told us are most important to you.

Day to Day Repairs - excluding out of hours

- Priority one (Emergency) – we will visit within four hours and carry out work within 24 hours and make safe. Follow on works may be required;
- Priority two (Urgent) – we will carry out any work within three days;
- Priority three (Routine) – we will carry out any work within 28 days;
- Answer your telephone call at the Repairs contact centres number within 10 rings/30 seconds
- We will let you know if we are running late to a morning or afternoon appointment

Returning your telephone calls

All calls – we will call you back within 72 hours (excluding weekends and bank holidays)

Responding to your complaints

- We will acknowledge your complaint within three working days
- We will respond within 10 days from receipt of your complaint.
- If we are unable to fully respond within 10 days will let you know. We may extend this by a further ten days if the case is considered complex, but we should not go beyond this timescale.

We are focusing on these areas first and will be adding more service standards over the coming months.

Did you know?

In response to residents' complaints that their communal areas, lifts and gardens were not cleaned or maintained, we have introduced the Photobook app. This app is used on mobile phones and tablets to let staff record daily cleans and inspections on every estate. It also provides photo evidence with date and time stamps showing when communal areas were cleaned and gardens maintained. In addition, health and safety hazards (such as clutter) are being logged, photographed and reported to be fixed using the technology. Residents are provided with reports where they have raised concerns. This has totally transformed our estate management.

Sheltered Housing Schemes

You said you wanted more staff presence at Sheltered schemes.

We have undertaken a service review and as a result increased staff presence at each scheme

Did you know?

We are continuing to work in partnership with AgeUK and Mears to provide a free service, called The Energy Doctors, to help you save money on energy bills and stay warm and well by providing professional advice and making adjustments and small repairs to your homes. The Energy Doctors service is free of charge and is available to all residents in Havering but appointments will be prioritised for those most vulnerable to fuel poverty.

To date we have:

- Visited **617** homes
 - Installed over **2,500** items including draught excluders, radiator reflectors, energy efficient light bulbs
 - Average money saved per household:
 - General needs: **£197**
 - Sheltered: **£34**
 - Empty properties: **£111**
 - Total money saved (including energy advice given) **£200,000**
 - Total carbon offset 25,000kg or 12 minutes of Havering's annual carbon output.
- For more information, or to make a referral for yourself or someone else, please contact The Energy Doctors on **0208 981 7124** or by email: energydoctors@ageukeastlondon.org.uk

Our performance

Answering inbound calls

From March 2022 to April 2023 it was taking an average of **547** seconds to answer an inbound call to report a repair.

Now that we have set up the specific repairs contact centre, the average wait time has dramatically reduced:

Mears: from June 2023 to March 2024 it took on average **24** seconds to answer an inbound call

K&T: from April 2023 to March 2024 it took on average **46** seconds to answer an inbound call

Returning your calls

Now that all staff have been training, we have started collecting information about how many calls are returned within 72 hours.

Repairs

Average percentage of Mears repairs completed 'Right First Time' during the financial year 2022/23 was **80%**. In 2023/24, it was **92%**.

New Green Estate

You said that dogs were accessing the children's play area on the ground floor, and you were concerned about safety of the area, as children could run onto the main road as there was no fencing. You also said the wood chip made the area difficult to access for any child or adult with mobility issues.

We have paid for fencing to be erected around the play area, replaced the wood chip with rubber playground flooring making it accessible, and replaced some of the play equipment with easier to use play equipment.

If you would like to get involved and have a say in how we provide our services please email: getinvolved@haverling.gov.uk or call **01708 434000**.



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