

Repairs focus group – 9th January 2025

Attendees – Barbara Rickards, Lesley Peplow, Teresa Fox, Andy David, Kim Mcbride
Staff – Lucy Tyne and Carol Reynolds (Tenant Involvement Officers), Vicky Young (Service Improvement Manager), Ian Bury (Housing Standards Manager, Repairs), Jessica Sangster (Project Manager), Yvee Ellenor (Digital Products and Services)

Agenda –

10am – Welcome and Introductions

10:05 – Introduction to the Repairs Service - (5mins)

10:10 – Repairs Standard and Handbook Feedback – (20 minutes)

Key points made -

- Very clear to read and understand in general
- Information on priorities needs to be bigger and clearer. It needs to be clear that reports are triaged. (More examples of repairs could help)
- An acknowledgement that 24 hours can be too long to wait for an emergency repair.
- Clear information on how the council can help if a tenant is vulnerable or disabled for example.
- Wider publicize what is a tenants responsibility to repair and what is the councils.
- How will the handbook be made available to tenants? Could it be included in the newsletter? Think about those tenants who need a paper copy.

10:30 – Repairs Reporting Form – (10 minutes)

10:40 – Repairs Reporting Form Feedback – (15 minutes)

Key points made -

- Ensure people can report through other avenues not just online.
- Add more options to the lists on each stage of the form – a space to free write.
- It is clear and simple to use.
- Use more pictures, a picture of a room and the user clicks where the issue is.
- Making the first question in the form “what room is the issue in”.

11am – Close