



Wandsworth Council Repair Satisfaction Focus Group

Wednesday 18th March 2025



Aim of the Focus Group

We are committed to improving our repairs service, so as a first step we held a focus group with tenants to look at areas of dissatisfaction in the repairs service you receive.

The aim was to highlight areas that can be improved by listening to tenant views and experiences and to then agree an action plan to improve the service.

Who was involved and how were participants chosen?

11 Wandsworth Council tenants

Tenants who had either shown dissatisfaction in the annual resident perception survey or had shown an interest in attending focus groups via the Council Participation Register

Vice-Chair of the Borough Resident Forum

The Vice-Chair represents the views of tenants and leaseholders involved in the resident scrutiny panels

Four members of Council staff

These were the Assistant Director of Resident and Estate Services, Resident Participation Manager, Head of Policy and Performance and a Policy and Performance Officer

Each resident shared their views/experiences on:



Details of the repair they received



Contractor and staff performance



Communication and information sharing



Overall quality of the repair



Suggestions and actions to improve services

Findings: four themes identified



Repair response
times



Contractor
performance



Communication
and record
keeping



Customer service
and care

Resident feedback: repair response times and contractor performance

- Staff and contractor response times when raising and completing a repair could be improved.
- Some contractors give short notice or struggled to communicate on agreed appointments, or they were not fully prepared during their visits (e.g. not showing ID or having shoe covers available).
- A few residents were unhappy with the contractor's performance, which included re-occurrence of a problem, and contractors needing to return more than once to resolve the problem.
- Residents would like better collaboration between the contractors if more than one contractor is being called out to resolve a problem.

Resident feedback: customer service and Communication/record keeping

- Contractors and staff to show a greater level of customer care and empathy.
- The Council's record keeping could be improved and it was reported that some staff can find it difficult to find the repair details on the Council IT system when an enquiry is made by the resident.
- Residents would like staff to be better prepared when a repair request is raised e.g. better understanding of the property/problem and the repair type needed.

Taking action!

Tenants - we hear you. More needs to be done to improve our services.

Following your feedback, a series of short, medium and long term actions were agreed with the following timeframes:

- **Short term:** by May 2025
- **Medium term:** by December 2025
- **Long term:** by April 2026

Short term actions (will be completed by May 2025)

Action 1: minor adaptations to properties previously had to go via the Home Improvement Team. We will now ensure your estate manager can raise repair orders for minor adaptations themselves.

Outcome: reduced waiting periods for residents.

Action 2: all contractors are being notified that they must:

- i. always have ID available
- ii. take shoe covers to all jobs
- iii. call the resident and the Council on arrival if the resident does not answer their door
- iv. take a timed photo on their arrival at the resident's property

Outcome: improved delivery of customer care from the contractor and increased resident assurance of contractor reliability. It will also support all residents in coming to a resolution should delays or problems arise.

Medium term actions (will be completed by December 2025)

Action 3: Council staff to receive further training on raising repair requests for contractors so all parties are clear on the repair type and timeframe of the repair.

Outcome: Quicker responses and repairs orders done to a high quality the first time round.

Action 4: Specialist contractors for certain minor works (e.g. for window repairs).

Outcome: Improved quality of the repair including the time taken to complete the repair.

Long term actions (will be completed by April 2026)

Action 5: Consider introduction of video inspections to support officers/contractors in identifying and resolving repair problems.

Outcome: Greater convenience for residents and contractors would attend with a clear idea on what trades, time and materials are required to complete the works.

Action 6: Annual block roof inspections and monitoring via the NEC Go Mobile App.

Outcome: Allows for repairs to be identified addressed earlier.

What happens next?

A copy of the action plan tracker will be made available on the Council webpage with clear timeframes. This will be monitored and updated regularly.

A big thank you to all our residents who were involved in this. With your help, we will keep improving so you receive the service you deserve.