

## REPAIRS REACTION REPORT

Thank you for attending the repairs focus group. You should have received the notes from the meeting you attended on but if by some chance you did not receive the notes and would like a copy sent to you, please contact our Customer Contact Centre on 0800 408 2000 (option 1) or you can visit our web site [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)

When you attended the focus group meeting, we asked you a number of questions, which you replied to. We can now respond to your suggestions and give you some details on what we intend to do in the future to address these.

You said	Things we already do
<b>There were quite a lot of overdue repairs</b>	<b>Suggest that any old repairs are re-reported and treated as fresh work</b>
<b>The definition of an emergency out of hours repair needed clarifying</b>	<b>There is a definition of an emergency repair, which has been forwarded to the out of hours contractor.</b>
<b>Were Connaughts reporting back that extra works were required after servicing?</b>	<b>All variations and extra works are ordered by Connaught when the test certificate is submitted for records updating</b>

**REACTION**



Short term objective	Long-term objective	Final Objective
To ensure that any backlog of work of work is reported and completed when requested	To prevent any inconvenience and discomfort for our customers	To ensure we do not have a backlog
To remind all stakeholders what the definition of an emergency is	To make sure that an emergency is treated as such when it is reported	To make sure all emergencies are dealt with effectively
That work is identified and reported correctly	To ensure that effective communication is in place in regard to remedial works	To ensure there is minimal delay in ordering and carrying out the works