

Getting involved

How YOU can influence our services

County Palatine takes the views of its customers very seriously—it is for this reason that we offer a wide range of options for you to tell us what you think about our services.

The plans to improve our services that are set out in this leaflet are the direct result of talking and listening to our customers.

If YOU want to influence future reviews of our services here is what you can do: -

Write or contact us by telephone if you have a good idea to improve our services

Complete questionnaires we send you about our services—we will pay for the postage!

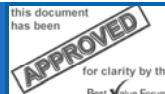
Join our Customer Panel—we will contact you by telephone to hear your views on new ideas to improve our services

Join our Best Value Forum to discuss our services in detail—meetings are held most months at 6pm



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county
palatine

Making our services better

Best Value

March 2001

Responsive Repairs

Number 2 in a series of leaflets setting out our plans to improve our services

Also available: 1 rent / service charge collection and recovery

What is this leaflet?

This leaflet contains County Palatine's Service Statement and improvement timetable for our responsive repairs service. It sets out the type of service we aim to provide our customers and contains a plan for improving the service over a three year period.

This document is the result of a Best Value Comprehensive Service Review which took place between August 2000 and March 2001.

What is Best Value?

The government requires all organisations that receive money from it to regularly review how they do things and to try to make continuous improvements to their services. They call this requirement "Best Value".

The aim is to provide value for money services that learn from the good ideas and practices of other companies and listen to the demands of the people who receive them—our customers.



This leaflet sets out how we can be sure that our repairs service measures up

Want to know more?

This leaflet summarises the outcome of a detailed review of our service—for more information contact our Policy & Research Manager ☎ (01942) 608715.

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Service statement

The type of service we aim to provide

Background

Our ability to deal with reports of responsive repairs is the single most important factor affecting how our tenants perceive the quality of the Association's services. We carry out thousands of repairs every year, so it is a big area of expense for us.

In general, we are not responsible for carrying out repairs for our shared

owners and leaseholders but we recognise that for these customers getting repairs done can be difficult and we want to help.

Aim

Our aim is to provide a repairs service which is focused on meeting the needs and expectations of our customers and ensures value for money.

Our services

To achieve this aim we will: -

- accept reports of repairs at our office, over the phone or via e mail
- provide a direct telephone number to our repairs staff so that customers can report repairs without fuss
- issue receipts for every repair request that we agree to respond to
- offer appointments for every repair undertaken by our own maintenance team to the inside of tenant's homes
- offer some evening appointments (subject to demand) for customers who are at work during the day
- offer an economic minor repairs service for leaseholders and shared owners who may find it difficult to deal with repairs themselves
- provide a repairs troubleshooting guide to help customers identify and report common problems
- develop our internal maintenance team further to save money and offer a consistent service to customers

- restrict responses to out of hours repairs to emergencies only
- recover the costs of damage to our property and where necessary use debt recovery agencies to do so
- regularly review our entire approach to delivering this service using "Best Value" principles

Our targets

National targets set by our Regulator¹

1. 95% of emergency repairs should be attended within 24 hours.
2. 90% of urgent repairs should be attended within one week.
3. 90% of routine repairs should be attended within one month.

Local targets set by County Palatine

1. We will aim to provide appointments for 70% of jobs carried out by our internal maintenance team

¹ Please note that national targets are subject to revision by our Regulator.

Improvement timetable

Our plans to get better

	2000/01	2001/02	2002/03	2003/04
1. Introduce new appointments system	_____			
2. Begin to issue receipts	_____			
3. Enable reports of repairs via email	_____			
4. Introduce new telephone survey of customer satisfaction	_____			
5. Introduce limited evening service	_____			
6. Hold quarterly meetings with out-of-hours contractor	_____			
7. Introduce changes to the monitoring of rechargeable repairs	_____			
8. Introduce direct repairs telephone number		_____		
9. Issue repairs guide to tenants		_____		
10. Issue guidance on repairing obligations to leaseholders and shared owners		_____		
11. Introduce a repairs service for shared owners		_____		
12. Review cost / performance of out-of-hours contractor		_____		
13. Aim to expand internal maintenance team	_____			
15. Commence new Comprehensive Service Review				_____