



livin & Mears Group: Delivering the CIH Repairs Charter

Delivering the CIH Repairs Charter has enabled livin and Mears to:

- Increase appointments made at the first point of contact by 300%
- Reduce no access by over 1200 visits per year (saving the partnership £44k per year)
- Exceed 97% of emergency repairs completed in one visit
- Increase jobs per operative per day by 26%
- Achieve over 90% first visit fix rate
- Achieve over 99% post inspection pass rate
- Save the partnership over £4m over 3 years
- Reduce the average time to complete all repairs from nearly 12 working days to 7 days (even though this wasn't a key driver)
- Achieve over 99% tenant satisfaction

SERVICE EXCELLENCE

livin, Mears and local tenants have formed a 'Towards Service Excellence' team. Following a review of the responsive repairs and gas services the teams first job was to develop an improvement plan.

We ensure that improvements are delivered by giving each team member responsibility for delivering specific actions. For example, tenant members have responsibility for communicating the work of the team to other tenants.

STREAMLINED RESPONSIVE REPAIRS SERVICE

After consulting with tenants, livin has split repairs into two categories; 'emergency repairs' and 'non emergency repairs'. Emergency repairs are attended to within 2 hours and completed within 24 hours. Non emergency repairs are responded to at a date and time that is convenient to the tenant.

PERFORMANCE MONITORING

A new performance monitoring framework has been produced with measures which reflect the priorities of tenants. We know it's important to get it right first time so we measure our performance on:

- First Visit Fix
- Post inspection pass rate
- Recall rate
- Tenant satisfaction

Performance information is now used proactively to identify and implement areas for improvement.

VALUE FOR MONEY

livin and Mears have agreed a price per property arrangement from 2012. This benefits livin and their tenants by reducing costs and fixing budgets whilst empowering Mears to deliver a flexible service that truly meet the needs of tenants.

ROLES AND RESPONSIBILITIES

New responsive repairs procedures have been produced which provide clarity on what tenants can expect from their repairs and maintenance services and also set out roles and responsibilities for all staff in the partnership.

CUSTOMER FOCUSED SERVICE

Tenants have told us what they want and we have delivered:

- A low rate repairs phone number to reduce costs from mobile phones
- If a repair cannot be completed in one visit the operative books a follow on appointment before they leave the tenants home. They leave a receipt with the tenant confirming what will happen next
- livin teamed up with **asert**, an organisation set up by TAROE, to offer work experience and opportunities for employment for livin tenants

THE FUTURE:

This approach has been so successful that the team will now review

- voids
- planned maintenance
- capital works

"The innovative approach adopted by Mears and livin on this contract has made it one of the most progressive repairs services in the sector."

ALAN SMALL, PARTNERSHIP MANAGER, MEARS

"Our new approach to delivering responsive repairs services has reduced costs, mitigated budget risk at the same time as increasing the number of repair appointments three fold to deliver the service the way the tenants want it."

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