

What repairs am I responsible for?

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repairs matter

July 2010

The newsletter from the Guinness Trust repairs desk

reporting a repair just got easier!



We are delighted to be able to launch our new Repairs Finder software. This will enable you to go online to report your non-emergency repairs. Go to www.guinnesspartnership.com then click on Guinness Trust and then “report a repair”, then click on the Repairs Finder icon.

You will be able to click on to a diagram of your home to easily identify the repair you need. Then, after filling in your details, you can just press “send” and we will action your repair! You will receive confirmation that we have your request to give you peace of mind, and then the Repairs Desk will contact you to confirm who will carry out your repair. No waiting on the phone, no queues, no cost!

Two of our remote editors have been trying out the Repairs Finder and have been vocal in their praise:

“Great tool. I have just tested it out to report a broken door handle and thought it was a brilliant service. It was clear to use, you had thought of all the right questions, easy to use. I will use it.”

Pauline

“I have used it to report a repair. It was so easy, very straightforward. Congratulations to whoever designed this program.”

Peter from Brighton

Why not give it a try for yourself? You can access the internet for free at your local library!



Guinness Trust Repairs Desk

Greenwood House, 91-99 New London Road,
Chelmsford, Essex, CM2 0PP

Tel: 08452 30 30 80 **Text Relay Service:** 18001

Email: gtrepairs@guinness.org.uk

Smell gas? Call National Gas Emergency Service for free on 0800 111 999

hello and welcome

Welcome to the July Edition of Repairs Matter, brought to you, as usual, with the endorsement of our Remote Editors (to whom we are very grateful!).

The theme of this issue is what the Repairs Desk can do for you. Obviously, we know that you want us to process your repairs! However, we believe that we can provide you with a better repairs service by using the Customer Insight data you give us to tailor your repair (see page 4) and by providing additional services, such as Aids and Adaptations (see page 5) and, as the roll out continues, by assisting those residents who have been upgraded to their new communal digital TV systems (see page 6).

We are also very excited about our new Repairs Finder tool, which we believe will make it even easier for you to report repairs on the website. See our article on the front cover for details.

We hope you enjoy this edition of Repairs Matter - do let us know what you think!





a few moments now can help keep your heating in tip top repair...

For just 10-15 minutes each week, run the central heating system at full blast with all the radiators on and thermostats up to the maximum. Then close down the valves one at a time, turn the thermostat down and switch the heating back to your normal summer setting. Don't forget, if your immersion heater is a back-up for your central heating system then, provided your central heating is working, you can turn off your immersion and avoid paying to run both systems!

what repairs am I responsible for?

You are responsible for minor repairs and maintenance. These are jobs that you can reasonably carry out using minor hand tools; for example clearing blocked sinks and toilets, arranging for the plumbing in of your own washing machine, refixing toilet seats and putting up curtain rails.

You are also responsible for any repairs needed because of damage, misuse or carelessness by you or your visitors.

This does not apply to shared ownership properties where the responsibilities are described in the lease.

call recording... Why do we do it?

All calls to the Repairs Desk are recorded. This is a useful tool for us as it means that:

- We can listen back to your call if we are missing any important information.
- We can monitor how our staff are doing by listening to their calls and giving them feedback on the level of customer service they provide.
- If you are unhappy with the service you received, we can listen back to the call.
- If a customer is abusive to the Repairs Desk Staff we have a record of the call.

Our overall aim is to provide you with excellent customer service and this tool helps us do that.



customer insight: how the Repairs Desk can tailor services for you!

On the Repairs Desk, we are always looking at ways to improve our service to you. One of the ways we are currently doing this is by using the personal information which you give us, to help us deliver your repair. This information is known as 'Customer Insight Data'.

Last year, all of our customers were asked to fill in a Customer Insight form, which gave you the chance to inform us of any disabilities that you may have. This information was placed onto our main database in the form of a 'flag'.

This means that when you call the Repairs Desk and we look up your details a 'flag' will appear making us aware if you have a disability; for example a mobility, visual or hearing impairment.

When the Repairs Desk see one of these flags, they have been taking the time to talk to customers to find out what extra help we can provide to help your repairs be completed. There are many ways that customers have told us that we can help; why not think about whether these would help you?

- We can ask the contractor to allow you more time to answer the door.
- We can ask the contractor to use a side or back door that may be easier for you to access.
- We can ask the contractor to text you when they are on the way to your home or once they are at your home.
- We can ask the contractor to use a password that you have given to us so you know that it is a Guinness Trust contractor at your door.

You may have already told us what you would like and we are currently putting this information on our database, so that we can pass on this information to our contractors each time you need a repair. If you haven't told us what we can do - why not tell us next time you call?



some recent examples of where we have helped our customers in this way:

- A Customer Insight flag confirmed that the tenant was visually impaired and would prefer large print correspondence. We wrote to her in Font 14 as recommended by the RNIB (Royal National Institute of Blind People).
- An elderly customer with a hearing impairment contacted us regarding a repair. We agreed that the contractor would ring the door bell a couple of times and allow time for her to answer. The contractor also agreed to call the customer on her telephone number, if they did not receive a response, before leaving. This ensured the contractor could access her home and complete the repair.



need to adapt your home to suit your needs? The Repairs Desk can help...

The Repairs Desk can also help you if you would like your home adapted to better suit your needs. Using the Customer Insight data we hold, a new Aids and Adaptations leaflet was recently sent to all those customers who told us they have a disability.

The leaflet confirms that you can contact the Repairs Desk to arrange minor adaptations such as:

- Grab rails.
- Additional rails to stairs.
- Lever taps to wash basin, sink and bath.
- Installing or moving door entry phones.
- Fitting extra rails outside of the property and extra steps into the property.
- Removing an internal door threshold.
- Flashing smoke alarms.

- Flashing door bells.
- Vibrating pad in conjunction with a smoke alarm.
- Upgrading speech modules on warden call systems.

Depending on the adaptation requested we may need to speak to one of our surveying team and/or an occupational therapist first, but why not give us a call and see what we can do to help you?

 If you feel that any of the above aids or adaptations would be beneficial for you, or if you would like a copy of the leaflet, please contact the Repairs Desk by email at GTRepairs@guinness.org.uk or phone 08452 303080.

We have already been able to help customers in this way. For example, recently the Repairs Desk were delighted to help an elderly customer who, after receiving the new Aids and Adaptations leaflet, contacted us to say she needed lever taps. Less than seven days after her requesting the taps, they were installed, leaving her to conclude that Guinness Trust had done a “grand job!”

For a major adaptation (for example a stair lift, level access shower etc) please contact your local Housing Officer or your Social Services Occupational Therapy Department. For all major adaptations an Occupational Therapist's recommendation is needed to ensure the adaptations best suit your needs.



spotlight on Chris Trew...

How long have you worked at the Repairs Desk?

I have worked for the Repairs Desk twice now; the first time was from December 2008 to April 2009. I returned in October 2009.

Why did you return?

I love the friendly atmosphere and the way we all work as a team; it's almost like family here! I also love the fast-paced action; there is always something to do.

What is your role on the Repairs Desk?

I mainly answer calls and process invoices from contractors. I also lend a hand with the other administration tasks which the team have. Frequently it's me making a cracking cup of tea for the team.

30 second interview...



Favourite Sandwich Filling?

B.L.T. (Bacon, Lettuce and Tomato)

Book or Film? Film

Town or Country? Country

Dream Holiday? Mauritius

Star Trek or Star Wars? Star Trek

Favourite Flavour Crisps? Brannigan's Roast Beef and Mustard (Yes, they do exist!)

latest progress on the Digital TV upgrade programme!



You may recall that, last time, we featured some exciting news about the digital TV upgrade coming to a communal aerial near you. We thought you would like to hear how we are getting on...

Are we on target with the programme?

Yes! We are working well with our contractors - SCCI Ltd. We have surveyed over 2,000 properties and installed the new system in 350 properties!

The programme is on target and, with good weather on our side, we hope to work even faster than planned.

Are those customers already upgraded happy with the results?

We like to think so. There have been a few technical queries, which we are more than happy to discuss and resolve with our customers but most agree they have a better and enhanced reception. One Chelmsford resident - Miss Kavanagh - has told us that she was "most impressed with the politeness of the installation crew, and the tidiness and cleanliness of their work" and that she can now "get crystal clear channels" - even channels she had previously been unable to receive.



Can you still discuss the project with us?

Yes, of course. If you are not sure about anything after you receive the detailed information pack from your Housing Officer, please contact the Digital TV team (see contact box) or your local Housing Officer.

We can even hold a residents' meeting on your estate if there is sufficient interest. If you would like to discuss this, please contact the Digital TV team (see contact box below).

How much is this going to cost?

This is the most commonly asked question. The answer depends on whether you are a tenant or shared owner. However, all costings are included in the digital TV pack that the housing officer sends out to all customers before work starts.

Correctionoops!

We made an error in the March issue of Repairs Matter. The Digital Team's email address is actually digitaltv@guinness.org.uk. Sorry!

Contact Your

 Digital TV Team on:

Email: digitaltv@guinness.org.uk

Phone: 01245 228236

Website: www.guinnesspartnership.com

and click on the Guinness Trust logo and click onto the Digital TV Switchover link.

Happy viewing!

**repairs
fact #2**



In 09/10 the repairs desk handled 77,800 calls!

Repairs Matter needs you!



At Guinness Trust we are always looking for customers to help us in delivering our service.

On the Repairs Desk we have a panel of Remote Resident Editors who, in exchange for a sneak preview, get the chance to shape this newsletter by giving us their views on how it reads and whether they like the content, style etc before it goes to press.



If you would like to join our Remote Editorial Panel please contact Jacqueline Hitchin by emailing GTRepairs@guinness.org.uk or telephoning 08452 30 30 80.

This is a great way to get involved from the comfort of your own home; so why not give it a go? Who knows where it may lead!

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did you know?

More Repairs Desk facts!

We have had a very busy year at the Repairs Desk, working hard to give you all a fantastic service. Between 1 April 2009 - 31 March 2010 we:

- **Raised 30,537 repairs and chased and completed each order.**
- **Called over 2,000 customers to check that their emergencies had been made safe.**
- **Processed 25,682 invoices.**
- **Organised Gas Safety checks for over 1,400 properties in the east of our area.**

Phew! We look forward to delivering an even better service in 2010/2011.

