**Appendix 3: ODS Lessons Learned**

***Behaviour***

* Training and monitoring to be given to Planners when there is sickness in the operational team.
* Team Leaders and Managers to receive training on customer service.
* Ensure care is always taken of a tenant’s personal belongings, and feedback immediately if there is an issue.
* Understanding General Data Protection Regulations and privacy - sensitivity of information sharing with customers
* Ensure areas are kept safe and clear not just in the house, but for neighbouring areas too.
* Customer service training required for dealing with providing suggestions for cleaning in a sensitive manner.
* Tenants expect replacements, not repairs. Operatives need to explain repairs and what they have diagnosed.
* All tenants to be spoken to, even if works are external / visual inspections.

***Communication***

* Improvements - keeping tenants up to date in real time about repairs, and to respond to action notes.
* Operatives to report back any issues when works being conducted. Localz will help to relay tenant satisfaction in real time.
* Need to improve communication on the movement of appointments - training to be given and monitored.
* Staff to be shown MyConcern examples in training, and basics surrounding how to communicate with tenants if they are dissatisfied on arrival.
* Operatives to make it clear what next steps are and explain why a repair cannot be completed, encourage make safes at a minimum.
* Improving ongoing and maintaining communication with customers regarding what is happening with their repair.
* Cancelling works without contact must not happen.
* Planners to try all alternative numbers on address - increased use of email for appointments.
* Ensure tenants are kept up to date with timescales on major works and that enquiries are passed to correct team.
* Any delays must be communicated.
* Communication with tenants - explaining they will be sent certificates (e.g. gas safety) instead of being given a copy.
* Ensure any changes to appointments are communicated. Contact Centre to escalate and action notes not responded to

***Service***

* Increase post inspections or request post work reports from contractors.
* Use systems to identify repeat problems so we can plan for more in depth investigations. May be larger works but avoid returning over again and causing customers to be unhappy.
* Operatives to be given information on where to direct tenants who need to speak to Property Services.
* Ensure systems are correct so we are not using workarounds. Localz to ensure Tenants are made aware when Operative in on route.
* Ensure follow on works are clearly communicated and delays explained to the customer.
* To inform/reassure tenants post inspections happen to pick up any snagging.
* Gain further information instead of assuming it "may" lie with OCC.
* Team Leaders to take ownership of large scale works and ensure all stages are clearly noted and communicated. Contact Centre to escalate action notes not responded to.

***Quality***

* Training to ensure operatives are taking photos and feedback when attending repairs and feeding back to office. Localz will assist here.
* Follow-on appointments to be managed and improvements needed to quality of works. Localz to assist here.
* Look at historical issues if tenants are saying it is ongoing so we can try alterative repairs.
* Improve quality of works.
* Ensure we are on top of all damp and mould surveys - chase follow up work to avoid repeat visits with no outcome.
* Notes monitored throughout every day and spot checked.
* Ensure operatives are retaining photos pre and post work and pre-existing damage noted down.
* Multi-job repairs to be centrally managed & post-inspected. Localz to assist with real-time feedback.
* Proactive property survey to be raised if damp and mould complaints/calls persist.
* Increase post inspections of subcontracted work.