

## **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 alternative 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.