

Communications	Establish a plan – Project Team, across business, with customers	Via Repairs Project Team & Comms/PR
Location of Team	Explore Hub arrangement for co-location of repairs technical team and call centre staff	To be progressed via Repairs Project Team – exploring provision on 6 th Floor wc 9 th Dec involving ICT
Receive Call	Telephony in place, dedicated line or change outgoing message? How will deal with mails from website link?	Transfer current dedicated line for continuity Process to be developed once Contractor appointed
Advice & Support	Dedicated Team, recruitment of Senior plus 3 call handlers (1 x temp), plus advisor To have knowledge of Repairs Policy/Understand Recharge procedure	Recruitment in progress Defined in Job Profiles
Diagnose Repair	Need scope: contractor commitment eg. deploy trade who will diagnose/repair? Contractor diagnostic provision Will there be provision for inspection before logging repair if needed? (to maximise right first time) (as at T&D)	HQN Training arranged for 4 th March 2020 Depends on contractor provision
Log Repair	On existing Orchard system	
Deployment of Contractor to Attend	Need to determine provision for interface with Orchard Will we have specific appointment slots or am /pm? Need to consider HAT markers and other customer info eg disabilities	Depends on Contractor Provision Establish points of contact and define process once Contractor appointed
Follow Up Advice & Liaison with Contractor	Key points of contact SLA between Teams	Establish points of contact and define process once Contractor appointed
Satisfaction Data	Transactional surveys and quick reaction to expressions of dissatisfaction Contract management/ complaint resolution to be contained in SLA	

Out of Hours Service	Depends on Contractor provision/SLA for this service	Options Appraisal being produced for Directorate
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Growing the Service

Accessibility	Webchat Repairs Self Serve in Reception (staff on hand to assist)	To be developed via Customer Experience Team & Project Group
Appointments	Depends on Contractor provision (their IT and their offer) Scheduler – to include auto text messaging 'On Way' texts	To be developed via Customer Experience Team & Project Group
Satisfaction Data	KPIs Comparative data Communications Complaints monitoring	To be determined by Project Group
Self-Serve	Design repairs process/form – assists in data analytics, customer insight App Portal – log repair and confirm appointment Tenant diagnosis tool Contractor provision for back office functions Upload photos	To be developed via Portal/Digital Project
Out of Hours Service	Monitor and Review	KPIs to be developed by Project Group
Commercial	Pay as you go private repairs service	Include in service development plan with Contractor
Excellence	Service Improvement Groups Tenant Scrutiny Benchmarking champions Accreditations	Include in service development plan with Contractor