

Scrutiny review – Responsive Repairs

Why repairs?

We are all Stonewater customers and we know how important it is that repairs are done right and on time.

Our research showed that responsive repairs (the ones that they do when things go wrong, not big upgrades like bathrooms or insulation) is the thing Stonewater receives the most calls about.

How we did it

We conducted the review by:

- Reviewing the current repairs process
- Reviewing Stonewater's contractor partners
- Looking at complaints data
- Holding a customer workshop
- Doing a customer survey
- Looking at the repairs policy and procedures

What we found out

- Customers need more information on Stonewater's repairs performance
- The repairs guide for customers needs to be updated to be clearer on standards, responsibilities and timescales
- Customer feedback on contractors should be used to improve the service
- It's important that the service takes into account the needs of vulnerable people
- Customers would benefit from a variety of ways to report repairs



How does a scrutiny review work?

The Scrutiny Panel is made up of a maximum of 12 members who work with Stonewater to review and improve services. A review involves taking an in-depth look at a service and making recommendations for changes or improvements based on the panel's findings.

What did we change?

We worked with Stonewater to embed the following improvements:

- More convenient ways to report repairs including live chat, and callbacks are now available
- Stonewater has reviewed the compensation policy
- Updated repairs information is available on the website

What's next?

Some of the recommendations we made for this review are still in progress.

Stonewater will:

- Release performance data more often
- Share a new repairs guide with all customers
- Continue to work on and improve service offer on MyHome
- Scope other digital improvements such as an app

Got feedback or ideas for the Scrutiny Panel? Please email scrutiny@stonewater.org. You can find out more about us on our webpage.