

Repairs Survey Results

Ancho sent an email consultation to tenants to ask their views on our repairs service. They were asked two questions:

- What is the best thing about our repairs service?
- If you had to choose, what is the one thing you would change about the repairs service?

Overall, our survey had 45 responses.

Q1. What is the best thing about our repairs service?

The answers to this question covered four key topics.

Topic	%
Communication	5
Service	35
Professionalism	18
Timing	27

*That you have helpful and capable colleagues to do the repairs
The speed in attending and the quality of the repairs.*

Q2. If you had to choose, what is the one thing you would change about the repairs service?

The answers suggested changes in three key areas. 33% of responses said nothing should be changed.

Topic	%
Change nothing	33
Communication	23
Timing	27
Service	18

*Simplify and speed online repair forms
You could confirm by message or email when the workmen will arrive.
Ensuring contractors are as local as possible*

We are working over the next year on a comprehensive review of how repairs are managed, and this survey was the first part of that process. Your feedback has been incredibly helpful for getting some initial feedback that will inform the next steps. There will more be opportunities to ensure that tenants' preferences and opinions are at the heart of the new service. Thank you to everyone who took the time to get in touch.