

# **New Online Repairs Service Resident Involvement Report**

## **December 2019 to August 2020**

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## Report Purpose

The majority of Southern Housing Groups' day to day repairs are contracted to 3 key maintenance providers; Southern Maintenance Service (SMS), DW and Wates.

We started working with the IT Project Team to support them in involving residents in improving the Groups' digital offer to them. This evolved into the current Online Repairs Service project. The Project Team decided to focus on the Online Repairs Service following feedback from residents and staff about the need to improve the current methods of reporting repairs; by telephone, email or using an online report form.

To enable repairs to be scheduled remotely, the service needed to focus on 1 - 2 hour plumbing, electrical and carpentry repairs undertaken by SMS, DW and Wates.

Since December 2019 we have been working with our involved residents on an improved digital option for residents and staff to report repairs to the contractors.

The key aim was to offer residents an online channel to report, schedule and track repairs to their properties and report repairs to communal areas.

This report details each phase that residents were involved with and the feedback they provided. We have detailed the resident recommendations that have been adopted by the IT Project Team.

## Consultation Themes

The themes were to ensure that each screen of the New Online Repairs Service was easy to follow, easy to read and enabled users of different digital abilities to be able to access and use the service.

## Consultation Methodology.

Residents were initially selected for their interest in the development of a digital portal. The project evolved to concentrate on the reporting of repairs following feedback the Group had received from residents and staff about customers specific needs.

Residents were informed of the different phases planned. The majority of the residents that took part were involved in all of the phases referred to in this report.

At each stage we asked residents to provide details of the digital equipment they would be using to access the links to the test screens. This enabled the IT Project Team to ensure that the New Online Repairs Service was accessible and useable to all residents.

The range of digital devices used by residents included Mac book pro, smart phones, PC, Laptop, Android and I-pad.

Due to the nature of this digital project, there was a need for residents to have access to the internet. The initial testing was undertaken by clicking on a link to an online portal. The IT Project Team undertook this task with residents remotely over the telephone. Some residents provided feedback by email.

For phase two we wanted to ensure non-digital residents were included in local focus groups to ensure the New Online Repairs Service explored how user friendly the portal would be to customers with less experience in using such technology. We wanted to understand if by helping residents to get online, they would feel comfortable in using the alternative ways to report repairs.

The project was postponed in January 2019 due to further work required to the portal by the developers.

The project was further delayed due to the Covid-10 pandemic. The pandemic changed the way in which we were able to engage with residents. At that time, it was not possible to involve non-digital residents in being part of the development of the New Online Repairs Service.

The Customer Involvement Team were aware that the digital users themselves would each have different technical skill sets and different needs from the New Online Repair Service. Our involved residents had knowledge to provide feedback on behalf of non-digital residents.

It was agreed to keep the currently involved residents from Phase 1 December 2019 as the core testers of the New Online Repairs Service for the remainder of the project. This approach enabled each phase to move forward.

By involving residents by telephone and by email during the pandemic lockdown, the IT Project Team were able to walk residents through each screen remotely. A contact number was provided to help residents participating by email.

It was initially important to enable residents to take part at the time of day that was convenient to them. The feedback received by the IT Project Team indicated there was no difference in the recommendations given by residents participating during the daytime or evening. Therefore, due to Covid-19 and the impact on the resources of the IT Project Team, any resident unable to take part during core working hours, were sent links to participate by email.

When the Customer Involvement Team were able to facilitate focus groups by Zoom, a virtual evening session was arranged in August 2020. We were also able to facilitate one to one zoom calls to share our desktop screens and one to one telephone calls.

This was scheduled prior to the New Online Repair Services capability to report and schedule a repair going on a 'live' trial in the Southern Maintenance Service (SMS) area.

In line with standard research practice, and due to the numbers of residents involved, the findings of this review group cannot be viewed as providing representative feedback on the views of all the Group's residents. These results do provide an insight into the views and opinions of residents.

## Respondent profile

This information has been gained to help monitor inclusivity of residents participating in the project.

	<b>Gender</b>	<b>Tenures</b>	<b>Regions</b>
<b>Phase 1 December 2019</b> Reviewing the prototype – accessing the login, reporting and tracking screens	4 Male 3 Female	5 General Needs 1 Shared Owner 1 Home Owner	3 North 2 South 2 Isle of Wight
<b>Phase 1 February 2020</b> Review of text	1 Male 1 Female	2 General Needs	2 North
<b>Phase 2 March 2020</b> Entering the new online repairs service and raising a repair	8 Female 6 Male	11 General Needs 2 Shared Owner 1 Leaseholder	6 South 6 North 2 Isle of Wight
<b>Phase 3 August 2020</b> Scheduler and login	6 Male 6 Female	9 General Needs 2 Shared Owner 1 Home Owner	6 South 4 South 2 Isle of Wight

Below we have provided a breakdown of the method residents got involved for each phase:

### Phase 1: December 2019

- Seven residents involved by providing feedback via email and phone calls with the IT project team.

### Phase 1 February 2020: Review of Text

- Two residents met with the IT Project Team at our Fleet House office. This session was used to gain resident feedback for the wording used in the online repair service.

### Phase 2 March 2020: Entering the new online repairs service and raising a repair

- Feedback was collected by the IT project Team via phone calls and email. 14 residents were involved.

### Phase 3 August 2020: Scheduler and login

- Residents were involved via phone call, email and a zoom session, in total 12 residents were involved.

### Age profile of residents involved:

Where data was not available, we have entered 'Not known.'

<b>Age of Residents Involved</b>	<b>Phase 1 December 2019</b> Reviewing the prototype – accessing the login, reporting and tracking screens	<b>Phase 1 February 2020 -</b> Review of Text	<b>Phase 2 March 2020</b> Entering the new online repairs service and raising a repair	<b>Phase 3 August 2020</b> Scheduler and login
<b>16-24</b>	0	0	0	0
<b>25-34</b>	0	0	0	0
<b>35-44</b>	1	0	0	1
<b>45-54</b>	4	2	8	4
<b>55-59</b>	0	0	0	0
<b>60-64</b>	0	0	3	3
<b>65-74</b>	2	0	1	1
<b>75+</b>	0	0	2	1
<b>Not known</b>	0	0	0	2
<b>Total</b>	7	2	14	12

## Consultation findings

List questions and responses below each question

### 2019: Reviewing the prototype – accessing the login, reporting and tracking screens

1) On a scale of 1-5, 1 being very easy and 5 being difficult, how easy do you think it is to	
<ul style="list-style-type: none"> <li>• Raise a repair</li> <li>• Track a repair where you get sent a code by email or phone to log in</li> <li>• Track a repair where you use your tenancy reference number to log in</li> <li>• Raise a repair in the communal area</li> </ul>	<p>The average feedback was a score of 1 to 2.</p> <p>Comments:</p> <p>Tracking – ensure the contractors details are included on the tracking screen.</p> <p>It may be harder for residents without a mobile or email address</p>
2) Would you use a Repairs Portal like this to report your repairs in the future?	
<p>Yes absolutely – much better than the phone.</p> <p>Giving the choice of using the phone or going online, I would use this tool – thumbs up from me.</p> <p>No one would say no.</p>	

On a scale of 1-5, 1 being very similar and 5 being very dissimilar, how similar is this log in process to other services you access online?

Residents who used authentication processes with phone companies and banks voted the SHG process as '2'

Feedback included:

'Similar to other (national) services'

'It is a lot more intuitive and much better than the older SHG portal.'

What do you like most about the repair's online log in?

'A lot more streamlined than existing service.'

'No response from old system about progress of reports – this one does'

'Like the colours and words – like the look and feel of the new portal.'

'Ability to go through the process with minimal input. Simple and intuitive.'

'The biggest and best way to report a repair. '

'Easy to use'

'To be able to track repairs – great!'

1) What do you like the least about the repairs online log in?

'Tried to use other things from SHG and found them to be awful.'

'Part rent/part buy – could there be a screen to enable jobs to be completed.'

'At this stage would have liked to have had data to enter myself to test.'



### Phase 1 February 2020: Review of text workshop

The IT Project Team looked at the design with residents and took them through the repairs service. Residents informed the Project Team to reduce the number of words and change words that may confuse customers.

### Phase 2 March 2020: Entering the new online repairs service and raising a repair

Residents were asked to test the New Online Service using Scripted and Free Style repairs and provide feedback to the following three questions on a scale of 1 to 5:

*(5 Excellent, 4 Good, 3 Basic, 2 Not Good and 1 Very Poor)*

Question	Rating
Look and feel of the system (is it a good experience?)	5 = 8 4 = 4 3 = 1 2 = 1 1 = 0  Comments:  'Very nice look' 'Straight and easy to follow' 'Very nice to look at'
How easy it is to use (is it quick, clear, logical?)	5 = 8 4 = 4 3 = 2 2 = 0 1 = 0  Comments:  'Really quick' 'Very quick to use'
Is it effective (could you do what you set out to do?)	5 = 12 4 = 1 3 = 1 2 = 0 1 = 0  Comments:  'Very easy to use' 'Very easy'

## Other Feedback

### Communal repairs

'All things communal go to building supervisor first. Make that clear to the customer so they don't expect it to be fixed at the time they have booked.'

'Communal repairs not that easy to find. Limited options in the communal category.'

'Shouldn't show the Access & Communication and Phone number as this is not relevant for communal repairs.'

### Repair options

'Blunt responses to repairs not covered for affordable rent'

'Shower repair reply asks if leak is containable, but residents cannot say where it is leaking from – hose or shower head.'

'Why ask the customer if their repair / issue has been resolved when the customer is presented with an option to email SHG or wait for a call back?'

'Errors on screen when trying to log two separate repairs.'

'Improve look by using Tiles/boxes. The repair list looks like a long list. Make it more compact. The keyword does help. Make text bigger for "You can enter keywords here to help reduce the list of items to choose from below".'

'Consider adding an "Other" category or "Can't find what you're looking for" should take you to another page with next steps.'

'Consider adding text on this screen to make it clear that this is the number for the repair, i.e, the person who should be contacted for the repair).'

'For a home owner, how does a home owner report a problem such as "leak coming from flat up-stairs" as this not necessarily communal and it not within their actual property.'

'Option clicked did not require a building supervisor to attend, why?'

'Fly-tipping – number not clickable.'

'No storage heaters or thermostat on repair list (only control valves on radiators). Maybe add an extra problem for Radiator Control Valves.'

'Alarms - Communal fire alarm panel is sounding - You can't book this type of repair online. Needs next steps, e.g, call the number.'

'Toilet seat is broken or damaged. *This repair cannot be reported on this system* - Blunt Message - needs next steps.'

'The repair options only help with one type of light.'

'I found it irritating that the keywords did not seem to work.'

'The links to follow from a general area, such as kitchen through to a specific problem like a broken drawer were good.'

'I don't know if it was just where you have got to with the program but both lines, I followed on my phone led to telling me to make a phone call. I could have skipped trying to enter the problem online and just phoned!'

### **Communication information**

'Once a repair has been scheduled, customer should be given the option as to whether they want an update via text or email. Message could contain the job reference and contact details if the customer wants to contact the day to day contractor.'

'Can we say special access to the greyed text inside the Access and communication box? Tool tips. Change text to say, "Special access arrangements to the property".'

'Options for chaperone needed'

'Can we add an information which is a speech bubble and next to phone number? Information speech bubble. Have in both places.'

'Add label to say mobile and landline (maybe on tooltips).'

'Can we have facility to capture both mobile and landline numbers, just in case customer does not have mobile with them?'

'Can we make the phone number box shorter?'

### **Outcomes to repairs logged**

'Test message confirmation with job reference number is a must. Can the text message allow you to add to calendar? Does it just send the initial reminder, or reminders?'

'Only send letter if we don't have an email or text message. Happy with communications approach.'

'Tracking - add text to say that it's an actually an engineer coming to fix it.'

'For tracking purposes - can we see positive confirmation of the appointment and times, for follow up appointments. What status would the job be in this scenario. Engineer notes, or status, to reassure that someone has been in.'

'Only option is to print the job reference. Most customers will not use print option.'

### **Appointments**

'The change appointment slot link needs to be more obvious - easily missed by user.'

'Option to add chaperone for vulnerable residents, option to request one. Safeguarding question.'

### **Buttons**

'Can we show the "Add another repair item" button first and then Continue with Booking. Better experience for customers.'

'On the self-fix information screen, provide an option to call SMS for those residents who may not be able to complete instructions in the video due to health issues for example.'

### **Wording**

'If you call us out to put right damage that is your fault, or beyond normal wear and tear then we will recharge the cost to you" put residents off from raising a repair. Suggest sending a kindly worded memo letting people know if it's your fault, you will be charged.'

### **Ease of use**

'Customers aren't made aware upfront that not all repairs can be handled online.'

'Solution has been geared towards the tech savvy. May be more difficult for someone less familiar with technology to use the solution.'

'Nothing to tell customers how their data will be processed. How do they know the data will be held securely and in accordance with GDPR? Solution does not provide any level of confidence for the customer.'

'Could not see any accessibility or language translation functionality.'

'Message on screen for self-fix videos if customer cannot complete the task in video.'

'Overall, was very clear & logical.'

'Elderly people may struggle on phones, but young people will be fine.'

'Excellent tool for residents.'

'Really like the basket feature.'

'A bit of graphics or make it funky. It's a bit black and white.'

'Screen is very bland. What about adding a logo or similar feel to the website.'

'Bigger Font would be nice.'

'Love it. Can't wait. Developers need to get their skates'

'I found it very difficult to use on my laptop. Much easier on my phone.'

Technology used by residents for testing during the consultation included the following:

- WIFI or Mobile data
- Safari, Chrome and Firefox search engine browsers
- Laptops, I-phone, Samsung S8, windows desktop
- Samsung A50

## Phase 3 August 2020: Access, Report and Schedule repairs

We asked residents the following questions and gained their feedback on each screen of the New Online Repairs Service.

<p><b>1) Was the 'Find your property screen' easy to follow? Yes/No</b></p>	<p><b>YES</b></p> <p>Straight forward</p> <p>Easy to follow</p> <p>Easy to use</p>	<p><b>NO</b></p> <p>Fonts too small</p> <p>Back to start' button confusing</p> <p>Page needs to be more visual</p>
<p><b>2) Was it easy to find your repair? Yes/No</b></p>	<p><b>YES</b></p> <p>Easy to find the repair suggested for the test.</p> <p>Easy to follow search and drop downline options.</p>	<p><b>NO</b></p> <p>Prefer separation between communal and personal repairs.</p> <p>Two icons are the same – Aerial and Community Hall.</p> <p>Additional repairs required for windows– such as defective seal.</p> <p>Make the 'Can't find a repair' link bigger and higher up on the screen.</p>
<p><b>3) Was it easy to schedule a repair for the time period you chose? Yes/No</b></p>	<p><b>YES</b></p> <p>Able to choose date and time. Dates not available were not shown.</p> <p>Able to see when communal repair was going to be completed.</p>	<p><b>NO</b></p> <p>Communal repairs – clear information required to tell residents they do not need to stay at home.</p> <p>Not clear what the contractor school run times are – need to be specific to ensure appointments not missed.</p> <p>Not clear what the star/Asterix was for on the AM/PM appointments.</p>

<p><b>4) Did the 'Repair Request' page enable you to record all of the access information that a resident may need to provide? Yes/No</b></p>	<p><b>YES</b></p> <p>Space to record information to help contractor.</p>	<p><b>NO</b></p> <p>Confusion as to what is regarded as 'sensitive' information.</p> <p>There is a need to include sensitive information to help residents and contractors arrange appointments.</p> <p>'Add a repair' needs to be higher than 'Continue' button.</p>	<p><b>OTHER</b></p> <p>Tone of rechargeable repairs message needs to be changed.</p>
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<p><b>5) Was it clear how to change the appointment on the Jobs Log 'Now book your appointments' page? Yes/No</b></p>	<p><b>YES</b></p> <p>Link was tested by residents and appointments were able to be changed.</p>	<p><b>NO</b></p> <p>Not clear where link to 'Change an Appointment' was located.</p> <p>Technical problems with changing appointments during testing.</p> <p>Page showed available appointment slots but on the next page said these were not available.</p> <p>Titles for pages.</p>
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<p><b>6) Overall, was it easy to use the repairs service? Yes/No</b></p>	<p><b>YES</b></p>	<p><b>NO</b></p>	<p><b>OTHER</b></p> <p>'Add a repair' link needs to be higher up on page than the 'Continue' button</p>
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			<p>'Add photo' button – needs to be in a larger font</p> <p>Active Housing logo for developer should not be on every page and distracts from 'Add a repair' link and 'Continue' button</p>
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## Report summary

The key outcomes reflects majority opinion from the qualitative and quantitative data:

### Digital equipment:

Residents used a range of digital equipment to test the New Online Repairs Service as outlined in the Consultation Methodology. No problems were identified with specific types of digital equipment in accessing the portal.

### Links and scripts

The following problems were experienced by residents accessing links to test the New Online Repair Service:

- Residents' digital equipment not being compatible due to the browser versions available.
- Excel hyperlinks and test scripts were difficult to connect and follow.

Both teams reviewed the presentation of information devised by the IT Project Team during the lockdown. Changes were made to the way in which the script was presented ahead of the next phase of testing to make it user friendly.



### **How problems were overcome:**

In February 2020 the IT Project Team worked with two residents from the Scrutiny Panel and Steering Group to discuss the words for the New Online Repairs Service. This stage was requested by the IT Project Team at short notice.

We ensured from this point onwards that residents received a 2 week notice period at each stage to enable them to take part. The IT Project Team worked with us to achieve this minimum target.

Project Team meetings were arranged to discuss each Phase and discuss any delays.

We kept in contact with the IT Project Team to ensure residents were kept updated with delays prior to and during lockdown of Covid-19.

The telephone calls replaced focus groups. It was important for the IT Project Team to gain feedback directly from residents during the development stages of the New Online Repairs Service. With home working in place, it was not possible for the Customer Involvement Team to take part in the telephone call consultation the IT Project Team were undertaking. We focussed on the facilitation of the consultation.

The IT Project Team changed personnel to enable Southern Housing Group to respond to lockdown and enable the project to progress. The IT department were undertaking multiple tasks at the time.

Southern Housing Group employees are encouraged to use the New Online Repairs Service to report communal repairs. They were invited to take part by testing 'Scripted' repairs and 'Freestyle' repairs to ensure the system was tested fully alongside the involved residents.

The developer, Active Housing, experienced their own set of problems to overcome during the lockdown causing the postponement to this phase of testing until August 2020.

The decision was taken to launch the accessing, reporting and scheduling of repairs only after a period of testing of these functions by the same core involved residents.

We reviewed the ways for residents to get involved and suggested arranging a Zoom Focus Group to help conclude feedback prior to the Reporting and Scheduling of a repair testing coming to an end. The focus group took place during an evening to enable as many residents as possible to attend.

The IT Project Team planned to go 'live' in the SMS area in September 2020 and then test the Tracking and Re-scheduling of a repair later in 2020.

The Customer Involvement Team agreed to assist the IT Project Team by presenting and recording the feedback for this phase to enable colleagues in IT to assist staff with the new ways of working during Covid 19.

Some residents experienced problems with the test link provided by Active Housing. Internet Explorer and older versions of Chrome or Edge were not compatible browsers.

The Customer Involvement Team experienced similar difficulties with their IT equipment and assisted the project by using home devices to access the link during telephone calls and presentations.

The Customer Involvement Team shared the desk top screen in a Zoom focus group and one to one meetings to overcome technical issues, while some residents were able to test 'live' on their own equipment.

Where immediate concerns were identified, these were reported to the IT Project Team, addressed where possible and fed back to the residents participating in the remainder of the testing. No amendments were possible by the developer while the link was being used for testing by residents.

A list of frequently raised questions by residents was recorded and shared with the IT Project Team.

Residents commented that it was commendable the project continued during the lockdown and were happy with the updates when delays occurred.

Due to the success of the Zoom focus group and the willingness of the residents who took part, it was agreed that the final stage of testing in the winter would involve residents in the same way.

Residents who took part individually by Zoom, by telephone or by email will be invited to take part in their preferred ways.

## Recommendations

These recommendations have been summarised and reflect majority opinion from the qualitative and quantitative data. We have provided feedback from the IT Project Team following the recommendations made for each phase.

Due to the nature of the project, some of the recommendations below have already been actioned prior to the project going 'live':

### **December 2019: Phase 1 – Reviewing the prototype – accessing the login, reporting and tracking screens**

The purpose of this phase was to ask residents if this was a valuable service for residents to be able to use and to gain feedback on the look and feel of the service.

#### **Recommendation:**

- 1) Consider not using the tenancy reference number for authentication at the tracking stage of the new online repair service

#### **Feedback**

Following residents' feedback, we moved forward with an authentication system instead of using a tenancy reference number.

### **February 2020: Phase 1 – Review of Text**

#### **Recommendations:**

- Consider using less words
- Consider changing the types of words (terminology) used

#### **Feedback:**

The IT Project Team worked with the residents to reduce the wording and change the types of words used to make the New Online Repair Service easier to read.

## March 2020: Phase 2 – Entering the new online repairs service and raising a repair

### Recommendations

- Consider changing the wording to make the repairs service easier to follow
- Consider adding to the key words in the search bar - different residents may call an item by a different word, i.e. Sink and Basin
- Reduce the information on the screen to help the experience of mobile users
- Track, cancel and re-schedule repairs

The tracking of a reported repair will be tested in December 2020.

Re-scheduling and cancelling repairs will be a very small piece of work for the IT Project Team in 2021.

### Feedback

- We have amended wording on the screen to make the repairs service more natural to use for our residents.
- We have also added more keywords into the search bar, so that residents can find their repair time quicker.
- We have also made some formatting changes, and reduced the text on screen, so that the repairs service is easy on the eyes on smaller mobile devices.
- Some of the resident feedback has been captured as future enhancements and we are working with our supplier to review this, and where possible, make changes in future updates update to the repairs service.

## August 2020: Phase 3 - Access, Report and Schedule repairs

### Recommendations actions taken forward:

#### Ibrahim Razak - IT Project Team Lead:

'It was very useful to have customer insight. I have replied below to the questions raised by resident in addition to advising what recommendations we are able to be taken forward.

- Customers were not aware confirmation texts can be sent only if the customer provides a mobile number into the "Phone Number" field.

We will change this field to say: *Phone Number (Mobile Preferred)* to encourage customers to provide mobile numbers. This will go live along as part of Phase 2 of the project (which is what we have started now).

- Customers were unsure if they had to be present for communal jobs after choosing a date and time. It was unclear.

We have added wording on the screen for all communal jobs clearly stating that the customer does not be present for communal jobs at the time of booking an appointment on the repair tool.

- Customers asked for the wording relating to..."If this repair was your fault or beyond wear and tear.....you will be recharged" to be softened so it does not discourage customers from using this service.

We have amended the language now to soften and to make reference to their tenancy agreement so it's clear that we are not changing or imposing anything other than what they have signed to in their tenancy agreement.

- Customers were unsure as to the purpose of the Back to Start button.

We have retained the button as this a core part of the repairs tool, however we will be amending the wording in the button from Back to Start to Back to Home (to make clear that they will be redirected to the front screen).

- Customers said that the font size on the label "Add photo of video" was too small, particularly on mobile devices.

We have asked for this to updated to a larger font on the next release of the product

- Customers were confused about the Star symbol next to some of the slots

This is to indicate preferred slots from the scheduler which looks after all repairs appointments. We can't turn it off, however we will add a label to tell the customer what the start symbol means in the next phase of the project.

The next round of Customer Feedback will be for the tracking functionality, where they will be able to see repair jobs been tracked and view their appointment times. We are still planning this out, so will let you know dates when I have them confirmed.

### **Recommendations not able to be taken forward**

The New Online Repairs Service was updated to what Southern Housing Group needed from the product provided by the developer, Active Housing. There were some limitations to the changes that could be made. Cost was also a factor for any additions suggested.

- Some personal preferences were not able to be taken forward as it was not possible to carry forward all suggestions
- Use the Southern Housing Group Logo on the New Online Repair Service pages – Triathlon and Crown Simmons residents also use the New Online Repairs Service in addition to current Southern Housing Group residents
- Font changes – the same font was used as the current Southern Housing Group website
- Change 'Now book your appointment' to 'Now confirm your appointment' – This text could not be changed due to wording being part of the standard template provided by the developer.
- School run hours – we were unable to specify school run hours, as they vary per area. SHG were able to include core hours to best specify what hours have been included for a reasonable window
- Back to start button – a) Cost: The button is a core part of the 'off the shelf' product with cost implications should it be removed. b) Navigation: For any residents wanting to start again, they would have to click back or reload website if the button was not retained
- Speech bubbles were not able to be taken forward due to the current template not being able to support this idea – however, this idea will be reviewed in the future.

Residents asked the IT Project Team about what the 'Communal Hall' icon should be used for reporting.

- Communal hall/lounges – repairs to communal halls and lounges can be reported by clicking on 'Community Hall.' In the description area, residents can specify the location of the problem. Residents chose the building address at the start of the process.

### **Customer Involvement Team**

Following the conclusion of Phase 3, the New Online Repair Service went 'live' in the Southern Maintenance Service (SMS) regions to enable residents to report and schedule a repair.

During a Customer Involvement Team project, we established problems with the webpage for Reporting a Repair:

- Certain browsers or versions of browsers did not support the portal – no information was provided on the web page, leaving a blank page when the link did not connect.
- The page only included a link to the portal. The postcode finder to enable residents to find the correct telephone number had been moved.
- Residents had to enter the portal and their address before finding that the portal was not available in their area - at this stage contact information was provided.
- Residents had to enter the portal before finding repairs such as Lifts could not be reported by this route.
- There was no link to the Contact Us page.

On the 24<sup>th</sup> September 2020 we made the following recommendations:

- To enable residents to access the telephone number for reporting repairs from the 'Report a Repair' page.
- For residents outside of the SMS area to be made aware on the web page of the other ways to report a repair until their area becomes 'live.'
- For residents to be made aware of what browsers enable them to use the 'Report a Repair' function, by displaying these options on the same page. This would enable residents to access the function and avoid calls to the Service Centre.
- To ensure residents were aware outside of the portal that non-central contracts, such as lifts, could not be reported on the portal.

The IT Project team are working with the Communications Team to look at ways in which the customer experience on the web page can be improved.

The Customer Involvement Team amended the Resident Involvement newsletter to enable a link to the Report a Repair page to be added.

**Feedback:**

The decisions on website content were outside of the IT Project Teams' control. Now the Contact page link has been added, this should help together with updates on communications to residents aware of the development of the New Online Repair Service.

Letters will be sent by contractor area to residents to inform them when the service is available for them.

**The next step:**

Residents will be able to test the 'authentication' and 'tracking' of repairs week commencing 7<sup>th</sup> December 2020.

