

# Speed of repairs

scrutiny review



## Purpose



The Customer Scrutiny panel (CSP) reviewed the time taken to complete repairs from request to satisfactory completion. This review was done in response to high complaint volumes and customer dissatisfaction.

## Review Focus



- Stage 1 complaints and Customer Perception Satisfaction data.
- Internal repair processes, staffing, and technology systems.
- Customer experiences and feedback.
- Actions already taken by Citizen to improve the repairs service.

## Key findings



### High Complaint Volume

59% of Stage 1 complaints relate to repairs; 33% of customers are dissatisfied with completion times.

### Improving Satisfaction

Satisfaction has increased from 54% (2022) to 66% (Q3 2024/25).

### Operational Challenges

Staffing shortages, supervision limits, and tech issues impact service delivery.

### Customer Impact

Missed appointments, poor communication, and inefficiency cause stress and costs.

### Efficiency Gaps

Resource use and scheduling need improvement.

### Positive Progress

Initiatives like the Tier 2 Pilot and Omni Channel project cut delays.

## Recommendations and actions



The CSP made 30 recommendations across six key areas:

### Website & Communication

Improve online repair information and customer updates.

### Data & Reporting

Share insights and complaints across Citizen to drive learning.

### Planning & Delivery

Enhance scheduling, stock control, and staff flexibility.

### Technology

Simplify systems and explore AI for customer updates.

### Access Issues

Coordinate visits and improve access planning.

### Community & Inclusion

Hire locally, improve data sharing, and deliver EDI training.

## We also recommend



- Sharing the review and actions with the repairs group.
- Involving customers in the design of new tools and processes.
- Using AI and IT to improve transparency and customer experience.

## The impact so far...



### Rising Satisfaction

Now at 66% in Q3 2024/25.

### Faster Repairs

Oldest cases cut from 593 days (2024) to 172 (2025).

### New Initiatives

Tier 2 Pilot, follow-on cards, and Omni Channel project launched.

### Ongoing Improvement

Repairs group shows strong commitment to change.

## Get involved

Want to support Scrutiny reviews? Contact Citizen Customer Engagement at [engagement@citizenhousing.org.uk](mailto:engagement@citizenhousing.org.uk)