

Gas Safety Focus Group Outcomes

Present:-

Residents - Gerti Sturm, Mike James, Mary Ivey, Alison Kilgallon

Staff - Neil Bolton, Kate MaGrath

Apologies – Phyllis Cook, Mary Brimble

Customer Access

Prior to appointment

All attendees confirmed that they received their appointment letters in good time and also got follow up telephone calls prior to the appointment. Felt this part of the process worked well.

The Group felt it was easy to change the appointment if required and the gas admin staff were very accommodating (Emma was cited as being particularly helpful).

During the Engineers Visit

The engineer confirmed with residents why he was attending

On all occasions the engineer worked very tidily

On no occasion did the resident have to complain about the engineer

All received a copy of the CP12 (Not all were left on site – where handhelds used).

Felt that the engineers could have checked pressure whilst there and also maybe checked whether radiators and TRVs were working

Follow up works/ post appointment service

Concern that there was uncertainty about when follow up works may be completed, particularly if spare parts were required. Felt that ongoing communication could be better. This was true for repairs particularly where residents have no heating or hot water. Need clear timescales for responses.

If we are to offer temporary heating – Who pays the additional costs? Is there consistency? Could we link the costs to a Service Standard?

General Access

The answer phone message is too long!!! Keynsham mentioned twice(?), still too confusing! What about oil heating...what number do you press?

Could we use e-mails more?? What about people who work standard office hours? Could they book an appointment on line??

Diversity

Think its important that all letters and leaflets are available in all necessary formats

A lot of discussion around the E&D element of the customer satisfaction survey. All felt that some questions were difficult to ask and that some people would be angry to be asked BUT recognised the benefit of doing it.

However, why do we have to keep asking??!! If we ask the questions once, we should be able to hold the information and not have to ask it again.....this is felt to be the biggest area of frustration.

Complaints

Although residents couldn't recall having to make complaints about the gas team, there was a general discussion around Service standards and what constitutes a reasonable timescale for a variety of repairsneeds to be focused on the needs of the resident and time of year.

Value For money

Although all attendees felt their rent constituted good value for money we had a discussion about how do we really know? Would be good to see the rent broken down into various components....how much does our service cost compared to an equivalent 3 star service from someone like British Gas?

Residents felt they were confident they weren't being "ripped off" by cowboys.

What about additional services that could be provided.....tariff advice/ links to other organisations??

What more things would you like to see from the service in the future?
(Dream Service??)

- Greater choice in appointments....Saturday and evening appointments for those working.
- Next years appointment booked in at time of this years appointment....fridge magnet reminder? Sticker on appliance?
- Booking actual appointments on line (bit like booking your grocery deliveries!!)
- Carbon Monoxide detectors for all
- Check the smoke detector at the same time? Other home safety checks
- Check the cooker/ own appliances/ additional repair contract? (individual payment agreement)
- Guidance/ information on how to carry out simple tasks at home.....re-pressurising boilers, bleeding rads, managing your heating costs, using/ setting time clocks etc
- Should we be doing more to account for us being in a hard water area?
- Offering energy advice
- 3* service for leaseholders and homeowners or....
-accredited list of contractors to carry out such work

Customer Satisfaction Surveys

Outlined the process of proposed satisfaction surveying. Group generally happy with the questions proposed and the format of the survey.

Forms to be issued by tradesmen on completion of the service (pre paid envelopes)