



**Scrutiny Report – Salix Homes’ approach to communicating  
with customers during the responsive repairs process**

**September 2021**

# 1. Scope

Subject	Salix Homes' approach to communicating with customers during the responsive repairs process
Commissioned by	Salix Homes Customer Committee
Panel	To be sourced from Salix Homes Scrutiny Pool (between 4 and 6 members)
Aims / objectives/ outcomes	<p>The purpose of this review is to:</p> <ul style="list-style-type: none"> <li>• Understand Salix Homes approach to communicating with customers during the responsive repairs process.</li> <li>• Understand Salix Homes approach to communicating the responsive repairs process to customers.</li> <li>• Review the way in which Salix Homes communicates with customers during the responsive repairs process, including Salix Homes' approach to communicating the handling of complex repairs.</li> <li>• Review Salix Homes approach to communicating the responsive repairs process to customers.</li> </ul>
Areas out of scope	<ul style="list-style-type: none"> <li>• Repairs arising from investment works.</li> <li>• Rechargeable repairs.</li> </ul>
Key service area involvement	<ul style="list-style-type: none"> <li>• Asset and Customer Service Directorate</li> </ul>
Links to corporate plan	<p>Scrutiny supports the corporate plan: Our Business: Viable, efficient and well governed. Ensure a strong and influential customer voice through our new customer engagement arrangements.</p> <p>This scope supports: Our Services: Supporting people and places to achieve their potential: Develop a plan to prioritise and tailor support to our most vulnerable customers.</p>
Indicators of success	<ul style="list-style-type: none"> <li>• Percentage attendance; scrutiny panel – [Target: 100%]</li> <li>• Number of recommendations made – [Target: 6]</li> <li>• Percentage of high to low level suggestions – [Target: 50%/50%]</li> <li>• Number of recommendations implemented – [Target: 80%]</li> <li>• Satisfaction of the process from Scrutiny Panel: <ol style="list-style-type: none"> <li>1. On a scale of 1-5 how much do you think that Salix Homes has listened to your views?</li> <li>2. On a scale of 1-5 how much do you think that Salix Homes has acted on your views?</li> <li>3. On a scale of 1-5 (1 being not at all, 5 being exceeded) how much did the high-rise living forum meet your expectations?</li> <li>4. On a scale of 0-10 rating, would you recommend being involved with Salix Homes to your neighbours?</li> </ol> </li> </ul>
Timescale	See workplan
Resource commitments	Proposed cost: £1,250, excluding staff time.
Report Author	Jeanette Green, Customer Engagement Manager

## 2. Methodology

The panel approached the gathering of evidence to inform their review and final analysis in a number of ways.

### 2.1 Review of relevant documentation in relation to Salix Homes Responsive Repairs, customer to landlord and landlord to customer relationship **(Appendix 1)**

- Salix Homes Responsive Repairs Policy and Procedure
- Salix Homes Customer Feedback and Complaints Policy and Procedure
- Salix Homes Customer Service Strategy 2020 – 2024
- Salix Homes customer Engagement Strategy Draft 2 April 2021
- Salix Homes Repairs Handbook
- Salix Homes Empty Properties Procedure
- Link sent for Salix Homes Customer Charter 'Our Promise'
- Link sent for Salix Homes Corporate Plan
- Salix Homes New Tenancy Sign Up Pack

### 2.2 Analysis of current performance data **(Appendix 2)**

- Repairs Right First Time
  - Repairs completed in single visit
  - No Access on single visit repairs
  - Follow on Reasons
  - Repairs completed to timescale
- Satisfaction
  - Annual Satisfaction Survey
  - Transactional Satisfaction Surveys
- Complaints
  - Complaints Performance

### 2.3 Demonstrations/Presentation

- Repairs End to End Process
- Reporting a repair via phone
- Reporting a repair via MySalix (Webchat)
- Scheduling Tool 'Accuserv'
- Personal Digital Assistant Tool
- Customer Service Tool 'Glympse'

### 2.4 Reviewed the relevant sections of Salix Homes website

### 2.5 Tested the online repair reporting system 'MySalix'

### 2.6 Interviews with the following officers: **(Appendix 3)**

- Liam Turner, Service Director

- Darren Ashworth, Repairs and Maintenance Manager
- Lorraine Butler, Customer Service Manager
- Briony Branson, Planning Manager
- Peter Gwin, Performance & Business Intelligence Manager
- Ruth Carroll, Customer Service Delivery Manager

2.7 Focus Group with following officers: **(Appendix 4)**

- Repairs Operative
- Call Centre Officers
- Planner

2.8 Focus Groups/Interviews with customers: **(Appendix 5)**

- Over 80 customers who had complained or complimented the repair service over the past 6 months were contacted and invited to join a focus, customers were offered an incentive of £25 voucher. Only two customers attended equating to only 2.5% response

2.9 Customer Survey **(Appendix 6)**

- Using CX Feedback, thirty-five customers who had raised a complaint over the past 12 months were sent survey with a response rate of 12%

2.10 Customer Questionnaire **(Appendix 7)**

- One hundred and eighteen questionnaires were sent to the wider scrutiny pool and Community Connectors with a response of 11%

### 3. Findings - Salix Homes approach to communicating with customers during the responsive repairs process, including the handling of complex repairs.

#### 3.1 Overview

Salix Homes customer profiling information is input onto a Customer Relationship Management system (CRM), this allows all departments who have contact with customer to collate and update customer information such as contact detail, information on customers such as vulnerabilities, disabilities, preferred communication methods, all contact/activity with Salix, history on tenancy including repairs.

Salix Homes has a Responsive Repairs service which is accessible by direct contact through their customer service centre (0800 218 2000) or reporting a repair digitally using their online MySalix portal.

As part of the scrutiny the panel have reviewed, how a customer can report a repair by telephone, online and then reviewed the internal repair process.

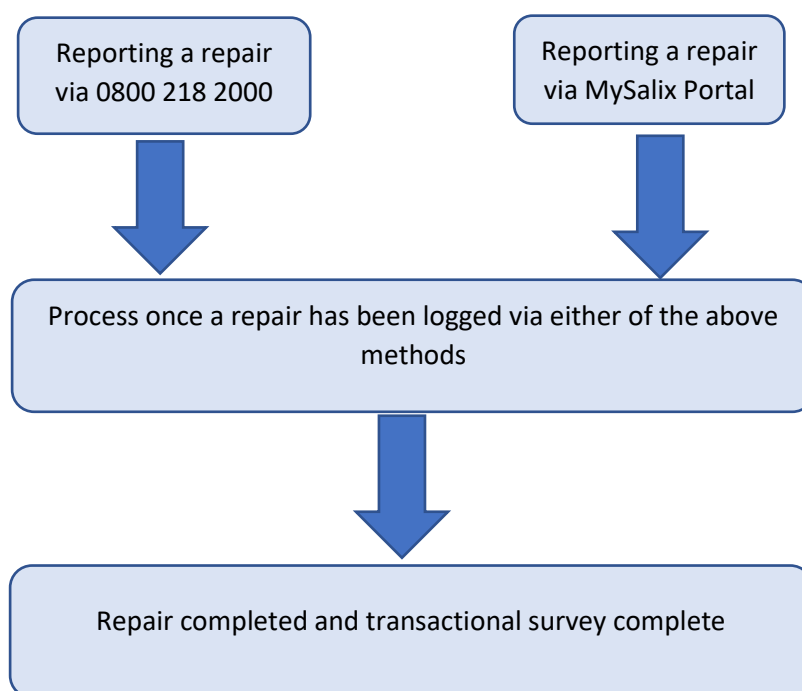


Fig 1 – Review Process

#### 3.1.1 Customer Service Centre

When a customer is raising a repair over the phone, the customer advisor firstly completes a range of security questions, check customers contact details are correct, advise how to report a repair online using MySalix portal and offer support.

In an aid to ensure services are accessible to all, for customers whose first language is not English, there is the option to use a translation service, in addition to reporting repairs online and using the translation option.

In addition to the above Salix also offers a text messaging service to customers who have a hearing impairment in addition to utilising the online reporting system.

There seems to be a big push on getting customer to report repairs online if they can, this is a more efficient way of reporting and tracking a repair. However, if the customer can't access online there can be quite a wait to be connected to the customer service advisor. This is intentional, the aim is to move the more capable customers to online to allow the customers service advisors to support those who chose to contact by phone.

Salix have recently gone through a restructure, this has included the customer service centre, two senior customer service advisors have been included in the new structure to assist the most vulnerable customers or help deal with more complex repairs.

In the majority of cases the customers service advisor can book an appointment with the customer, However, if the repair is too complex, an inspection is required, the repair needs a specialist contractor or materials then the customer service advisors are unable to book this appointment directly as they are unable to view the planning/schedule system.

Therefore, once the repair has been logged on CRM it then is automatically transferred over to a team of planners who will then allocate the job through a secondary scheduling management system 'Accuserv'

Once a repair is booked, customers receive an automated text message from a customer experience system 'Glympse' confirming their appointment time.

### **3.1.2 Customer Digital Offer**

When reporting a repair online, the customer is able to diagnose and report their repair using a 'Chatbot', the system allows the customer to also select an appointment date and time that suits the customer. As part of the benefits to reporting online is that the customer is also able to track their own repair

However, if a repair is diagnosed as an emergency, the customer is unable to progress their repair online and are automatically transferred to a customer service advisor via webchat.

Once the repair has been logged on CRM it is transferred over to a team of planners who will then allocate through a secondary management system 'Accuserv'

As with reporting a repair via 0800 218 2000, once a repair is booked, customers receive an automated text message from a customer experience system 'Glympse' confirming their appointment time.

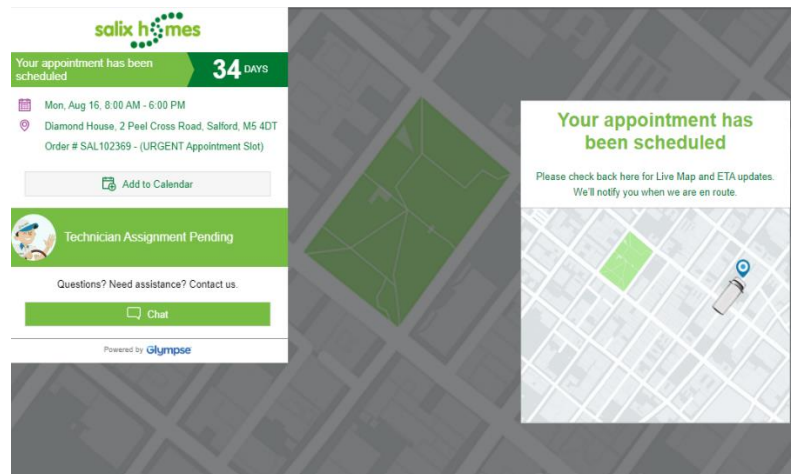


Fig 2 – Example of email or text message that would be received by customer from Glympse

### 3.1.3 Salix Homes Internal Process & Systems

Every individual repair that has been logged is then transferred over to the planning/scheduling system known as Accuserv and awaits allocation to an operative's diary by a process known as 'drag and drop'. Where possible all repairs are booked for the earliest appointment for that relevant trade.

Where the customer service team have been unable to book an appointment direct with the customer, once the planning team have booked in the appointment they will contact the customer to advise of their repair appointment, this previously has been by text message, phone or letter in the past, but they have recently been emailing customers. This has proven very successful with a reduction in no accesses.

Should there be a complex repair that entails a range of trades to complete a repair the planning team will always contact the customer directly to advise of the schedule of works and trades attending ensuring the customer fully understands the works planned and is available for all appointments.

The current repairs management system does not allocate a time to a specific job, this has to be done manually by the planners. The current Planners are very experienced, but if a new employee took over that role with less experience this could create issues for customers and operatives.

Scheduled repairs for each day and operative are downloaded to their Personal Digital Assistant (PDA) the evening before the repair, the PDA will also advise of any customer needs, vulnerabilities in addition to the description of the repair and allocated time.

The Performance Managers review the follow days repairs, materials required, and time allocated and ensure that operative has the materials and time needed to complete the repair at first visit.

Customers also receive an automated text message from their customer experience system 'Glympse' confirming their appointment for the following day.

However, there was mixed feedback regarding the Glympse customer experience system in relation to how confident staff were that customers did receive the text message.

*(It is important to note that the automated text messages would be sent only if the housing management system CRM held a mobile phone number. Therefore, it is vital that customer contact details are as up to date as possible)*

Once the operative attends the property, should they require further time, materials or alternative tradesman then they are able to contact the planners directly or their managers if needed.

When an operative request follow on work, at present they are not able to reschedule the repair in with the customer as the system does not allow them to allocate the repair due to no available slots. This does cause the customer and the operative some frustration as they are unable to complete the repair at first visit and they are also unable to advise the customer of the next available appointment.

Should a repair require a specialist contractor then the planning team are unable to schedule the works in directly and must rely on the sub-contractor scheduling in the repair at the earliest appointment and also contacting the customer to advise of the appointment as Salix does not have access to each sub-contractors scheduling systems.

Although Salix do have a sub-contractor's portal, at present not all sub-contractors currently use the portal, therefore at present a monthly report is generated to enable the planning team to chase up any outstanding referrals.

However, in September there will be a launch of a new portal which will give Salix Homes more functionality and control over repairs that have been sub-contracted out. This will allow our customer service team to be able to view and update customers at first point of contact going forward.

Furthermore, Salix Homes are in the process of reviewing future procurement contracts terms and conditions to ensure that the customer engagement element of the contract is a priority.

Once a repair has been completed, the customer currently receives an automated satisfaction 'star rating' survey from the customer experience system Glympse. However, management were not sure where this information went or who had access to the data.

In addition, customers also received a further transactional satisfaction survey form the CX feedback system which asked 6 satisfaction questions.

- Overall how satisfied were you with this repair?
- Was this repair completed first time?
- How satisfied or dissatisfied are you with the operative's friendliness and professionalism?
- How satisfied or dissatisfied are you with how tidy the operative left your property?
- Did the operative ask if there were any other outstanding repairs?
- Open comments box



This data is captured by the Customer Service manager who reviews and reports monthly on both satisfied and dissatisfied customer feedback.

The overall satisfaction Performance indicator is reported to Salix Homes board

If an enquiry cannot be resolved at first point of contact for a dissatisfied customer, they are directed to the complaint's procedure

### 3.1.4 Training and Call Quality

Salix Homes has an intensive induction and continuous training programme in place for all employees which includes shadowing across the wider business areas, customer service training, ICT training on relevant housing systems. In addition to annual refresher training via Buzz Learn and making a difference training programme.

In an aid to embed customer excellence across the wider organisation Salix Homes have a Customer Service Week that entails all service areas taking calls so they can experience the diversity and complexity of some of our customer needs.

Advisors have a quick answers guide for any queries they receive, and this helps them to answer customer queries effectively and efficiently

Key Performance Indicators (KPIs), have been amended so it is not about answering as many calls as possible; it is now about focusing more on the quality side of calls rather than volume.

In addition, call quality monitoring occurs where Managers listen to the Officer's calls and the Officers also listen to some of their own calls for training and quality purposes to improve customer excellence.

### 3.1.5 Performance and customer feedback

Although it is acknowledged that at present Salix have not achieved their set target it is believed that the COVID 19 Pandemic has majorly impacted on performance to date.

However, it is also acknowledged that 99.4% of appointed made were kept which is above performance expectation.




Indicator	2021-22 Performance Expectation	Current 2021-22 Performance	Status
% of repairs completed in a single visit	90.0%	88.4%	
% of repairs appointment kept	99.0%	99.4%	
% of emergency repairs attended within timescale	100%	100%	
Number of formal complaints		111	

Fig 3 –performance to date

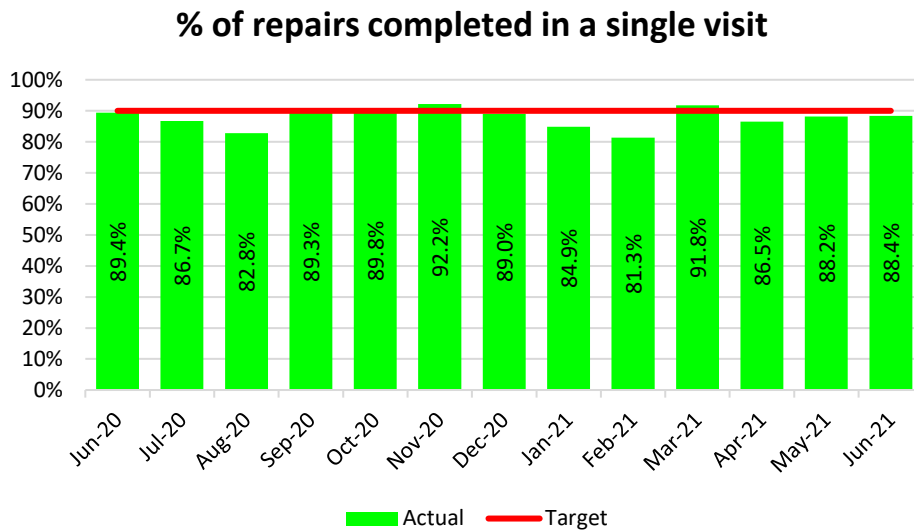


Fig 3 – Breakdown of performance by month

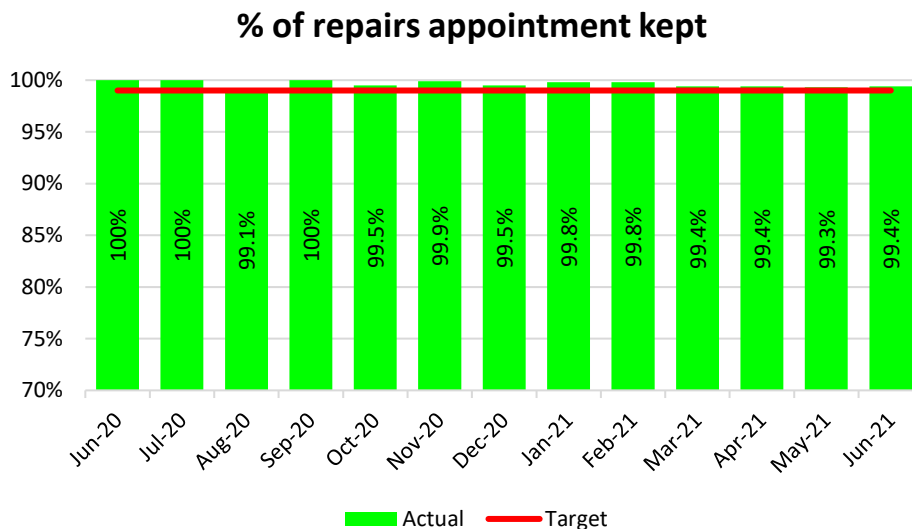


Fig 4 Breakdown of performance by month

In relation to customer feedback:

- From the customers surveyed, the comments received back were very positive. In the most where there was a delay in completing a repair it was acknowledged that this was due to COVID 19 and restrictions in place.
- Of the customers surveyed 76.92% of customers felt their Individual needs were met during their repair.
- For customers requiring more than one visit to complete a repair, only 0.15% of customers felt that they were not kept informed of the reasons why they required a further visit and when the operative would return.
- Of the customers who raised a repair, 84.62% of appointments were attended to, which is an excellent result considering the limitations of the pandemic.
- 61.54% of customers advised that a text message was on the day of their appointment to advise the operative was on their way.

- However, 46.15% of customers did not receive a text message from Glympse the day before their appointment reminding them of their appointment date.
- In addition, 46.15% of customers state they did not receive a satisfaction survey after the repair was completed

### 3.2 Strengths

- Salix Homes has a flexible contact offer to customers depending on customer needs and contact requirements. i.e. Online for non-emergency or standard repairs and/or telephone for emergency or complex repairs.
- Ensuring services are accessible to all, Salix offers a range of support mechanisms including translation services, braille translation and text service.
- The MySalix portal allows customers the ability to raise repairs 24 hours a day.
- The online portal is user friendly and the development of the portal was open and transparent with customers forming part of the test and learn panel.
- The online portal allows customers the opportunity to also track their open repair and review the details of their previously reported repairs.
- Salix homes have taken a leap of faith and moved away from quantitative performance indicators to more qualitative measures as outlined in their customer charter 'Our Promise to you'
- Salix Homes is committed to supporting customers to become digitally inclusive and are a member of the Salford wide partnership 'Digital You'.
- As part of Salix Homes Build Back Better restructure, their customer charter and service improvement, two senior customer service advisors post were created to offer a tiered customer service, enabling the senior advisors to assist the most vulnerable customers or help deal with more complex repairs.
- There is a strong working relationship between the customer service team and the planning and performance teams
- Advisors and Officers are able to highlight trends and triggers in the repairs being reported, allowing them to raise concerns with specific trades, repairs, customers. i.e. should same customer continue to raise lock repairs then this would prompt an internal referral to our Tenancy Sustainment Team who will then contact customer to see if any support is needed.

### 3.3 Areas of improvement

- Review scheduling management system 'Accuserv' - look into the possibility of the system being able to allocate timeframes against none complex repairs rather than this having to be done manually.
- Further analysis is needed around the automated text service 'Glympse' as it evident from customer and employee feedback that the system does not offer a consistent service. *(Although also important to note that some analysis has already been carried out and identified some flaws in the system which allows a repair to be logged against a property and not a client. Therefore, the system believes the property is not occupied and therefore no contact details against the repair).*
- Review possibility of operatives being able to log own follow on work and allocated appointment offering a more efficient service to customers.
- When follow on work is required, the customer receives no communication from Salix Homes about this follow-on work until the works is booked in. Dependent on the availability, this could potentially leave customers for several months without any communication

regarding their repair. Is there a possibility of a trigger being sent after 28 days to repairs support who can then keep customer updated?

- Salix Homes customer feedback and complaints policy and procedures were due to be reviewed in March 2021

### **3.4 Recommendations**

1. Introduce the option to upload photos onto the MySalix portal to support the advisors/planners and operatives a better view of the repair.
2. MySalix portal to have a live journal that allows regular updates on their repair, time scale for the repair and any materials ordered.
3. Remove the Glympse satisfaction survey at the end of the repair process as this is not utilised.
4. There has been mixed feedback in relation to CRM's relationship with Accuserv, do Customer Service advisors have access and do they need access?  
Therefore, clarity is needed in relation to
  - Should all customer services advisors have access to Accuserv?
  - Do all customer services need access to Accuserv if all repairs are logged via CRM
  - Review inconsistencies in relation and information being transferred between CRM and Accuserv
5. All sub-contractors to log and track repair through Salix Homes subcontractor portal

## 4. Findings - Review Salix Homes approach to communicating the responsive repairs process to customers.

### 4.1 Overview

Salix homes has a range of mechanisms for communicating the repairs process to customers throughout the life of their tenancy, commencing from tenancy sign up.

Salix homes tenancy agreement identifies key responsibilities for both customers and Salix Homes including responsive repairs.

Salix homes have branded vehicles advertising MySalix portal and 0800 218 2000 number to report repairs

Other methods of communication includes

- Quarterly Limelight magazine
- MySalix marketing campaigns
- Social media marketing campaign
- Nudge campaigns to promote online services

Salix homes have a range of access point that allow both the customer and salix employees to identify and offer advice and support in relation to raising and reporting repairs in a customer home

- Annual Gas Servicing
- Electrical Safety Inspection
- Property Safety Visits
- Home visits – Property Safety, ASB, Income Management and Tenancy Sustainment Teams
- Investment and Programme Teams
- Repairs operatives
- Contractors
- External Partners

### 4.2 Strengths

- Salix has an in-depth sign up process that provides a one to one meeting with an allocation officer, during this meeting the officer outlines the tenancy agreement and responsibilities including responsive repairs.
- The sign-up process and customer information pack contains a “Report a Repair booklet” which provides details on all the ways customers can report a repair.
- The Salix Homes website provides the phone number for the customer service centre and the opportunity for customers to search information on ‘how to book a repair’.
- The website contains a link to take the customers to the MySalix Portal if they are registered, or to another link if they need to register on the portal.
- The website provides further information on how long a repair could take and what is classified as an emergency repair; whilst providing a list of customers responsibilities for certain repairs, which the panel found very useful.

- Customers can further download the “Rechargeable Repair Price Guide” to ensure they are aware of any charges for intentional damage caused to their property, or the cost to replace locks for lost keys to their properties so they can plan this into their budget.
- There is also a booklet “Rechargeable Repairs Frequently Asked Questions” that shows customers how to set up payments and payment plans
- From the website customers can download the “Report a Repair Booklet” that explains the whole Responsive Repairs process and even has diagrams to demonstrate different repairs, which is beneficial when contacting Salix as customers can describe exactly what part of their bath, toilet etc is broken, making it easier for the advisor to understand.

### 4.3 Areas for Improvement

- Although the current tenancy sign-up pack does include a leaflet on home contents insurance, the panel feel there should be further information included advising of the importance in taking out insurance, especially for customers who live in a high-rise property.
- On the website you can click “Listen with Browsealoud” link that advises the system can translate to 74 languages and speaks in 34 languages; although the link is not there, or if it was, it couldn’t be found. Whatever button was selected, nothing happened.
- When searching the website, an application appears called “hotjar” asking if you found the information you wanted. When entering no, there was no further questions.
- At the top right corner of the website there is an option to click on a link to “signvideo”; although when you click on this link it says “You are not on a call” and does not provide any instructions what this is for or how to use this service.

### 4.4 Recommendations

1. Full review of the repairs page on Salix Homes website, ensuring that the page is clear, informative, updated, user friendly and interactive.
2. Review options to allow customers to self-diagnose non urgent and none complex repairs

Although the below sits outside of the scrutiny scope the panel wanted to include as a potential recommendation

- Further work is needed to support customers to utilise online services not only for Salix Homes but for the wider benefits
- Further analysis needed to ascertain the number of customers who do not have access to digital services and why

**Appendix 1 – All requested documentation sent to the scrutiny panel for reading**

Customer Engagement Strategy



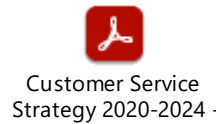
Repairs Handbook



Customer Feedback and Complaints policy and procedure



Customer Service Strategy



Repairs Policy and Procedure



New Tenancy Sign Up Pack



Salix Homes Corporate Plan - <http://publications.salixhomes.co.uk/our-plan/welcome/>

Salix Homes Customer Charter <https://www.salixhomes.co.uk/news/our-promise-you>

## **Appendix 2 – Performance Data**

% of repairs completed at first visit

No access on single visit

Follow on Work

Repairs appointments kept



Repairs Scrutiny  
Performance 21.07.2

Satisfaction with operative



Feedback -  
Operative Repairs 2'



### **Appendix 3 - Interviews with the following officers**

#### **Director of Assets and Customers, Responsive Repair Manager / Planning Manager Questions**

1. What is in place to ensure that you let customers know how best to report a repair and what the repair process is?
2. Does your system 'Accuserv' naturally allocate the correct time for a job or has this got to be don't manually?
3. As the manager of the service how do you oversee that repairs are being carried out correctly, efficiently and on time?
4. When a job goes to a subcontractor, are any quality checks carried out to ensure that the sub-contractor carries that job out in a reasonable timeframe and has regular contact with the customer?
5. When a job can't be completed and follow on work is needed, is the customer updated on this and again advised when this will be carried out?
6. If a complaint is raised and the customer is still not happy with a standard of repair, what steps are taken to ensure a fast and effective resolution?
7. Following a repair there is a satisfaction survey sent out by Glympse and then a second survey sent out by another system CX Feedback. What do Salix Homes do with the feedback from both surveys?
8. What do you think are your strengths in relation to communicating with your customers through the repairs process?
9. If you could think of an improvement recommendation on how you can better communicate with customers throughout the repair process what would that be?
10. Are there any triggers that would allow us to know if a job is not completed by a sub-contractor?

#### **Customer Service Manager & first Response Manager Questions**

11. As part of the new Build Back Better service structure the call centre now has senior advisors, does one of them deal with repairs and if so, how does their job differ from the other call centre advisors?
12. What training is given to new advisors or as refresher training for the teams in relation to dealing with customer enquiries, complex repairs or complex customers?
13. Is there other training given regarding complex repairs or complex customers?
14. Do staff feel they can approach the managers with any queries?
15. When the call centre advisor logs a repair and advises the customer, they will receive a text message to confirm their appointment, how confident are you that this does happen, and do you chase this up?
16. There is a big push for customers to report issues or read about Salix processes online i.e. how to report a repair, however what is in place if English is not their first language?
17. When a customer does use the MySalix portal and their enquiry needs to be transferred to an advisor via webchat, what would happen if there are no advisors spare and the webchat is lost?
18. After a call is there any satisfaction survey carried out?
19. How do you determine if the repair is urgent out of hours?
20. Do you run any reports for calls lost?
21. If you could think of an improvement recommendation on how you can better communicate with customers throughout the repair process what would that be?

#### **Appendix 4 - Officer's Focus Group - Questions**

1. When a repair is booked and it is sent to the operative, what plans are put in place if the operative cannot attend the appointment to keep the customer updated and informed?
2. How do you recognise a request from a vulnerable customer?
3. Do you update the records of vulnerable customers?
4. What is most frustrating about your role?
5. What has changed during the last couple of years for the service to improve
6. How would you deal with and communicate with customers who have a complex repair?
7. What if customer can't read or speaks another language?
8. How do you ensure that the operative is assigned the correct amount of time to complete the repair and receives the correct information about the repair?
9. On a scale of 1-10, how easy to use is your PDA system?
10. What happens if the PDA that they work on stops working or is battery is empty?
11. Do you have access to customer's phone numbers, should you need to contact them?
12. Is enough time allocated to the job at booking?
13. Do you have a direct number if you need to speak to the planners?
14. What do you think the strengths of our service are in relation to communication with customer throughout a repairs process?
15. Is there a lot of follow on work?
16. How do you ensure you have materials for the next day?
17. How is OOH different from day to day repairs?
18. What happens if a phone call is cut off? Can you call back?
19. Is there a procedure if a customer is angry about the repair and cannot be calmed down over the phone?
20. When a repair is reported via phone can you usually book an appointment?
21. When a customer uses MySalix and has to be put through to a call centre advisor via webchat how easy is it to gain the correct information to help appoint their repair
22. When using the My portal, can you upload photos
23. Do you have the facility to put notes on the system?
24. On a scale of 1 – 10 (ten being high) how would you rate our communication process with customers during the repair process?

## **Appendix 5 – Customer Focus Group**

**Around 80 emails and phone calls were made to customers who had complained or complimented the repairs service in the last six months. Only two customers attended this Focus Group.**

### **Questions asked:**

1. Did you know how to raise a repair?
2. How did you request the repair?
  - MySalix
  - By Phone (0800 218 2000)
3. Did you receive a text message or an email prior to the repair to remind you of your appointment?
4. Was the repair carried out at first visit?
5. Did Salix Homes communicate with you for any follow-on work that was required?
6. On a scale of 1 to 10 how satisfied or dissatisfied were you with the overall communication?

**Appendix 6: CX Surveys were sent to 35 customers who had raised a complaint in the last 12 months regarding communication with Salix Homes during the Responsive Repairs process.**

Line of Questioning:

7. How did you request the repair?
8. Did you receive a text message prior to the repair to remind you of your appointment?
9. Was the repair carried out at first visit?
10. On a scale of 1 to 10 how satisfied or dissatisfied were you with the overall communication?
11. Details of whether the complaint was Formal or De-Escalated

**Appendix 7 - Salix Homes Customer Voice Questionnaire, which was sent out to 118 customers consisting of the wider scrutiny pool and the community connectors**

1. How did you report your repair? (Please tick Appropriate box)
2. Were you able to book an appointment?
3. Did you receive an automated text the day before your appointment to remind you of your appointment for the following day?
4. Did you receive a text to advise that the operative was on their way on the day of the repair?
5. Was the appointment kept?
6. If the repair took more than one visit were you kept informed of the reasons why and when they would return?
7. Where your individual needs met? (e.g. knock loudly)
8. Upon the completion of your repair did you receive a satisfaction survey to complete
9. Any additional comments / suggestions regarding the communication during your repair