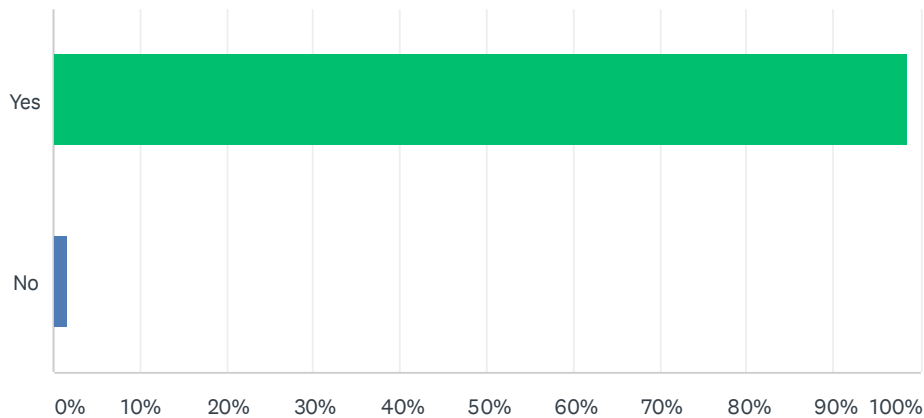


Q2 Retaining our emergency repair targets - we propose keeping our target times of 4rs and 24hrs (depending on the nature of the repair) while we deal with the backlog of repairs. Do you agree with this approach?

Answered: 347 Skipped: 6



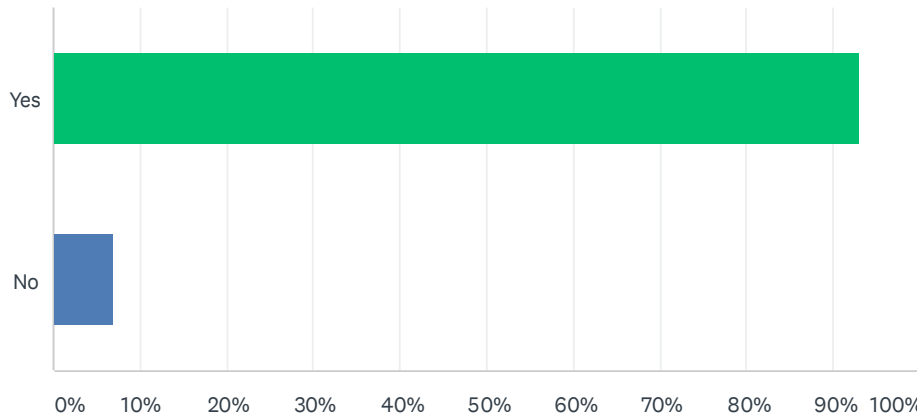
ANSWER CHOICES	RESPONSES	
Yes	98.56%	342
No	1.73%	6
Total Respondents: 347		

Q3 Prioritising urgent repairs - there are a small number of repairs that are neither routine or emergency. The proposed categories are below.

We think we should prioritise these to be done within 5 days.

flooring/floor covering is damaged/uneven and dangerous heating system failure: temporary heaters delivered on first visit; additional works required a drain cover is loose or damaged Do you agree that these repairs should be completed in 5 days?

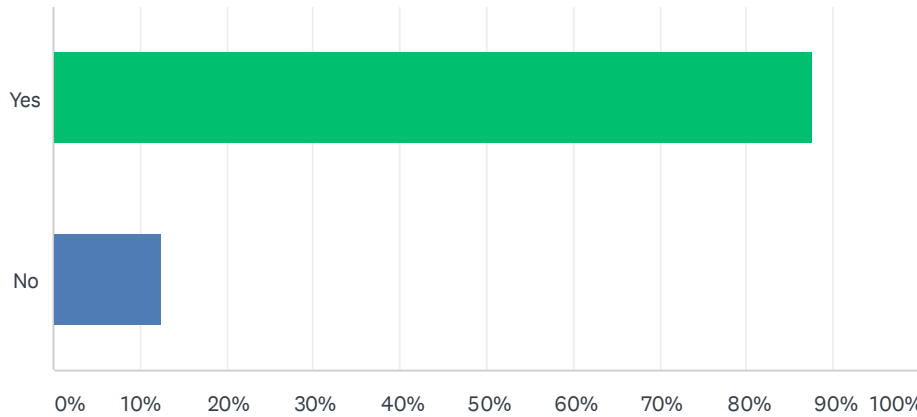
Answered: 348 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	93.10%	324
No	6.90%	24
Total Respondents: 348		

Q4 Suspending 28 days as a target for routine repairs - we want to provide the best possible service we can. But we need to be realistic about how quickly we can get the backlog of repairs done. Do you agree that we should suspend the 28 days target until we have cleared the backlog?

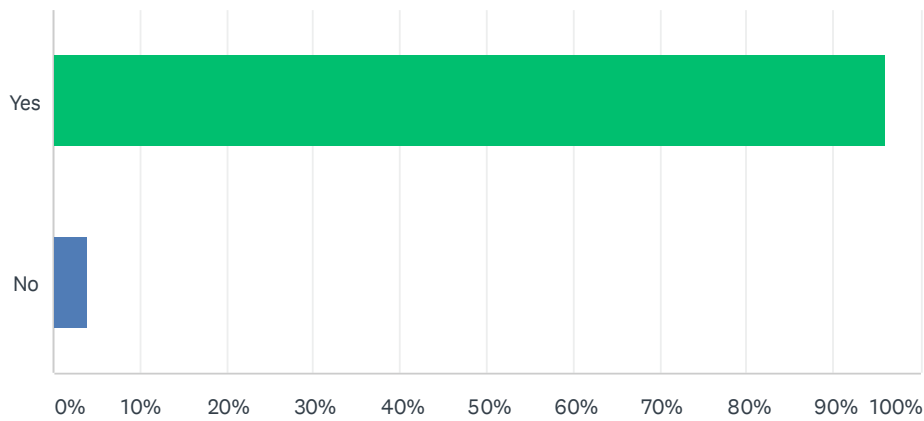
Answered: 348 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	87.64%	305
No	12.64%	44
Total Respondents: 348		

Q5 Introducing 5 routine repair categories, prioritised by importance - please refer to our website for the full list. The list below has been reduced to fit into the survey. The plan would be to start with category A repairs and work our way through the categories to E. If we are unable to get into a home to do the repair, we would come back to it when we are next in the area. This would give us an opportunity to then carry out another repair in the area, but maybe from a lower category. Do you agree that we should divide our routine repairs into 5 categories and clear the repairs in the order of those categories?

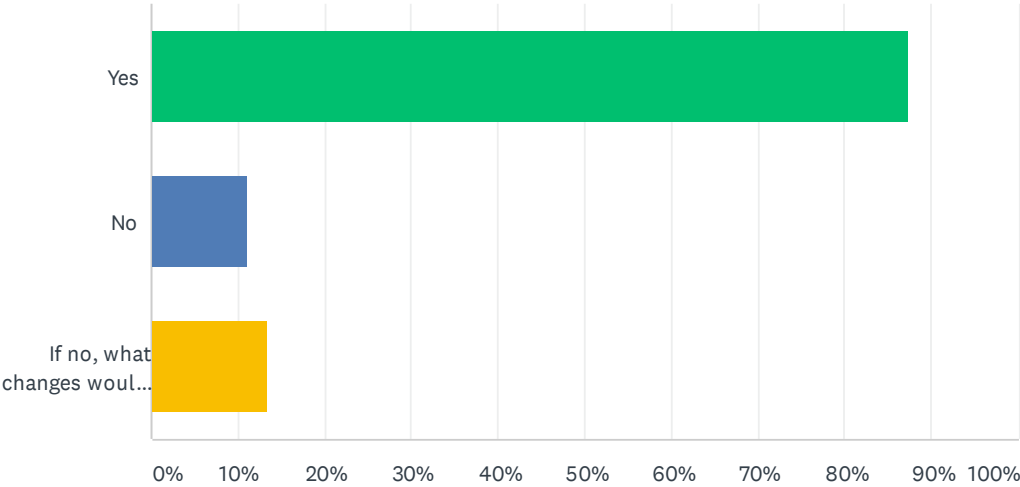
Answered: 349 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	95.99%	335
No	4.01%	14
Total Respondents: 349		

# Q6 Do you agree with the way we have divided the repairs as set out in question 5?

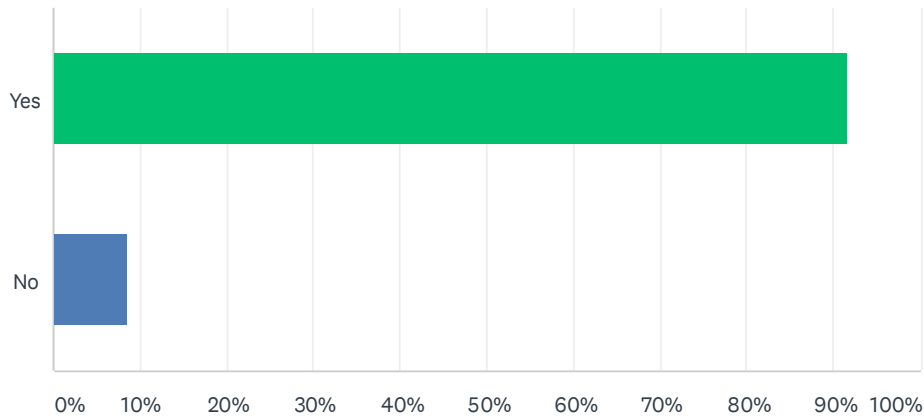
Answered: 350 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	87.43%	306
No	11.14%	39
If no, what changes would you like to see?	13.43%	47
Total Respondents: 350		

Q7 Pausing 2 person repairs - some routine repairs need 2 people to complete the job. We feel that currently it is not safe to carry out these repairs, for our staff or tenants. If it is an emergency we will carry out the repair with PPE. Do you think it is sensible for us to delay these repairs, until Government guidelines on social distancing are changed and everyone can remain safe?

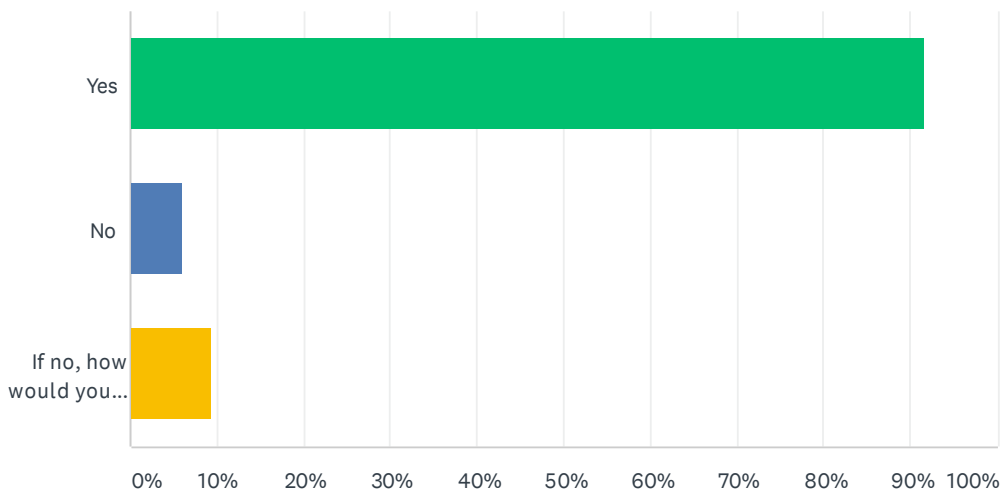
Answered: 349 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	91.69%	320
No	8.60%	30
Total Respondents: 349		

Q8 Scheduling repairs based on postcode and trade\* - usually we schedule repairs so that they are as convenient to you as possible, but this does mean we spend more time driving from job to job. While we catch up, we want to schedule repairs by postcode to minimise the amount of travel and get as many repairs done as quickly as we can.\*we mean plumbers, carpenters etc Do you agree that we should schedule repairs based on postcode and trade to maximise the number of repairs we can get done each day?

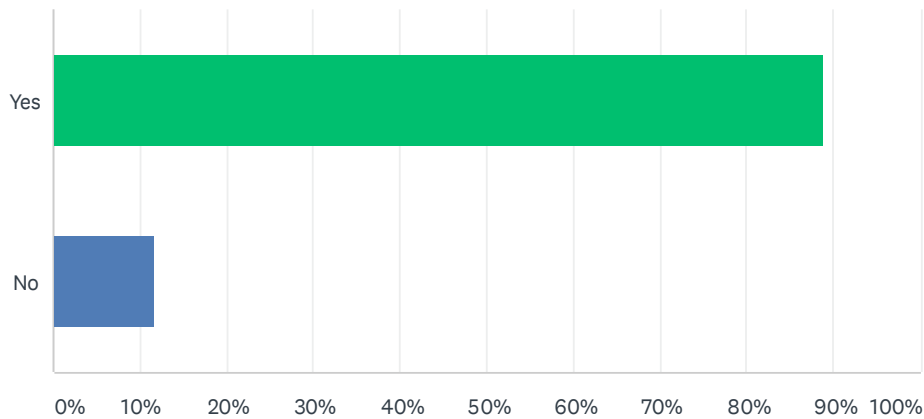
Answered: 347 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	91.64%	318
No	6.05%	21
If no, how would you prefer us to schedule repairs while we catch up with the backlog?	9.51%	33
Total Respondents: 347		

Q9 Planned improvements - each year we carry out a number of improvements to our tenants' homes, such as new kitchens and bathrooms. To catch up with the backlog of repairs we would like to delay the planned improvements programme so that as many repairs staff are available as possible. We aim to complete complete these works before March 2021, but there is no guarantee. Do you agree that we should delay our planned improvements programme until we have caught up with the backlog?

Answered: 350 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	88.86%	311
No	11.71%	41
Total Respondents: 350		