



**Oversight & Scrutiny**  
**31st January 2023**

# Agenda

- Overview of Capability and What we Deliver
- Our Values
- Complaints and Lessons Learnt
- Performance in 2021/22
- How the Council monitors our performance
- Key objectives in 2022/23



# Our Services



- ✔ General repairs – outside and inside your home and in communal areas
- ✔ Gas heating breakdowns/repairs
- ✔ Annual gas safety checks
- ✔ Electrical safety checks
- ✔ Void (empty) properties – Preparing them to hand back to EFDC to rent
- ✔ Planned works programme – full replacement of kitchen and bathroom installations and electrical rewires
- ✔ Customer Feedback including compliments, complaints and customer satisfaction (see contact below)

#### Contact Qualis Customer Service Centre

- ☎ 0333 230 0464
- @ repairs@qualismanagement.co.uk
- 🌐 qualismanagement.co.uk
- 💬 Available via our website above (Mon-Fri 10:00 – 16:30 except bank holidays)

**For Qualis Management Customer Feedback please contact:  
Call our Customer Service Centre on the number above or**

- @ feedback@qualismanagement.co.uk
- 🌐 qualismanagement.co.uk/feedback/

- ✔ Major planned works programmes (incl. full window replacement, front and rear door replacement, complete roof replacement and estate regeneration)
- ✔ Properties with major structural issues.
- ✔ Some larger works will be referred to EFDC where their Housing Assets team will manage
- ✔ Authorisation for alterations to your home
- ✔ Estates and Land / Ground maintenance
- ✔ Disabled adaptations to your home following Occupational Therapist (OT) referral
- ✔ Tenancy and Housing enquiries
- ✔ Rent enquiries
- ✔ Home ownership/leaseholder enquiries

EFDC cover a wide range of services including council tax, recycling and rubbish collections, planning applications as well as many more services and these can be found on their website listed below.

#### Contact EFDC Customer Service Centre

- ☎ 01992 564000
- @ www.eppingforestdc.gov.uk/



# Resource- Operatives

- 75 staff
- Repairs 80% self delivered
- Voids 25% self delivered
- Gas 95% self delivered
- Electrical 50% self delivered



# Resource- Customer Contact Centre

- Team Leader and 6 staff
- Amazon Connect (New in Jan 22)
  - Webchat
  - Call back
  - Quality monitoring
- Number of calls 24,300 (per year)
- Customer Experience Assistant

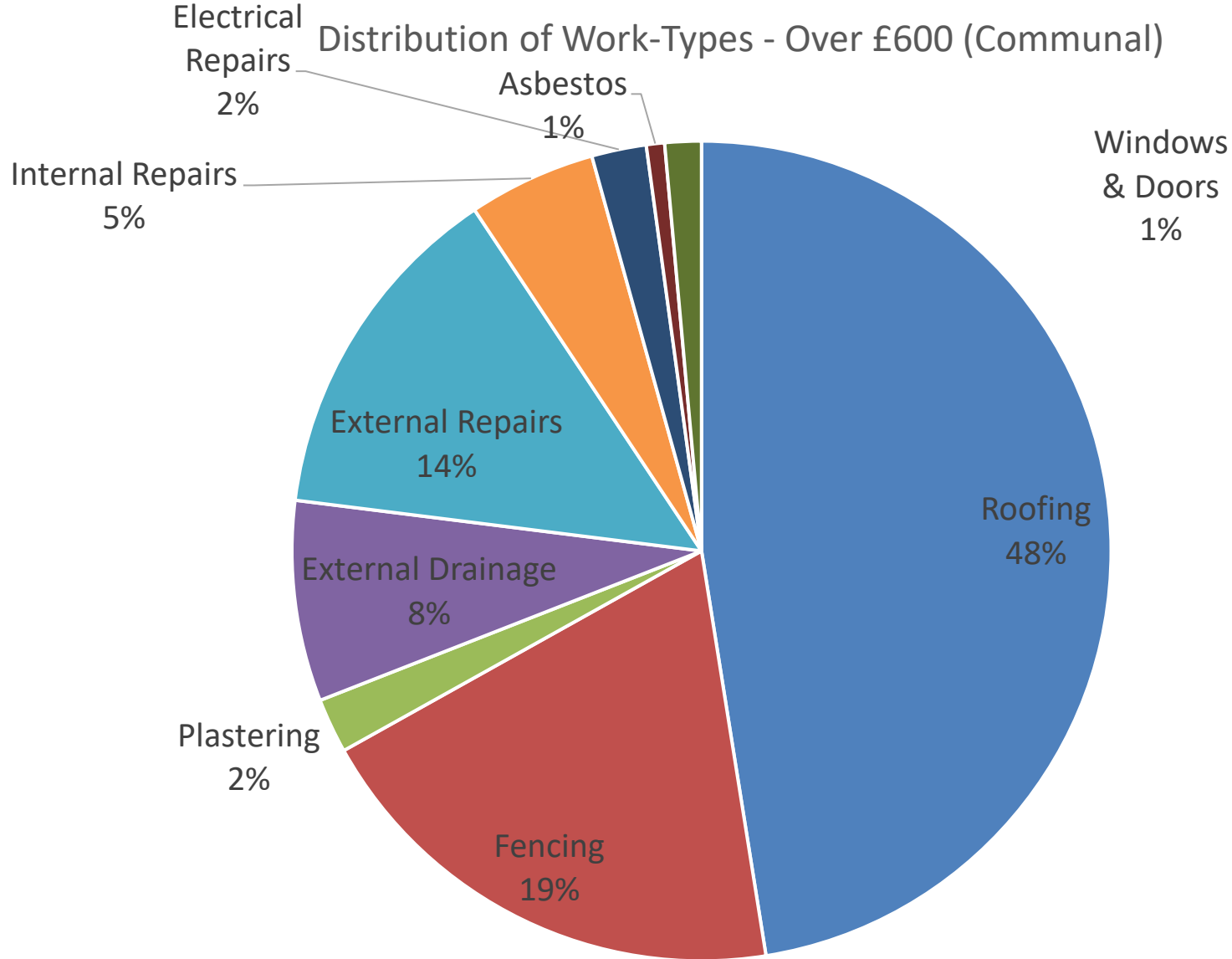


# SLA Model



	Historic	QM	EFDC
Repairs (6253)	£452 ppp	£420 - £600	Over £600 Approval
Voids (352)	£5,300 ppv	£5,301 - £10k	Over £10k Approval
Gas (6253)	£195 ppp	£171 pp	BER Approval

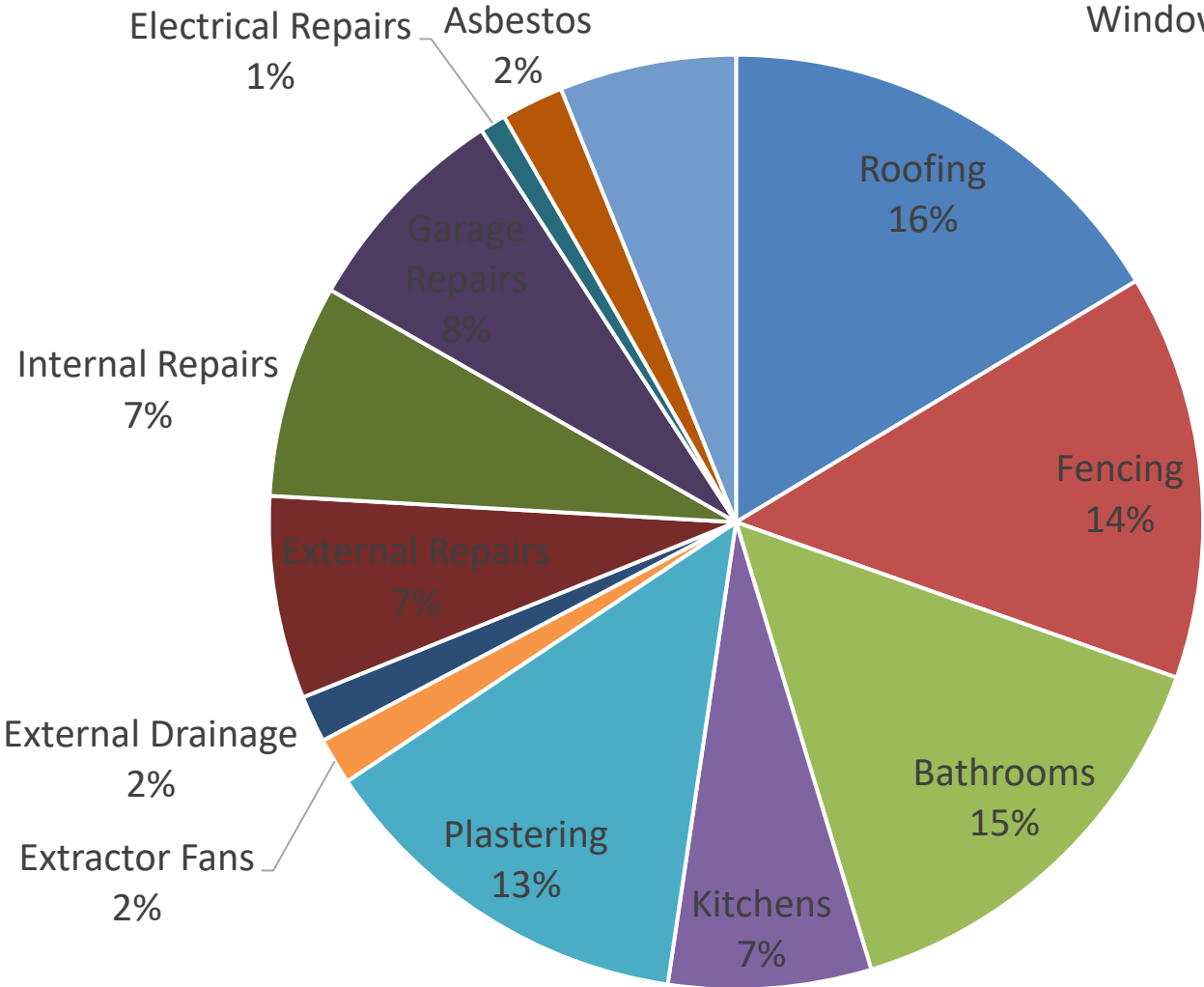
# SLA Model



# SLA Model



Distribution of Work-Types - Over £600 (Dwellings & Garages)





# Our Values




We are customer focused



We think commercially

## Our Values

Our values are critical to our success and are core to how we deliver high quality services to our customers



We take personal ownership

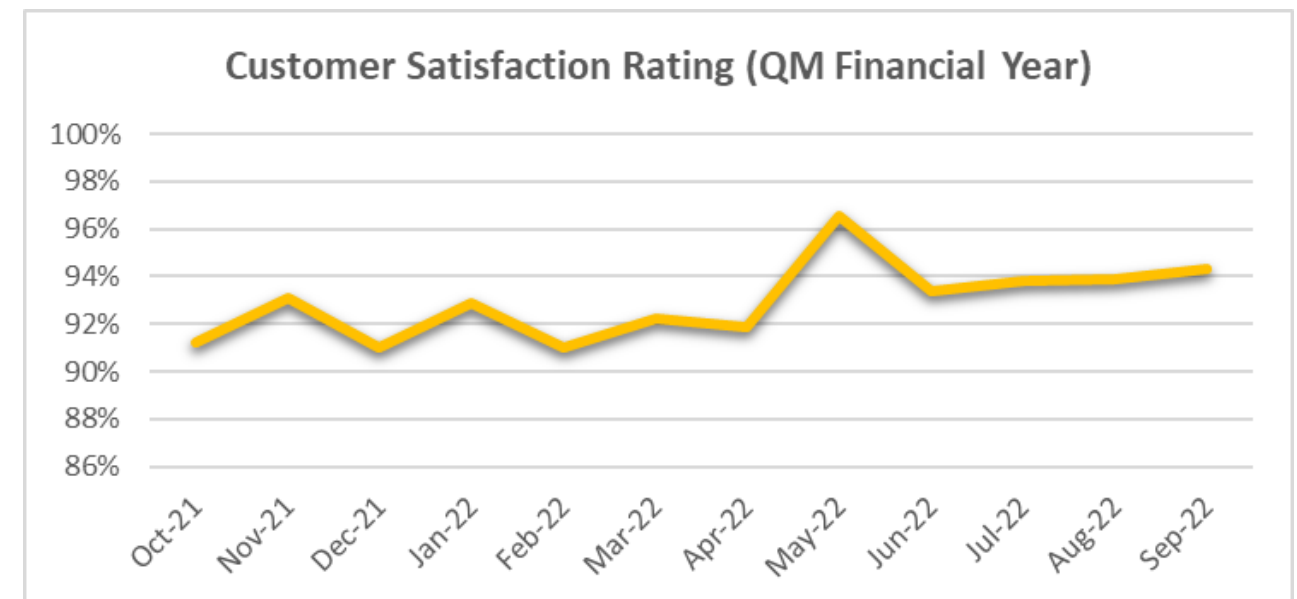
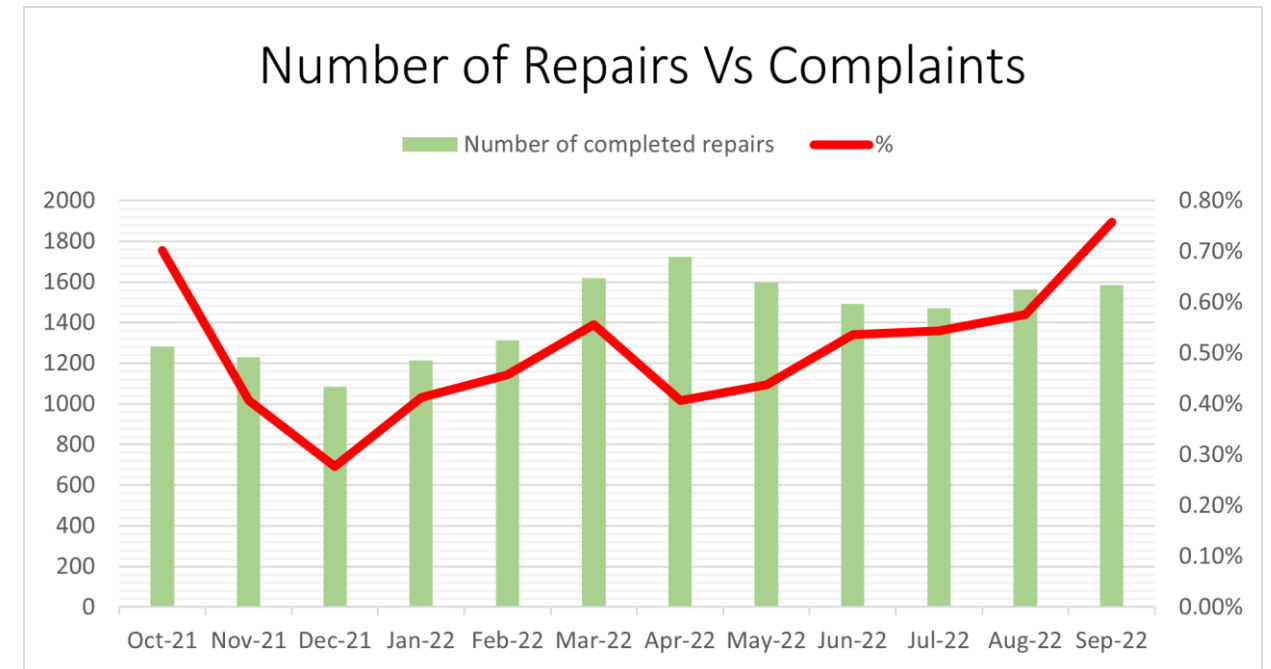


We work as one team



# Customer feedback Oct 21 – Sep 22

- 17,174 completed repairs
- 22% return rate (plus EFDC surveys in next few months)
- 93% customer satisfaction (surveys)
- 1,112 compliments (6.4% of total repairs completed)
- 88 complaints (**0.5% of total repairs completed**)
- Total feedback - 7% complaints vs 93% compliments
- 91% complaints responded to within target (since Jan 22 100% of complaints responded to within target)



# Complaints Reasons & Resolutions



## Main causes of complaints

- Length of time to complete repairs
- Material supply issues
- Communication

## Case study

- Sometimes it goes wrong but important that we learn and make changes
- Customer called and said that heating isn't getting up to temperature.
- Our call operative didn't ask about vulnerability and put on a 10-day repair.
- Customer wasn't happy and put a google review and contacted Councillors but didn't make a formal complaint.
- Resolution attended that afternoon.
- Further training and monitoring of Contact Centre operator



# Complaints Reasons & Resolutions



## General Improvements

- Customer complaints re. delays and issues with blown and broken glass units when needed replacing – brought on Crystal Clear to deal with blown units to reduce wait times and costs.
- Customer complained the electrical testing was unclear and there was no option on the phones to select for electrical testing – We changed the wording on all letters to make it clearer and added an option for customers to select if they had electrical testing queries.
- Customers complaining of delays for heating repairs – changed procedure of using one supplier and sourced two alternative suppliers so if it takes over a certain number of days to get a part, we will source through another supplier to speed up the repair.

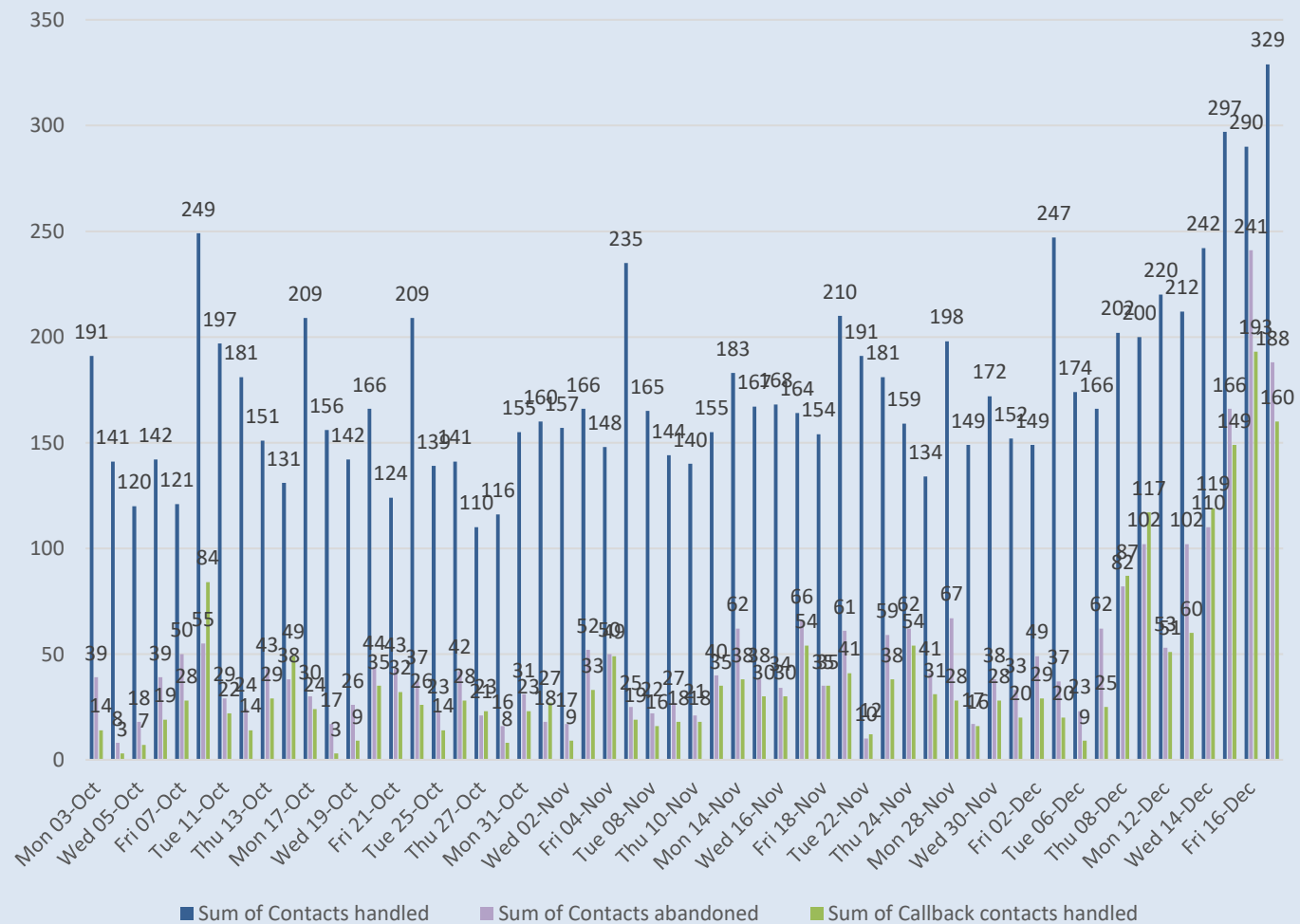


# Performance Impact

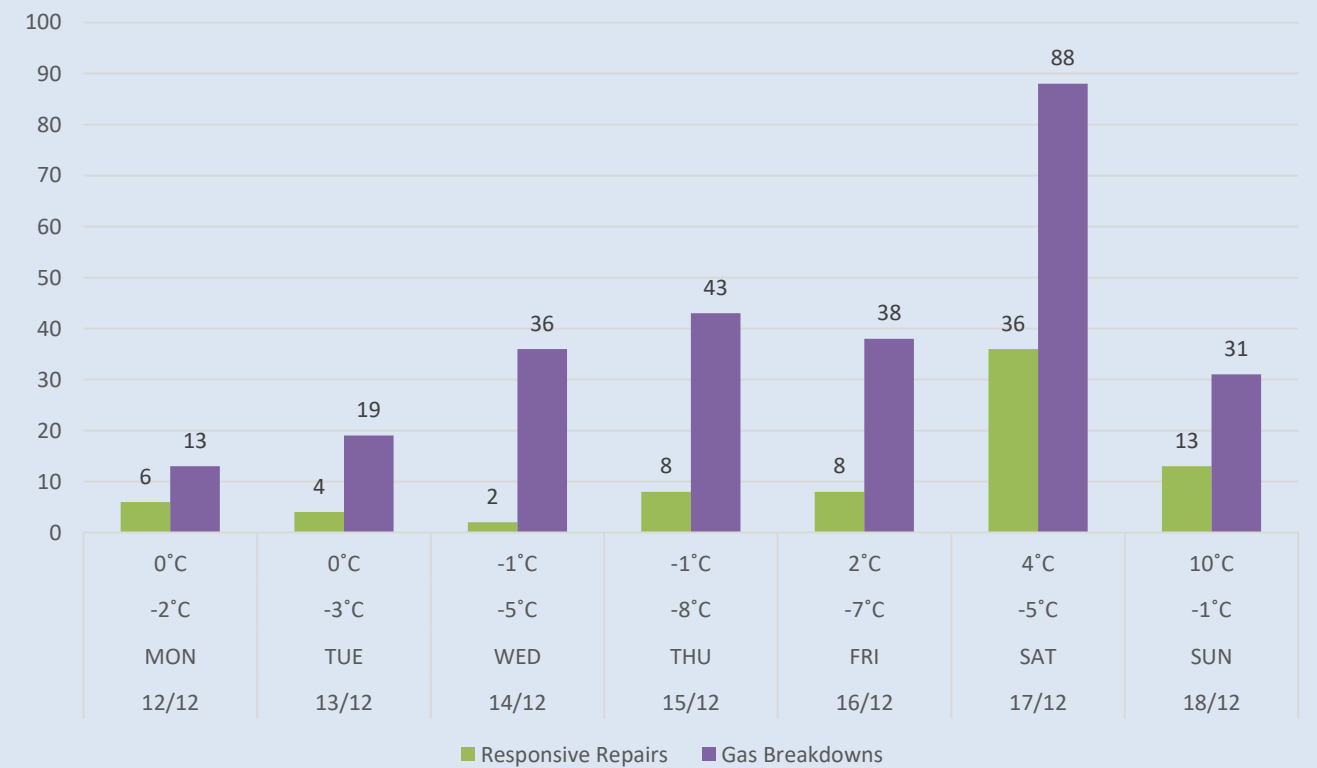


- Cold weather in December- Very high demand for gas breakdowns.
- Contact Centre calls doubled.

Breakdown of number of calls by weekday: 03/10/22 - 19/12/22



Out of Hours 12/12 to 19/12



# Performance 2021/22 Year End (Sept to Oct)



RESPONSIVE REPAIRS AND GAS	Year End 20/21	Year End 21/22	Bench mark	Target 21/22	Target 22/23
Responsive Repairs (all priorities) Completed at Customer Convenience within Target.	76%	84%	90%	90%	90%
Customer Satisfaction Survey	96%	93%	89%	90%	92%
Productivity- Average Jobs per Operative (per day)	3.4	3.7	4.0	4.0	4.0
Repairs Completed on First Visit % (FTF)	80%	86%	87%	80%	85%
Gas Servicing – Compliance	N/A	99.6%	N/A	100%	100%
VOIDS	Year End 20/21	Year End 21/22	Bench mark	Target 21/22	Target 22/23
Percentage of Void Priorities Completed within Target Time	56%	95%	97.8	90%	90%
Average Void Turnaround Time (working days)	22 Days	20 Days	23 Days	25 Days	23 Days

# How EFDC Monitor our Performance



Providing high quality property solutions to our customers

# What We Delivered in 2021/22



## We are extremely proud of our end of financial year performance and achievements



17,174 completed responsive repairs



3,144 Gas services



313 Voids



21 formal complaints and 65 informal resolved



Identified £0.5m of ongoing savings through offering new contracts at a reduced cost against previous contract arrangements



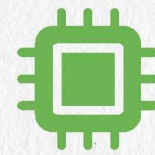
Profitable at year end



Offered four apprentice roles to the local community



Reduced the use of contractors and more work insourced, creating circa 20 new roles



Technology introduced to track individual performance and productivity



New cloud-based telephony solution, call back and Artificial Intelligence technology



Mobilised three new service work streams



Providing high quality property solutions to our customers



# Key Objectives



## 2022/23

- Increase in-sourcing of works.
- New work streams successfully mobilised
- Exploring external works opportunities
- Review of our customer experience standards
- Increasing apprenticeships



# How to Contact us



## Councilor Contact

- Members Briefing
- [CouncillorContact@qualisgroup.com](mailto:CouncillorContact@qualisgroup.com)

