

MAGNA HOUSING

RAISING A REPAIR ORDER INCLUDING VARIATION WITHIN ASPIRECRM PROCEDURE

1. Introduction

- 1.1 The contact centre team receive, assess, prioritise and raise the majority of repair orders requested by customers (although most Magna colleagues have the ability to raise a repair).
- 1.2 The Head of Customer Experience and Home Service is responsible for ensuring compliance with this procedure.

2. Call Logging

- 2.1 The contact centre team log all repair calls on the AspireCRM system. They will ask for the following information
 - 2.1.1 The customer's name
 - 2.1.2 The customer's address
 - 2.1.3 The customer's home, work and mobile telephone numbers and email address
 - 2.1.4 A full description of the repair including location, quantity, size, colour
 - 2.1.5 Access details
- 2.2 The computer system holds information that allows colleagues to identify if a repair to a property is within a defect liability period. If it is, it will be referred back to the original contractor.
- 2.3 Authorisation limits are set for all colleagues responsible for repair ordering.

3. Raising a Repair Order

- 3.1 Before raising a repair order, colleagues will ensure that the repair is Magna's responsibility and not the customers. If the repair is a customer's responsibility the Rechargeable Repairs Procedure must be followed.
- 3.2 When raising a repair the locator, m3 diagnostic system must be used to identify the correct schedule of rates.
- 3.3 Using the diagnostic tool will populate the priority and charge to fields within the AspireCRM system.
- 3.4 Customer advisors have authorisation to amend priority codes if the repair is deemed to be more or less urgent than the original priority.
- 3.5 Once the repair is raised the customer advisor will use the booking hub within AspireCRM to appoint the repair.

4. Contractors

- 4.1 Magna uses different contractors for different locations and different types of work. Customer advisors identify and input information on which contractor should undertake a repair.
- 4.2 If a repair is to be allocated to a contractor then the customer advisor must ensure that the correct details including budget codes are raised.
- 4.3 An email that includes customer information, repair details and any health & safety information will automatically be sent to the contractor.
- 4.4 If a repair is a "recall", i.e. a similar repair has been recently completed, the contractor will be instructed to return and make good the defect at no cost to Magna.

5. Authorisation Limits

- 5.1 Authorisation limits are set for all colleagues responsible for ordering repairs. These limits are set in accordance with Magna Housing's Financial Document on Authorised Signatures and Levels.

- 5.2 If an order is raised over the individuals authorisation limit, then the repair will stay at registered in the AspireCRM system and will need to be approved by a person with the authorised limit.

6. Variations to repair orders

- 6.1 A variation can be made after the repair is raised, before the repair has been carried out, or after the repair has been completed but not once it reaches historic stage.
- 6.2 Variations can be made if an error was made on raising the repair or if a trade operative has requested a variation on the job or a trade operative has completed the repair incorrectly.
- 6.3 Trade Operatives who are mobile will generate variations on their iPads through the Versaa system, this will then update AspireCRM.
- 6.4 Variations can be made by customer advisors if they have made an error on raising the repair or if the customer requests to change the appointment date.

7. Variations to target dates

- 7.1 Variations to target dates can be made if work can not be completed due to adverse weather, bank holiday and Christmas closedown, awaiting decision on tree preservation orders. Variation to target dates can also be made if we are unable to contact the customer and if the customer requests or agrees for the work to be carried out after the original target date.
- 7.2 A reason for the variation must be selected from the drop-down menu in AspireCRM.
- 7.3 Changes to target dates can not be made due to high workloads, shortage of resources or skills.