

MAGNA HOUSING

SURVEYS AND WORKS INSPECTIONS PROCEDURE Response Repairs

1. Introduction

- 1.1 The purpose of this procedure is to respond to customers reporting property defects, maintain stock and monitor the responsive repairs service.
- 1.2 To achieve this:
 - 1.2.1 Response repairs surveyors will carry out surveys on reported repairs where they are likely to be of a more complex or technical nature, or where there may be a health and safety issue, less complex inspections can be carried out by a trade operative.
 - 1.2.2 Selected response repairs undertaken by the Response Repairs trade operatives will have a works inspection carried out by a Trade Team Manager responsible for service delivery to assess customer satisfaction on performance, quality, value for money and adherence to Health and Safety procedures.
 - 1.2.3 Response surveyors may inspect large scale or complex works as works progress to ensure their specification is being met or to specify any previously unidentified or unforeseen works.

2. Surveys

- 2.1 Surveys will be carried out at the customer's request, or by agreement with other departments or third parties.
- 2.2 Requests for surveys are received by the customer contact centre. Consideration will be made if the defect needs to be surveyed or not,

if a survey request from a customer is declined a note will be made in QL Aspire.

- 2.3 The customer contact centre will consider if an inspection can be carried out by trade operative. Simple defects are better attended by a trade operative as they have detailed knowledge of the required repair, and they may be able to fix whilst in our customers' homes without needing any further appointments.
- 2.4 The customer contact centre may also offer a virtual survey, which may triage to either a repair or an in-person survey at their home.
- 2.5 The customer contact centre will check the contact telephone number is correct and raise agreed inspections or surveys on QL Aspire, once raised an appointment will be booked in using the diary system and the customer informed of the time and date. Appointment times offered should be in line with our service level agreements.
- 2.6 On the day of the inspection or survey, the surveyor or trade operative will call ahead to the customer prior to arriving at the property.
- 2.7 The result of the inspection or survey will be recorded in Versaa whilst on site. The inspecting officer will complete the job status in Versaa. The survey document is then uploaded to Documotive. For simple repairs, the officer will make a doorstep appointment with the customer. If an appointment is not available through Versaa, the officer will contact the scheduler, agree an appointment and inform the customer of date and time of any further inspections or trade operative visits to undertake repairs. For larger works, the customer will be informed that the works will be booked in and they will be contacted to arrange suitable dates.

3. Works Inspections

- 3.1 Works inspections can be identified either randomly or through a targeted approach. A targeted approach may be selected where a new contractor is being used, or if there are performance management processes in place.
- 3.2 Suitable jobs to inspect can be identified from the trade operative's diaries, or the client system which includes external contractors. All streams of work are subject to works inspections. Works inspections can be carried out by any officer with responsibility for service delivery, but these are typically carried out by the Trade Team Managers.
- 3.3 A works inspections form is filled out using an electronic format. Any outcomes of works inspections requiring action should be dealt with

appropriately by the officer doing the inspection without delay. All completed forms are emailed to the Works Inspection inbox or saved in Documotive to enable analysis of performance and maintain satisfactory standards of work in our customers' homes.

4. Monitoring

- 4.1 No targets are set for the numbers of surveys to be carried out as they are on a by request basis, providing the request is reasonable and proportionate.
- 4.2 Each trade team manager must carry out sufficient works inspections to monitor the service delivery. The target is to carry out a work inspection on 10% of the works completed each month.