



**Yorkshire
Housing**

Chargeable repairs

Customer policy consultation:
Outcomes report



Zara Sutcliffe Baran

June 2023

Chargeable repairs policy

Customer consultation and co-design

Our chargeable repairs policy was due for review. We wanted to make sure that the updated version was easy to understand and accessible for our customers. To do this we needed to get the views and opinions of our customers so that we could co-design it together. Gathering their thoughts and feedback allowed us to make the right changes to the policy that will help both our customers and colleagues.

Survey

To gather customer feedback we created a survey that was emailed to the Your Voice Matters group. This is a group of nearly 300 customers who take part in surveys, focus groups and polls. Along with the survey, customers were given the initial draft of the chargeable repairs policy. They were asked to read the policy and then complete the survey.

The survey questions were:

- 1. On a scale of 1-5 , where 1 is very difficult and 5 is very easy, how easy was it for you to understand the policy?**
- 2. Were there any sections that you found more difficult to understand?**
- 3. If you answered yes to the previous question, please tell us which sections were more difficult to understand.**
- 4. Were there any sections that you found easier to understand?**
- 5. If you answered yes to the previous question, please tell us which sections were easier to understand.**
- 6. If anything, what could we do to make the content of this policy easier for you to understand?**

Feedback

The results from the survey showed that the average score out of 5 (where 1 is very difficult and 5 is very easy) for how easy the policy was to read and understand, was 4.1.

Although the average score was positive with customers reporting that it was easy to read, there were some recurring themes on areas that we could still improve on:

- A more consistent numbering or bullet point system needed to be put in place. This would make the policy even easier to read as it would be in bite size chunks which would be easier to take in.
- The policy was a little bit too wordy and could be condensed down if this was possible without losing any key details.

You said, we listened.

Here's how we're using customer feedback to improve the policy.

"Bullet points might help"

"Bullet point the items that are relevant to older and more less able residents"

"Add in the rest of the numbering after section 4."

"Try and make it shorter. Too wordy. I understand that YH has to ensure they cover all aspects of the policy but it's long and for some people, it could seem a very daunting policy."

"Not sure if it can be condensed anymore."

We'll be adding a numbering system throughout the policy to break down any large paragraphs into smaller points.

We'll be making sure the policy covers only key information and is written in plain English.

How we engaged with customers.

- ✓ Reading 1 policy
- ✓ Completing 1 survey
- ✓ 29 customers took part
- ✓ Customers had 1 week to read the policy and fill in the survey
- ✓ The average time to read the policy and complete the survey was 15 minutes
- ✓ 6 changes were made to the policy based on customer feedback

Survey	Customers completed survey	Hours of engagement
Chargeable repairs policy: 6 questions	29	7.25

Demographic data of customers who completed the survey.



