



Wheatley Group Scrutiny Panel – repairs communication thematic review 2023

Customers have told us how important the repairs service is.

That's why our Group Scrutiny Panel, which is made up of over 30 customers from Wheatley communities across Scotland, chose to take a close look at this key service to find areas for improvement.

Below outlines the highlights of the review which took place between July and November 2023:

Members of the panel scrutinised the repairs journey and decided to focus on **repairs communication**.

Members of the Scrutiny Panel volunteered to form a sub-group that designed and led the review. During the review the group met with key staff from different parts of Wheatley, including our Customer First Centre. They also reviewed information including process maps, complaints analysis, performance reports, customer satisfaction results and training programmes. The group had the opportunity to meet with and interview one of the trades team members and a customer service advisor. This was followed up with staff surveys.

Throughout the review the group was supported by Tenant Participation Advisory Service (TPAS) – an independent national tenant and landlord participation advisory service.

The group has now completed its review and produced its own independent report. That report includes 18 recommendations to help

Wheatley Group improve communication around repairs. The group has now met with our staff team to discuss each recommendation and co-create solutions. The report was also considered by the Wheatley Group Board and the Boards of Wheatley Homes Glasgow, Wheatley Homes South, Wheatley Homes East and Loretto Housing.

Some of the key messages from the review that customers would like to highlight include:

- **communication is the most important part of a good repairs journey;**
- **effectiveness and efficiency, such as cost and the number of visits, should be priorities.**

The group were pleased with the information provided by Wheatley Group during the review and with the free access to staff at all levels. The group thank Wheatley Group for their openness and willingness from all staff to engage and provide information, which supported the review process. Wheatley Group would like to thank the Panel members for their time and commitment in undertaking this review. At Wheatley, we are always looking to improve the repairs service, and this review will help us do that. Members of the Scrutiny Panel, and other customers, will be involved in monitoring our progress.

Interested in finding out more? You can read the full report [here](#). (You can also hear what the customers had to say [here](#)).