

Repairs Survey Results

Cairn sent an email consultation to 704 tenants to ask their views on our repairs service. They were asked two questions:

- What is the best thing about our repairs service?
- If you had to choose, what is the one thing you would change about the repairs service?

Overall, our survey had 121 responses.

Q1. What is the best thing about our repairs service?

The answers to this question covered four key topics.

Topic	%
Communication	12
Professionalism of Contractors	35
Time of response	42
Service provided	10

*Repairs are carried out quickly by friendly workers
I think the speed and quality of our repairs are first class
great communication
Friendly and helpful repairers*

Q2. If you had to choose, what is the one thing you would change about the repairs service?

The answers suggested changes in four key areas. 52% of responses said nothing should be changed.

Topic	%
Professionalism	8
Communication	19
Timing	19
Contractors	3
Change nothing	52

*If possible, within reason a time slot would be helpful
Well, I have thought and thought and can't think of anything to change. Well done!
Making sure contractors know what the job entails
Speed up outside repairs i.e. gates*

We are working over the next year on a comprehensive review of how repairs are managed, and this survey was the first part of that process. Your feedback has been incredibly helpful for getting some initial feedback that will inform the next steps. There will more be opportunities to ensure that tenants' preferences and opinions are at the heart of the new service. Thank you to everyone who took the time to get in touch.