



**HOMES UK**  
THE FUTURE OF LIVING  
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# DELIVERING CUSTOMER EXPERIENCE IN REPAIRS & MAINTENANCE; AN ART OR A SCIENCE?

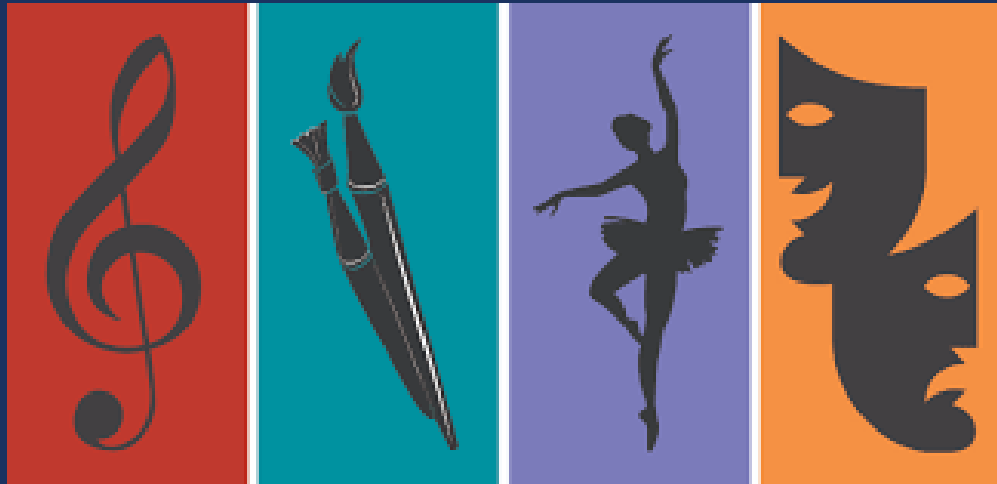
RICHARD MEDLEY, FOUNDER & DIRECTOR, HOUSING *dynamics*



HOUSING *dynamics*

Delivering  
asset solutions  
-  
Driving change  
-  
Defining the new  
best practice

# DELIVERING CUSTOMER EXPERIENCE IN REPAIRS & MAINTENANCE; AN ART OR A SCIENCE?



OR





## Who we are...

Richard Medley, Founder & Director, HOUSING dynamics

Nik Turner, Executive Director of Communities & Customer Services, Believe

Hannah Marsh, Co-founder, HomeViews

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# What is repairs & maintenance all about?

- *Fixing things when they go wrong*
- *Keeping residents safe and secure*
- *Providing a crucial service that is valued by customers*

# What's needed to deliver great repairs & maintenance services?

- *Repairs as a corporate and strategic priority*
- *Staff with the right skills, capacity and resources*
- *Arrangements that are accessible and accountable*
- *An emphasis on delivering quality*
- *A value for money approach*
- *A commitment to understanding and improving performance*



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But how would our customers answer this same question?

*“I’d like someone just to turn up to do the job that’s needed, to do it well and with the least inconvenience to me”*



So why do we make it so complicated??!

*Isn't it about time we stopped hitting the target but missing the point? In other words, do our current KPIs monitor and measure the right things and truly drive up performance to deliver great customer service?*



**HITTING THE TARGET**



# Driving a new agenda for the 2020s



**ASSETS AND  
REPAIRS**  
2020



**Chartered  
Institute of  
Housing**



# The new agenda...

1. SAFE HOMES – providing, demonstrating, assuring and reassuring
2. REINVENTING DECENT HOMES – a new principles based approach that drives quality and ambition
3. INNOVATION AND TECHNOLOGY – embracing digital and maximising the benefits
4. MEASURING AND MONITORING THE RIGHT THINGS – the things that really matter
5. THE RIGHT PEOPLE, THE RIGHT SKILLS – contemporary skills, true leadership, empowered teams

And of course, all of these things are key ingredients for underpinning a great approach to customer service in repairs and maintenance

So now let's explore the art and science of providing great customer service in repairs and maintenance from two different, but complementary perspectives...



OR

