RSP Recommendations and Actions

Recommendation	Actions	Target	Progress
Consistently provide customers with updates when appointments or contractors change, with as much notice as possible.	Our policy is our Planning team will call the customer to explain when/why an appointment needs to change and we do this as soon as we know about the change. This is then followed up with a text message confirmation. Continue regular spot-checking to ensure this process is being consistently followed.	July	Complete
	When a contract comes to an end, or we welcome a new contractor on board, issue communications through the website and rent statement newsletter to improve customer awareness of the contractors we are working with.	October	Complete.
Improve communication around delays and follow-on works.	Create a process where the repairs admin team contacts the customer directly when a contractor doing work at a customer's home changes. Similarly, if a job originally planned to be completed by IVH moves to a contractor. Introduce this contact at the point the job is raised with the new contractor.	July	Complete

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RSP Recommendations and Actions

Recommendation	Actions	Target	Progress
Fix the issue that is causing the text message confirmations of appointments to arrive twice.	Ensure the fault already logged with the third-party provider is fixed. (N.B. The automated system in Oneserve means that any movement in appointments results in a new text being issued, even if only very minor adjustments to the time).	August	Complete

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RSP Recommendations and Actions

Action plan to implement RSP repairs review recommendations				
Theme: Information gathering and diagnostics				
Recommendation	**Actions**	**Responsible**	**Target**	**Progress**
Introduce a role within the planning team who can be connected with a customer to take details of a more complex repair as needed.	Move forward with the introduction of a digital inspection form for more complex or harder to diagnose repairs.	Tara Logan / Michelle Nutter	December (to complete pilot and decide on way forward)	
Provide basic property and building information and further technical training to Customer Service and Planning teams to help them to understand the home and situation being described to them.	Populate Rubixx housing management system with 'property attributes' with key information about homes and buildings.	Tara Logan / Michelle Nutter	March 2027	
Develop a common repairs terminology guide to improve consistency in repair logging across Rubixx and OneServe.	Irwell Valley Homes has already adopted the National Housing Federation's (the member organisation for social housing) 'Schedule of Rates' - a standard set of descriptions to define repair works consistently. The Customer Service Team also use a diagnostic software which guides them through the right questions to ask to understand the problem and raise the correct repair.	Sam Norris / Jayde Bartley	September	Complete

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RSP Recommendations and Actions

Action plan to implement RSP repairs review recommendations				
Theme: Information gathering and diagnostics				
Recommendation	**Actions**	**Responsible**	**Target**	**Progress**
Ensure photos submitted by customers via email; portal and website can be accessed by the repairs team when out in neighbourhoods.	Introduce regular spot-checking of phone calls and work orders to ensure the process, codes and descriptions are used consistently. Photos which are submitted via digital channels should be easily accessible to repairs colleagues – this is an issue we have already highlighted for action and is an ongoing piece of development work with our software provider and internal processes.	Tara Logan	December	

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RSP Recommendations and Actions

Action plan to implement RSP repairs review recommendations				
Theme: Contractor management				
Recommendation	**Actions**	**Responsible**	**Target**	**Progress**
Enhance contractor induction and onboarding, emphasising the standards expected through the Contractor Code of Conduct. Limit the use of sub-contractors – weight contracts towards organisations which have more capacity to deliver services themselves. Ensure contractors provide timely updates to customers and colleagues. Ensure contractors have a named contact at Irwell Valley Homes in case the customer wants a contact to speak to about a contractor or job.	Procure and mobilise an open repairs contract with three preferred contractors, using a 60% quality weighting to prioritise customer service, repair quality and tenant experience. This includes establishing clear Service Level Agreements and Key Performance Indictors covering areas including appointment times, communication, first-time fix rates, satisfaction levels and quality standards, supported by regular performance review meetings. The weighting system also favours contractors able to provide a dedicated workforce and named customer contacts to strengthen accountability, improve consistency and reduce reliance on subcontractors.	Sam Norris	August	Complete
Introduce tighter controls and monitoring of scaffold-related jobs.	Review the scaffolding contractor – and as part of this introduce a new Service Level Agreement that scaffolding	Sam Norris	July	Complete

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RSP Recommendations and Actions

Action plan to implement RSP repairs review recommendations				
Theme: Contractor management				
Recommendation	**Actions**	**Responsible**	**Target**	**Progress**
	needs to be dismantled within 48 hours of work being completed. Strengthen communication and minimise disruption during scaffold installations by introducing a process to notify neighbours about plans as part of every scaffolding survey, providing details of the location, expected timescales and a clear contact point for any questions, access issues or concerns.	Michelle Nutter	September	In progress.

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