

# customer inspections out of hours



Our Customer Inspectors volunteer to help check on services being delivered by Incommunities. Customer Inspectors include tenants, owner occupiers, leaseholders, businesses, people renting in the private sector – just about anyone who has an interest in making neighbourhoods and communities better.

They help to improve services that Incommunities provides to Customers, check all work is being done to an excellent standard, report their findings to Incommunities and recommend any changes or improvements.

The findings on this page are from the 2010 Customer Inspection on how we deliver the out of hours repairs service.

Inspectors were asked to try and contact 365 customers that had used the out of hours repair service .

The results of the questions asked are as follows:-

- 94.5% of residents got through to the out of hours repair centre straight away
- 9.1% of residents had a trade operative visit them within the hour
- 16.9% of residents had a trade operative visit them within 2 to 3 hours
- 10.34% of residents had a trade operative visit them within 3 to 4 hours
- 64.3% of residents had a trade operative visit them within 5 plus
- 27.7% of the operatives did not show their id card to the resident on entering their property
- 46.5% of the operatives did not explain a follow up visit was required
- 98.5% of residents felt the trade operative was polite and courteous
- 92.9% of residents were satisfied with the way Incommunities handled their particular repair

To see how we have used the feedback so far please visit "[improvement journey](#)" under performance