

Meeting:	Customer Committee	
Date of meeting:	12 February 2026	
Agenda number and title of report:	Agenda item 4.2 - Repairs Report	
Author name and role:	Rob Mathers Involved customer	customer.engagement@thirteengroup.co.uk
What do you want the Committee to do:	Consider and discuss the matters included within the report and a) To note, for information regarding the work carried out by Customer Involvement updating on projects noted in the last Customer Committee repairs report.	
The Committee is recommended to:	a) Acknowledge information provided in the report	

1 Purpose

- 1.1 To give the Customer Committee assurance that Repairs and Investment are being monitored and challenged by customers.
- 1.2 This report gives details of:
- Repairs
 - Investment
 - Projects carried out

2 Repairs

Information Shared

- 2.1 At the end of each quarter a meeting is held with the involved customers, Head of Repairs, Senior Repairs Manager and a Repairs Co-ordinator. A presentation is delivered focusing on:
- Service Performance
 - No Access Statistics
 - Repairs Demand
 - Customer Satisfaction
 - Health and Safety
 - Awaab's Law
 - Damp and Mould
 - Highlights

Discussions are held with the group looking at any trends and issues to identify any customer projects that can support the service.

2.2 Awaab's Law

With the implementation of Awaab's law there has been a focus within the meetings on actions taken by Thirteen to prepare for the law. We were shown how the Awaab's Law app will work when surveyors visit the properties following a report and how this will automatically produce letters for the customers within the required timescales.

A presentation was delivered to the group explaining what the law is, what is covered, timescales and what this means for Thirteen. We are happy with the approach Thirteen has taken to be proactive for the law to be implemented.

We receive an update on the performance information every quarter at the repairs meetings.

2.3 Fencing

Involved customers who sit on the complaints group noted a rise in complaints regarding fencing. Following this we requested the Repairs Manager responsible for fencing to attend a repairs meeting to give an update to see if an in-depth review was needed.

The most common issue raised within the complaints is the timescales for a fencing repair to be completed with some of these appointments scheduled in a years' time. The Repairs Manager explained this was due to high demand and backlog from damage caused by previous storms. The explained what has been put in place to improve this.

These are:

- Action group to review damage from storms and demand.
- Budget has been increased for 2026-27
- Text messages sent to customers to remind them of their appointment
- Leaflet created to ensure customers know what to do before an operative attends – the aim is to reduce the number of appointments that can't be completed due to obstructions and customers having to wait longer.

We are satisfied with the steps put in place to reduce timescales and feel that involved customer input is not needed at present. It was also noted that most of the complaints received were based on timescales and not the quality of work.

Customer Projects

2.3.1 No Access

From the quarterly meetings we have recognised that no access figures are high and continuously remain high each month, and this is a large cost to Thirteen. We are carrying out a project to investigate why operatives are unable to access a customer's property for a planned repair.

We have created a survey to find out the reasons why and if there is anything Thirteen can do to support the customer and prevent this from happening in the future.

We have asked:

- Why the customer missed the repair. We have listed several possible reasons and left an option for the customer to complete if their reason is not listed.
- We asked if they informed Thirteen if they are no longer available with a sub question of reasons why if they answered no.
- Is there anything Thirteen can do to make cancelling a repair easier.
- General feedback about repairs appointments
- If they would like a follow up call to discuss any issues they have about the repairs service.

We hope with this survey we will get a good idea as to why appointments are missed, what barriers customers face and how we can make it easier for customers to cancel a repair.

This survey will be carried out over the phone by involved customers from the repairs group with support from Touchpoint hosts and the Customer Involvement team to those that have missed the repair. We aim to have all the surveys completed and feedback reviewed by the end of March 2026.

A sub report will be produced when the project is complete to show the Customer Committee the findings and possible recommendations for approval. This report will be shared with Customer Committee at the May 2026 meeting.

3. Investment

- 3.1 There has been a hold on this group due to the 2025 restructure. It was agreed that once staff are in place including the interim Director the group meetings will resume in early 2026. Although there haven't been any meetings we have still been involved in consultation carried out by members of the Investment Team.

Customer Projects

3.2.1 Stock Condition Survey Letters

The Investment team received feedback about the letters customers receive for stock condition surveys. This feedback included:

- Timing of the letters – from the date of the letter to the surveyor attending there was 5 days' notice, it was felt that this wasn't enough time
- Wording on the letters not clear – customers are told its important to be home and the surveyor will be in the area, however this is unclear. The letter suggests a fixed appointment but it's an unannounced visit.
- Time estimated for the survey to be completed – letter states between 30-40 minutes but the surveyor is in the property for much less than that.
- Clarity on what the customers should expect when the surveyor visits – letter didn't state photos would be taken.
- Mandatory requirement – Customer was informed this was a mandatory requirement, this should be stated on the letters.
- Use of third-party contractors – queried why Thirteen use Third party contractors and not Thirteen staff.

Following this feedback changes have been implemented and as part of this the involved customers were asked to review the letters.

The changes are:

- Discussions were taken place with the contractor, and it was agreed that the letters will be sent 2 weeks prior to the surveyors being in the area. This will also be the case for any stock surveys that are carried out by Thirteen.
- Customers are made aware that the surveyors will be in the area and can call at any time but they are also given the opportunity to book an appointment.
- The letter now states that the survey could take from 10-60 minutes to carry out as this can vary due to the property size and the age of the components within the property.
- FAQs added to letters to inform customers what to expect, this will also make the customers aware that photos will be taken as this supports the information stored on the asset management database.
- It is not mandatory by law to carry out stock surveys but it is good practice so Thirteen are aware of the condition of their homes and this is up to date. Feedback has been provided to the contractor.
- Thirteen have several in-house stock condition surveyors, and commit (as good practice) to ensure that they survey the stock every five years. The in-house team have a capacity of the number of surveys they can deliver over the course of the year which can equate to 6k-7k properties a year providing all positions are filled and there is no sickness. If the number of properties that require a stock condition survey exceed this, they have a framework of surveyors they can call. The requirement in 25/26 exceeded Thirteens capacity hence the decision was made to outsource several of the stock condition surveys.

We reviewed 4 letters that can be sent to customers when informing them of a stock condition survey:

- Letter of Authority – surveyors carry these letters and show customers when attending the property
- First Letter Internal – informing the customer that the surveyors will be in the area and the timescales in which they will be there. This notes that the surveyor will have a Thirteen ID badge.

- First Letter External – same as the internal letter but letting the customer know the name of the contractor who will be carrying out the survey
- Second Letter – a reminder that the surveyors are in the area after a previous contact attempt

We were happy with the information provided on these letters and made suggestions to slightly change some of the wording. We also asked that it is made clear in the main body of the letter that the surveyor will not be able to provide updates on any Investment works or report on condition of the property during the inspection. The Head of Investment Planning agreed to implement the changes suggested. These letters are not yet in circulation, a batch of 500 of the original letters has recently been sent out due to timescales. The changes will be made the next batch of letters.

Following this feedback we have been asked to review the calling cards left from surveyors to ensure they are clear for customers. This will be carried out in February 2026.

3.2.2 **New Kitchen Suppliers**

Investment have procured a new supplier for kitchens. The involved customers have been invited to visit the factory to see what will be offered to customers. This visit is scheduled for February 2026 and feedback will be provided in our next report.

3.2.3 **Omits**

The Investment team are seeing a high number of omits and would like us to carry out a project looking at why customers refuse investment works. This will be discussed at the Investment Customer Group meeting once it has resumed and a project plan will be created.

4. **Future Feedback**

- 4.1 Following the topics raised in this report Customer Committee will be informed of the feedback, findings and recommendations from the following projects once they are completed:
- No access survey
 - New kitchen supplier
 - Investment omits