

Gasway Scrutiny Report Summary

The Tenants of the Scrutiny panel (the Scrutineers) enthusiastically embarked on this project to help Property Services evaluate Gasway responsive repairs for the upcoming re-procurement of contracts in 2024.

The scrutineers looked at key performance indicators, a report from Gasway with comparisons of CHS and their other clients, Call to Survey customer comments from those who were dissatisfied with repairs/Gasway's responses, STAR comments and Customer Service Standards.

This led to a series of questions being asked of tenants both by telephone (12 Calls) and a targeted survey (467 with 76 responding = 16.5%).

There was also a visit by two Scrutineers to Gasway's head office, where they were warmly welcomed and given full access to all areas.

These 88 responses were reviewed by the scrutineers and after classifying the comments it led to the following conclusions:

52 people (60%) said the engineer could fix the problem on the first visit. Out of those 52, 51 were happy with the outcome of the repair and 47 of the 52 people gave Gasway a high score (6-10) on the survey.

Many customers were impressed with the Gasway engineer and described them as helpful, polite, and lovely. Only 4 mentioned the engineer had a somewhat negative attitude in the way they spoke to them.

A high percentage said the engineers were on time and explained the problem. A number mentioned the engineers worked hard to find a solution and if it could not be repaired on the first visit, the engineer could get the part and fit it quickly and the tenant was happy. Clear explanations of what would happen, and doing what they said they would, kept tenants happy.

Tenants didn't like being kept in the dark about what was happening with their order when the engineer was waiting for a part. Gasway told us during our visit to their office, that they are recruiting a member of staff to phone suppliers to ensure that the parts are in and keep the customer informed.

Waiting a long time for a repair caused the most stress for tenants, especially because of the rising cost of electricity, as people were worried that they would be out of pocket when using electric heating. We recommended that CHS review compensation levels so that they are in line with current energy prices. The Gasway engineers should consistently make the follow-up appointments. The customer should be told how long they need to wait before chasing any follow-up appointments. A lack of heating and hot water can be particularly disruptive for people with health needs, so we recommended that the recording of customers' disabilities and health conditions on both CHS and Gasway systems needs to be done consistently. If you think CHS may be unaware of a need you have, such as for a visitor to knock and wait, please contact CHS to let them know.