

OUTCOME OF CONSULTATION WITH VIRTUAL TENANTS PANEL

What do you understand by 'Right First Time' when thinking of repairs?

In my opinion it means the workmen did the job correctly at first visit and had no need for customer to call them back.

Doing it right first time doing the job well being polite and making sure that everything is done and neat and being on time
So the tenant doesn't have to have the workmen back to correct it and making a complaint
Having sufficient notice on what day there coming whether it's morning and afternoon.

I am new build and not reliant on council for repairs at this time.
However if I was reliant on council for repairs the sentence would mean to me 'Enough details of problem collected from tenant of problem to be able to send out correct pro for work for it to be able to be resolved on first visit or second if parts needed'
I consider 'Right first time' isn't feasible for most repairs.

My take on right first time is the identification of, and allocation of the work to the correct and appropriate tradesman quickly, in order to get the repair done.

I think right first time means that if you report a repair and your told someone will come out they should come prepared for the job reported. I understand that if a certain part is needed and it has to be ordered that's fine. Some repairs get passed from one person to the next as the workman is not qualified to do the job.
Thank you.

That when visiting repairs carried out correctly

Right first time means coming to do the job on the first visit but even when they have to fetch the part it's still classed as the same job if done on that day. If they need to come another because they cannot get the part it would be classed as a two day job because if the right questions were asked of the tenant they should have a good idea of what is needed and check before going to the job and pick up the part they may need on route

As a council tenant when I report a problem I would think my problem would be dealt with on first visit but if parts are needed and a further visit is needed that would not be right first time.

I have an ongoing problem that has been going on for a very long while and has never come to a satisfactory conclusion. Numerous operatives have been and failed to get to the bottom of it and it entails water coming through the kitchen ceiling on to the floor which is very dangerous for me.

Right First Time should be understood as - correct quick accurate action.

By "right first time" I mean "get it right at your first attempt, so that you do not have to come back and redo anything." Hope that this makes sense. In my opinion getting it right first time means saving NWLDC and its operatives and sub-contractors time, money and energy.

I would assume it refers to repairs being completed on there first visit instead of the need to come to inspect then return on a later date or attending the repair without full knowledge of what is required .