



Responsive Repairs

The company currently provides responsive maintenance services to almost 8,000 homes throughout Cornwall.



As well as working for Ocean Housing we also undertake responsive maintenance work for Cornwall Council, Westcountry Housing Association, Stonham Housing Association and Habinteg Housing Association.

During 2009/10 the company carried out almost 30,000 day to day repairs and repaired 661 empty properties prior to re-letting. 97.4% of all repairs were completed within the target timescales set by clients and the empty properties were turned round in an average of under 10 working days.

The company's watchword is "right first time" with 92% of all work completed in one visit and this is reflected in excellent customer satisfaction figures. For instance, on Ocean Housing's work recorded satisfaction rates for 2009/10 were: attitude of the workforce 99%, keeping dirt and mess to a minimum 98.7% and quality of finished job 97.3%.

Much of the company's success is down to the efficiency of its appointments system where appointments were made and kept in over 99% of cases.

The company operates a class-leading computer system to help manage its repair ordering system backed up by handheld computers for all trades staff so that they can be alerted to emergencies and to improve the diagnosis of repairs.