

# Repairs Journey – 2 years time (2026)

Initial Contact	Technical Triage	Arrange Appointment	Reminder Contact	Repair staff attend	Complete Repair	Rebook appointment
<ul style="list-style-type: none"> <li>• Call into the CCT</li> <li>• WhatsApp / LiveChat / SMS</li> <li>• MyCuro</li> <li>• Face to Face</li> <li>• Self-Serve Prioritisation</li> <li>• OT referrals (via email)</li> <li>• Trades report job at end of their repair</li> <li>• Curo colleagues reporting repairs 24/7</li> <li>• Introduce the ability to add pictures at point of raising repair</li> </ul>	<ul style="list-style-type: none"> <li>• Get a full view of the repair from the customer point of view</li> <li>• Use video technology to allow more enhanced diagnosis of repairs prior to visits taking place</li> <li>• Repairs Advisor rota to assist all colleagues with raising repairs</li> </ul>	<ul style="list-style-type: none"> <li>• Improved turn around time for repairs if willing to go through all steps from Technical triage team</li> <li>• Link all repairs to Auto Email responses &amp; reminders</li> <li>• Introduce more flexible repairs appointments</li> <li>• Reduced reporting accuracy Issues</li> <li>• Review Trade areas so all areas covered</li> </ul>	<ul style="list-style-type: none"> <li>• Auto reminder content to include the following:                             <ul style="list-style-type: none"> <li>- Date and time of appt</li> <li>- Job Reference</li> </ul> </li> <li>• Consistent reminders received by all customers</li> <li>• If opted out of reminder texts, reminder calls will be made</li> <li>• Include option to rebook jobs on Text SMS</li> <li>• Suggested timeline for automatic reminders                             <ul style="list-style-type: none"> <li>- Time of booking</li> <li>- 2 weeks before</li> <li>- Day before</li> <li>- Morning of appt</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Increased contact with customers</li> <li>• Repairs staff arrive on time or early</li> <li>• Repairs staff showing ID at every visit</li> <li>• Repairs staff able to access photo's from initial customer report / triage stage</li> <li>• All repair information available to repairs staff when attending the customers home</li> <li>• All repair staff able to book repairs they see in the home whilst attending a job</li> </ul>	<ul style="list-style-type: none"> <li>• Repair staff attend and complete job</li> <li>• Increased contact on day of repair</li> <li>• Customer signs off the job (via text message received at repair completion)</li> <li>• Enhanced space for Repair staff to record all completion notes after the repair</li> <li>• Consistent approach to taking photos (pre &amp; post repair completion)</li> <li>• Automated Customer Satisfaction Text (CSS) sent at the correct time – not when job is still ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• Rebook LIVE with the customer in the home</li> <li>• Policy &amp; Procedure for Carding &amp; Calling in place</li> <li>• Rebooking triage completed on severity of repair and decision made on next steps</li> <li>• Reminder contact follows the same steps as the 'Reminder contact' stage</li> </ul>

# Multi- Department Repairs Delivery – 2 years’ time (2026)

How requests are received & processed	Triage	Decision (Declined or Approved)	Repairs Delivery	Missed Appointments	Rebooking Appointments
<ul style="list-style-type: none"> <li>• Call into the CCT</li> <li>• WhatsApp / LiveChat / SMS</li> <li>• MyCuro</li> <li>• Face to Face</li> <li>• Self-Serve Prioritisation</li> <li>• OT referrals (via email)</li> <li>• Trades report job at end of their repair</li> <li>• Curo colleagues reporting repairs 24/7</li> <li>• Completed jobs notes from Repair staff</li> <li>• Returned jobs (when Repairs staff are unable to complete a repair in the home)</li> <li>• Case Management approach for all repairs raised</li> <li>• Introduce the ability to add pictures at point of raising repair</li> <li>• Email contact to group inbox rather than individual colleagues to increase visibility</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Process in place</b> - on ‘What the Standard Should be’ for decisions and increasing consistent decision making</li> <li>• <b>Get a full view</b> - repair from the customer point of view</li> <li>• <b>Expectations</b> – ensure correct expectations are set with customers from the start</li> <li>• <b>Increased contact with customers</b> – including new automatic holding updates, sent to customer every 10 days without fail</li> <li>• <b>Use video technology</b> - to allow more enhanced diagnosis of repairs prior to visits taking place</li> <li>• <b>Digital platform</b> – Updates with dates of follow-on’s &amp; moved jobs. Customer receives automated notifications where possible</li> </ul>	<ul style="list-style-type: none"> <li>• <b>The Decision</b> - Customer notified of decision via chosen comms method</li> <li>• <b>Point of Contact</b> – customer provided with named Point of Contact</li> <li>• <b>Increased level of contact with customers</b></li> <li>• <b>Fixed timeline</b> - for regular contact / customer updates</li> <li>• <b>Consistent approach to note taking</b> – which impacts on ability to provide up-to-date information to customers in real time</li> <li>• <b>Next Steps</b> - Fixed process for who provides customer updates &amp; next steps</li> <li>• <b>Communal Area Jobs</b> – Auto comms needed to everyone in block following a decision. (Considering comms preferences / letter if needed)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Clear project management</b> – customer aware of Curo colleague leading on job</li> <li>• <b>Clear start</b> – contact with customer from day 1 of the job</li> <li>• <b>Increased contact with customers</b> – including new updates, sent to customer every 10 days without fail</li> <li>• <b>ID</b> – Contractors &amp; Repairs staff showing ID at every visit</li> <li>• <b>Evidence</b> - Contractors &amp; Repairs staff able to access info &amp; photos from initial customer report / triage stage</li> <li>• <b>All repair information</b> - available to contractors when attending the customers home</li> <li>• <b>Consistent approach</b> – always taking photos (pre &amp; post completion)</li> <li>• <b>Automated Customer Satisfaction Text (CSS)</b> sent at the correct time – not when job is still ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Evidence</b> – contractors will need to evidence contact attempts i.e. calls, door knocks, photo’s etc</li> <li>• <b>New approach to missed appts:</b> - Contractors will try calling, call twice before leaving a card the property</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Rebooking</b> – done <b>LIVE</b> with customer where possible</li> <li>• <b>Triage</b> - Done on severity of repair &amp; urgency, then decision made on next steps (revert to ‘decision’ stage of process)</li> <li>• <b>Text CSS Poor Score</b> - instant job raised back to start of ‘Repairs Delivery’ stage for all scores of 4 or below, with lead colleague to contact the customer</li> <li>• <b>2 week Auto Comms</b> – 2 weeks set as default for all Re-booked jobs (more frequent contact if customer requests this (via chosen comms preference))</li> </ul>