

FGGM Focus Group Study

30 Jan 2019

Meuse Forest Community Center 1800-2130

Attendees: 5x Residents, Garrison CDR, Corvias Corporate, FGGM Corvias, RCI, PAO/SoundOff

Summary:

On 30 January, the focus group met to discuss ways to improve

1. Corvias Work Order Process and feedback
2. Technician Responsiveness and Communication
3. Corvias Preventative Maintenance Plan Improvements

Below is a summary of the discussion for each topic.

1. Work Orders

-Technicians must be professional, knowledgeable, and provide feedback. There must be a supervisor in charge of a larger project that manages multiple technicians and keeps the resident informed.

-Corvias is implementing a tech stamp that will be on every work order. Implementation date TBD

-Technicians could also leave a calling card with their information as well as a comment card so residents can fill it out and drop it off at a community center. The current method of signing the WO and leaving feedback while the tech is standing in front of the resident is not conducive to realistic feedback. The resident may feel intimidated if they wrote something harsh.

-When the tech arrives, they need to introduce themselves, have a clipboard and the WO in hand, but in some sort of a uniform (even contractors) and identify why they are there. Having a photo ID and credentials would also help.

-In the event the tech is being unprofessional or the resident no longer feels safe, there should be a contact number they can call to have the person removed from the home. (Think of the baseball bat ex)

-24 hour advance notice is not enough. Residents need a more concise timeframe so they know when to be home (or not) in order to let the tech do their job. If Xfinity and pizza hut can provide a 30-60 minute window, Corvias must find a way to use technology to improve coordination with the resident.

-Use an APP to initiate WOs, track the WO status, and provide feedback once the WO is complete.

-The call center needs to be able to see WO history for the address, flag issues that appear to be reoccurring, and inform maintenance when they see trends developing at a residence. The call center should also have the ability to see the status of work orders and provide updates when residents call back for updates.

-Introduce a 2-step verification process for work orders. When the tech leaves and closes out the residence, the resident should also be able to log into their account, or open an APP to validate that a work order was completed.

-At the end of the day, residents still need to be able to talk to a person if they are having issues. They also need to know how to contact them, if the routine methods fail.

-Corvias needs a call back policy, publish the policy, and inform residents about the policy. Calls should be returned the next day at the latest, sorted by community (rotating may not be the best policy) and should be logged in a common database so regardless if it's a day crew or night crew, they see the information in the system.

-In order to build trust, Corvias should look at ways to be transparent. Providing annual plans, earnings, projects, mold outbreaks, preventative maintenance, etc. Inform the residents through a newsletter/bulletin.

2. Technician Training and Communication

-train technicians on spotting mold, provide training (this will be briefed at the next meeting)

- Resident or Family Advisory Council. It should include KACC OCC Health rep, residents, Corvias, Garrison rep, RCI and should be done quarterly.

- Move-In packet: should include standards for mold, resident requirements for mold mitigation, when to call Corvias, and an explanation of their mold remediation plan so if it happens to them, they know what to expect.

-The move-in checklist should have a contact list for calling in work orders. Corvias could also make magnets that include explanations of each type of work order, the number to call if you have that type of work order, the time standard for that type of work order, and contact info in case there is an issue with the WO process.

-Use technology: have an automated APP to initiate WOs, track status, close, and provide feedback. The APP could be used to submit pictures of problems, contact the tech directly via text or call, and get real time status updates.

-JC will provide a brief on the process for a typical work order and how an emergency WO may be different. He'll explain how the process is supposed to work. The residents will explain where they see the shortcomings, and ID ways to fix them.

-Develop a complaint filing process. Use comment cards, APP, emails, better surveys, phone or in person. Develop a decision tree that explains the elevation of a work order complaint (as shown in the town hall) and put it in the move-in packet.

-New technicians need on the job training. Develop a program where they can shadow an expert for a couple weeks to get them smarter on other skill sets. Develop an internship program to make the "family" better as a whole.

-Have analog and digital comment cards avail to residents to fill out and submit to management.

-JC will explain the current survey feedback loop and how it is used. The group will look for ways to improve the surveys so they are not so generic. Residents don't know which surveys are related to which work order. They don't know the work order # because they don't usually get a copy of the work order.

-Corvias must fix the communication issues with residents. The current methods are unacceptable.

- Adjust the move-in checklist to include the preferred method of communication. Have a check box for residents to mark their preferred method, email, text, phone call, etc.

3. Preventative Maintenance

Devise a quarterly newsletter that informs residents on expected seasonal trends, preventative maintenance that they should do, and how to report if they see something. I.e. looking for missing shingles, gutters full of leaves, trees getting ready to fall on the home, etc. Use the newsletter to provide updates to the community on projects, stats, and major projects going on around them. Transparency. Look at redundant means for doing this. Hard copy, email, website, link on APP, etc.

-look at having a self-help section at the community centers where residents can pick up light bulbs, batteries, filters, grass seed, etc.

-you tube videos showing residents how to reset circuit breakers, reset garbage disposals, change filters, shut off water (overflowing toilet) etc. Many families are very young and have no clue how to do basic skills. Offer an in home tour where a tech shows the resident where the fuse box is, garbage disposal reset button, GFCI reset and explanation, etc.

-Have flexibility on move-in inspection time line (not just 2 weeks)

-program a follow-up conversation with Corvias to discuss details in the resident agreement, explain responsibilities, and how to initiate work orders. The "signing for keys" day is too stressful. Plan a follow-up day to go over the details.

Due Outs for 12 Feb 2019:

- Corvias will provide a brief at the next Focus group meeting to explain the current process for work orders. The group will use this information to identify gaps in the process and recommend ways to improve the process.

-Corvias/RCI will explain how BAH works as it relates to Corvias

-Corvias will provide the current Preventative Maintenance checklist that technicians are supposed to use when they enter a residence.

-Corvias will explain their Mold protocol/procedures and training program for technicians

-Corvias will provide the old quarterly bulletin that was sent to residents and the group will look at ways to improve the bulletin so that it provides information that the residents want to know about (i.e. preventative maintenance checks, fall prep, spring prep, explaining levels of work orders, how to call in a WO, how to check on a WO, filing complaints, etc.)

-Corvias Corporate will provide an update on current projects, milestones and actions that the company is already doing to improve communication, feedback, and processes.

-The group will further develop the idea of a Resident Advisory Committee that would meet quarterly to address issues within the community and provide feedback to Corvias.