Liberty

WINTER PLAN 2024/25

liberty-group.co.uk

Introduction

Here at Liberty we like to be prepared so we plan for the winter period.

In addition to this document, we also have lots of information which your tenants may find useful this winter on our Customer Hub.

Just visit **liberty-group.co.uk/customer-hub** to check it out. This content is ideal for sharing to social media and including on your website.

Tenants are also encouraged to scan our QR code which has been affixed to the front of their appliance. The link will take them directly to a great suite of infirmation including energy advice, quick fixes and top tips to ensure they are using their heating systemn efficiently this winter.

Our operational plan for winter consists of three statuses;

RED AMBER GREEN

Your normal contact here at Liberty will keep you informed about the status of your contract throughout winter so that you always know how we're performing.

Liberty | WWW.LIBERTY-GROUP.CO.UK

HAVING PROBLEMS? LET'S GET IT SORTED

- HEATING & BOILERS
- ENERGY TIPS
- REPAIRS & DIY

SCAN ME

How are the statuses set?

Severe weather can put pressure on service delivery in a number of ways.

This plan sets out how we will meet those challenges, but we want to be open and honest with you about what they are. It all comes down to the balance between the amount of work we have to complete, and the number of people we have available.

If we took no mitigating action the cold weather during winter would affect this in two ways;

1. Cold weather causes an increase in workload. Pipes and gutters freeze and leak, boilers break down, and the risk of condensation rises. This raises the number of job requests we received from customers.
2. In severe weather, like snow, transport can also be affected. This can reduce the number of engineers we have available to complete the jobs as well as the number of service centre staff available in the office to support customers on the phone.
3. The mitigation actions that we take are outlined later in this plan. By taking these positive steps we are able to maintain service delivery even in extreme conditions.

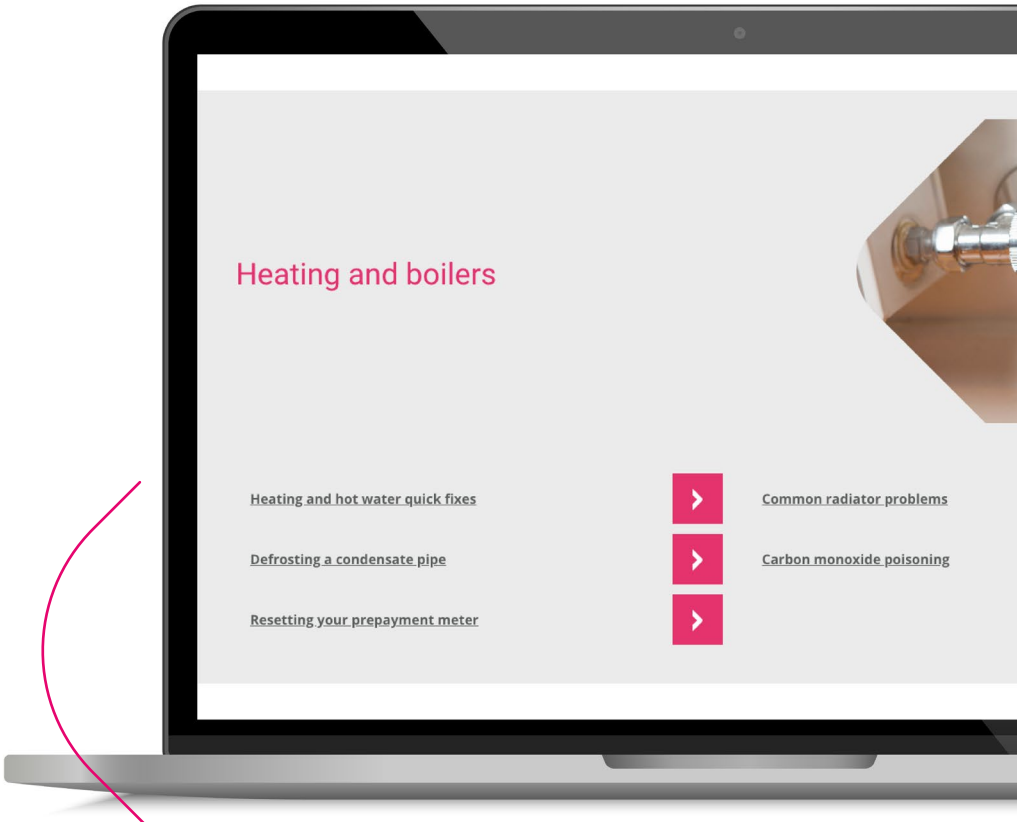
Please note: It is normal for contracts containing gas or electric heating repairs to be amber during the winter months.

How we get ready for winter

- We purchase temporary heaters for engineers to hand out to vulnerable customers without heating
- Our service centre staff have the technology to work at home if they're unable to travel due to the weather
- We use the summer months to complete staff training, making the best use of the quietest season, and up skilling staff to maximise efficiency during winter
- We recruit additional service centre staff, expecting an increase in call volume during winter
- We fit vehicles with winter tyres where possible, and provide access to snow socks and 4x4 vehicles when required
- We create winter packs for engineers including de-icer, scraper, screen wash, warm hat and gloves to help them stay on the road
- We carry out pre-emptive work in summer to reduce emergency repairs in winter, for example, insulating condensate pipes on boilers
- We review shift patterns and flexible working arrangements including overtime and out of hours resources to ensure we can ramp up quickly when required
- We run daily reports showing work in progress vs. capacity so that we can constantly review the status of every contract

STATUSES: RED AMBER GREEN

WHAT WE WILL DO	WHAT THIS MEANS TO YOU
It is business as usual and you won't hear from us other than normal reporting and operational communications	You can go about your normal daily work day
Our Marketing and Communications Team will share top tips for keeping warm, saving energy, simple DIY and gas safety	Your tenants have access to all the information they need to self-serve on simple issues within their homes



STATUSES: RED AMBER GREEN

WHAT WE WILL DO	WHAT THIS MEANS TO YOU
You will receive an email from us to update you on your contract status	You will know what is happening with your contract and the plans we have in place to ensure a smooth winter period
Arranged annual leave for staff will be reviewed	By reducing the number of staff on annual leave we can tackle a larger workload and ensure that your work is completed quickly
For contracts including gas service and/or repairs, an off heat report will be generated and sent to you daily	Prompt resolution and prioritisation for any of your properties without heat or hot water and what we're doing to resolve this
The working hours of engineer and administration staff will be increased if necessary	For every engineer whose hours are increased we can visit more properties than usual For every administration staff whose hours are increased we can answer more calls than usual
Out of hours teams will carry out any non-essential administration functions	This ensures our day teams can resolve priority jobs in peak periods, for example, communicating with your tenants in a timely manner
Weather forecasting reviews are in place to support planning and decision making	We are more prepared for times of extreme weather so the impact on your contract is minimal
Our Marketing and Communications Team will raise awareness of the tips on our Customer Hub, including advice on what to do if their heating/ hot water isn't working	Your tenants will be reminded of the simple fixes available to them, minimising their need to engineer call-outs, and getting their heating/ hot water back on as soon as possible

STATUSES: RED AMBER GREEN

WHAT WE WILL DO	WHAT THIS MEANS TO YOU
Expect at least one call from us every day to ensure all the necessary procedures are in place	We can work closer with you and agree joint priorities ensuring that all of your urgent needs are met
We will ensure that vulnerable customers are given immediate priority	Helps keep your tenants happy and safe during the extreme weather
External works may be cancelled and re-planned to protect the health and safety of our engineers and the general public	Safety is a high priority, and when required due to adverse weather we contact customers to let them know we need to rearrange the planned work. Customers will be kept informed every step of the way
For contracts including gas service and/or repairs, an off heat report will be generated twice daily and sent to you along with a progress update	Prompt resolution and prioritisation for any of your properties without heat or hot water. This report ensures you're fully aware of all such cases and actions in place to resolve them
Additional engineering resource will be deployed	Every additional engineer means we can visit more jobs a day
All annual leave for staff is cancelled where possible	For every extra staff member that comes in per day, we can resolve more jobs
We will take emergency calls only, with IVR (Interactive Voice Response) introduced to our phone systems	This will help ensure your emergency jobs, for example, vulnerable customers without heating, are sorted faster and before any non-urgent jobs

STATUSES: RED AMBER GREEN

WHAT WE WILL DO	WHAT THIS MEANS TO YOU
For contracts including gas service and/or repairs, if agreed by you, first appointment servicing will be suspended for one week so that emergency repairs can be prioritised	Vulnerable customers and emergency jobs will be resolved first before any non-urgent repairs. This will only be invoked with your agreement and only in extreme circumstances for short periods of high workload
Any non-essential administration functions will be suspended	This ensures our admin teams can resolve priority jobs faster and more efficiently in peak periods
Our Regional Directors will form an Escalation Group Invocation	You will be kept informed on exactly what measures we are taking to keep your contract running smoothly alongside your daily call
Weather forecasting reviews are in place to support planning and decision making	We are more prepared for times of extreme weather so the impact on your contract is minimal
Our Marketing and Communications Team will promote advice to your tenants relevant to the emergency i.e. How to defrost a condensate pipe	Your tenants will have all the info they need to safely resolve simple issues which may have caused their heating/hot water to go off

Liberty

Get in touch

T 0330 995 8007
E hello@liberty-group.co.uk
@Go_To_Liberty
libertygroup
liberty-group.co.uk