

As part of the application process please respond to the following three fictional scenarios – each with a maximum 500 words. Applications without responses to the scenarios will not be shortlisted.

Quality Service

Our aim is to provide our tenants with the best repair service that we can afford and to aim for high levels of first-time fix. You become aware that our inhouse team are failing to undertake more than 25% of our responsive repairs at the first visit and 10% are requiring three visits to a tenant's home. What would your approach be to finding out what is going wrong and are there methodologies from previous experience elsewhere that you would wish to try out, if so what and how?

Budgeting

The Association increased our affordable rents by 4.1% in April, but, just a couple of months on, the cost of some maintenance materials are growing at a faster rate of inflation. You become aware that there are particular cost increases on plumbing supplies which means that you are no longer confident that the responsive maintenance budget will be adequate for the financial year. However, there is very little spare capacity in the overall organisational budget to allow overspends. What would you do to investigate the situation and to prepare proposals to discuss with the executive team?

People

You become aware the performance of one of our operatives has dropped off over the past month or so and that a number of tenants have complained about their attitude and the quality of the repairs they have undertaken. In the past this individual had been one of your top performers to the extent that quite a few tenants asked for them by name when calling customer services to book a repair. What would your approach be in handling this situation?