Housing Repairs <i>Purpose</i>	Value Demands	What matters?
Fix My Home	 I need a repair Help me live in my home	 Turn up when you say you will Undertake the right repair My repair stays fixed Treat me as an individual Don't charge me unfairly Keep me informed Help me live in my home Don't make my home look worse
	Customer	
	Residents of council owned propertiesThe building itself	
Value Steps	2 3	4 5



fix a repair)

Old World New World **End to End Time** 89 days 6 days (Average time taken to

Obtain

clean

information

Allocate to

right tradesman

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Access

 \rightarrow

Diagnose

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Repair

 \rightarrow

Customer

 \rightarrow

Demand

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Customer