

CUSTOMER VOICE

JANUARY- MARCH 2024



WHAT ARE CUSTOMERS TELLING US ABOUT OUR SERVICES?

What's going well

Satisfaction with support and advice provided by Income Team



20% above target



Satisfaction with communal cleaning service



15% above target



Satisfaction with estate management

96%

11% above target



Satisfaction with latest gas repair

99%

3% above target



Satisfaction with Repairs Service

96%

2% above target



Satisfaction with Complaint Handling

92%

2% above target



All customer satisfaction measures were at or above target for January - March 2024

Customer Services

11,299 phone calls received, 7,016 emails received

42% of calls were to raise repairs

8% of calls were to make payments



46 Compliments

14 Concerns

28 Complaints

Acting on customer feedback



We will shortly be starting a new project on “what makes an excellent repairs service”. Working together we will be looking to get customers, staff and contractors views on how we can further improve our service offer.

If you would like to be involved in this project please contact Gemma Ager - 01933 234480 or gemma.ager@greatwellhomes.org.uk

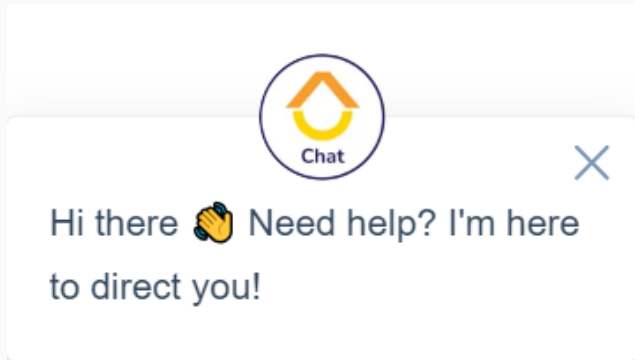
Customer Care Training

All customer facing staff have attended this training to embed the importance of customer care and the role staff play in delivering services to you.



We have also created consultation guidelines to ensure customers are engaged from the beginning of a project and effectively communicated with throughout.

Changes customers have made this year



Website changes following a customer scrutiny review:

- more accessible
- new chatbot
- information is regularly reviewed and updated

Changes for Shared Ownership customers

We now actively promote and share more information with our shared ownership customers, this includes a clearer breakdown of services charges along with services they can access via our customer portal and website.



Not signed up yet to our customer portal?– please Go to: <https://whomes-live.panconnect.cloud/sg/ssp/login/en-gb#tenant> to register or download the app – search Greatwell Homes or @home.

You Said, We Didn't

We can't always make the changes you'd like us to



You've asked if we can add a call back service on our emergency out of hours phone line, like we do on our customer service phone line. Unfortunately, we can't do this as the line is for emergency use and so it is safer for you to stay on the line and speak to someone as soon as possible to resolve your issue. We use a national organisation for this service and want to make sure we offer you the most effective and safe service.

Highlights of customer satisfaction this year

Moving In

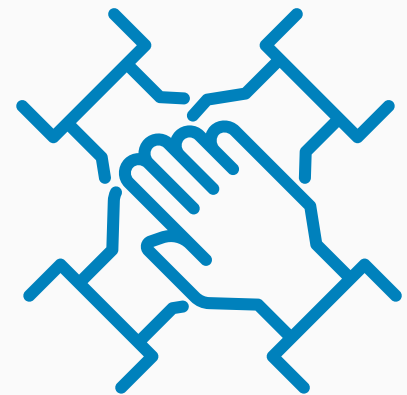
The average rating for cleanliness and condition of new homes was 8 out of 10.



We worked with new customers to understand what customers expected with the cleanliness and condition of their new home. We now work with a new cleaning contractor, and we have a better understanding of what customers can achieve with a decorating voucher.

Anti Social Behaviour - ASB

We ask customers who report ASB if they are satisfied with how we handled their case. This year 114 customers responded, with 84 being satisfied.



That's an average of 73% satisfaction

How we've improved our ASB service this year

Restrictions on hard flooring in flats above ground floor

More information for customers on our website

Earlier intervention where noise issues are reported