

CUSTOMER VOICE

APRIL - JUNE 2024



WHAT ARE CUSTOMERS TELLING US ABOUT OUR SERVICES?

Keeping your home in good repair



Handling Anti-Social Behaviour (ASB)



Neighbourhood Management

Customers satisfied with estate management (88 customers)



15% above target



Customer satisfied with cleaning service (12 customers)



15% above target



Communal cleaning customer satisfaction from 129 customers

Customers are most pleased with floor cleaning and litter clearance. Customers are least pleased with staff filling out the cleaning log. 87% of customers find cleaning staff to be friendly and polite. Customers are less satisfied with communal cleaning than they were last year.



Customer Online Account feedback from 45 customers

Tenancy Details and Contact Us are the most helpful sections. Budgeting and Thinking of Leaving are the least used sections. 4 customers found the Problems with Neighbours section to be not helpful.

Positive Contribution in your neighbourhood

We were at the Hemmingwell Fun Day and the Queensway Fun Day held at St Marks church in June hearing from you about what is important in your neighbourhood.

We've spoken to 30 customers about some land near Guillemot Lane. The most popular idea by far was to create a new sensory garden so look out for more updates on this project.



Effective Complaint Handling

37 Compliments

36 of compliments related to our staff and their positive behaviours, which included demonstrated they had listened, shown care & kindness and taken time to go above and beyond to support customers.

47 Complaints

You told us that not keeping you updated and dealing with pest control issues in a timely manner were two of the main reasons for complaints made this quarter. As a result of your feedback with have been working with another pest control contractor and pleased to advise since that change that we have had no more complaints regarding this service.

Learning from complaints:

A customer complaint has led to a new social media accessibility guide that includes using colours and descriptions that help more people understand what we post.

How customers made a difference

A customer scrutiny review has led to more information being available for shared owners in their online account, including a welcome pack with services that are available to them, as well as a new, more personalised service charge letter containing more detailed costs.

As a result of customer feedback, when receiving reports of issues with damp and mould we will no longer be reliant on sending out damp and mould kits - we will arrange for a home inspection to be undertaken to better understand the issues you are reporting and discuss with you and what action needs to be taken to rectify the issue.