

# CUSTOMER VOICE

JULY - SEPTEMBER 2024



WHAT CUSTOMERS ARE TELLING US ABOUT OUR SERVICES

---

## Customers Satisfied with...

Their boiler installation  
(103 customers)



5% above target



The handling of their complaint  
(5 customers)



10% above target



Their estate management  
(49 customers)



15% above target



Their latest gas repair  
(363 customers)



4% above target



Our repairs service  
(306 customers)

95%

1% above target



The handling of their ASB  
case (32 customers)

94%

19% above target



# 42

## Compliments

You told us our Repairs, Heating and Estates staff are polite, friendly and professional.

You told us our Income team are doing a great job helping customers keep their tenancy and getting enough money to live on.

# 27

## Complaints

You told us we have miscommunicated or not given enough information and that you want us to be clear and keep to agreed actions.

You told us there are things you want us to repair or maintain that is not our responsibility, which causes frustration.

## Learning from complaints:

You told us that you want us to be clearer in our communications around service charges. We're now doing a project with customers to review Information and communication relating to service charge statements.

## How customers made a difference



Customers helped create new staff training to help us communicate in a more inclusive way. This training has now been delivered to all staff.

Following a customer scrutiny review, we have new consultation guidelines. This summer, we used different ways to collect feedback in our Independent Living schemes, meaning responses could be returned privately and securely.

Customer Assembly reviewed the new Home Improvement Policy, working closely with staff to agree changes.

# What Makes an Excellent Repairs Service?

This summer, we spoke to 247 customers about our repairs service. Here's what you us:

You told us you can feel annoyed when reporting a repair and relieved once the job is done. You told us you can get annoyed if you need to arrange a follow up visit.

We spoke to 33 people about how their ethnicity affects their experience of the repairs service.

They told us:

- being new to social housing so there is less awareness of what services we offer and the words and phrases we use;
- language or accent barrier
- not wanting to make complaints

**60%**

told us that they or someone in their household have a mental or physical condition or disability, which means you may need more from us when reporting your repair or during your appointment.

You also wanted quicker appointments and better understanding of when repairs are urgent

Customers would like narrower appointment slots so they don't have to wait at home for as long.

We are still working on delivering the changes that you've asked for in the repairs service, and will share these with you soon.