

Tell us how it really is.

The year so far, April 2015 to June 2015.

What the colours mean



How easy is it to get things done?

MOVING IN



GETTING A REPAIR



HOME IMPROVEMENT



GAS SERVICING AND REPAIRS



RECEIVING SUPPORT



Complaints



Recommending us to a friend



84% the last three months

7.4 the last three months

7.9 the last three months

86% the last three months

71% the last three months

7.6 the last three months

Every three months we take a closer look at customers' feedback to see whether we can spot any trends in how we could improve.

Here are the new areas we're focusing on fixing.

What's the issue?

Customers told us we needed to make our repairs and MOT service easier to use and they felt multiple appointments for safety checks at their home were often confusing and difficult to accommodate; particularly for customers who are working and had to use their annual holiday entitlement to be available for these appointments.

What are we doing?

We have combined our property MOT visit with the electrical test and inspection visit. These checks ensure all of our properties are safe and looked after. They also help us gather important information about the condition of our properties which helps to inform our home improvements programme.

Aim: To see a reduction in negative feedback about this issue and customers tell us they find our repairs and MOT service easier to use.

What's the issue?

Customers told us we needed to reduce the time it takes to complete finishing touches and snagging works when they have home improvements carried out to their homes; and that we needed to keep them more informed throughout the whole process.

What are we doing?

We have changed our 'snagging and handover process' to ensure home improvements are completed as quickly as possible. We've appointed a new Tenant Liaison Officer with one of our contractors to improve the delivery of our service and keep customers informed. We're trialling a picture messaging service with one of our contractors; customers can directly send images about outstanding work or anything they're unhappy with, so we can fix issues quickly. We're texting customers at least the day before to let them know when we'll be attending their homes and we've introduced a new Information pack for customers who are having kitchens and bathrooms installed; this will be given to customers prior to any work starting and includes information about our home improvement process, what to expect, the key people involved along with their contact details. We believe these are really positive improvements and if successful we'll roll these out to all customers.

Aim: To see a reduction in negative feedback about finishing touches and snagging works and an increase in customer recommendation for our home improvements service.

Here's an update from last time

What was the issue?

We identified that an increase in the number of jobs prioritised as an emergency was making customers unhappy as their appointments were being rescheduled.

Aim: For less than 10% of jobs raised to be classed as an emergency and to see a reduction in negative feedback regarding rescheduled appointments.

How have we been improving?

We are seeing a positive shift in this area; since the end of March there were 767 less jobs prioritised as an emergency and 671 less customers called us to say they were unhappy about this. We have also seen a 4% reduction in negative customer feedback comments about this issue. We recognise there is still work to do so we are monitoring this issue very closely; to ensure we achieve our target of 10%.

What was the issue?

We challenged ourselves to investigate the main cause of damp and mould problems, which a number of customers had reported to us.

Aim: To better understand the causes of damp and mould in our properties so a long term plan can be put in place.

How have we been improving?

Damp and mould is predominantly a seasonal issue which usually magnifies itself in the winter months, so we're continuing to carry out tests on this issue and results can be expected in April 2016.

What was the issue?

We identified that customers we're getting frustrated when a colleague couldn't resolve their issue or there was a delay in us making a decision.

Aim: To see issues resolved faster for customers.

How have we been improving?

Our complaints resolution timescales have reduced by 1 day to 27 but we need to solve things faster. We are reviewing every complaint case and we're having weekly sessions with our customer services team to spot blockages quickly, resolve issues faster and ensure we do the right thing for customers. We are working really hard to make significant improvements in this area.

 On track  Achieved

What was the issue?

We re-procured our gas contract as an existing contractor wasn't performing well for customers.

Aim: We wanted to see an increase in customers recommending our gas repairs and servicing to a friend.

How have we been improving?

We have appointed Liberty Gas to replace a poorly performing contractor; they are now working alongside our existing contractors, Hewers and J.Tomlinson's. In the last 3 months, there has been a 7% increase from customers recommending our gas repairs and servicing to a friend. Liberty Gas alone achieved a customer recommendation score for their first 3 months of 87%.

What was the issue?

20% of customers who gave feedback said they hadn't received their gas safety certificates when they had been posted to them.

Aim: For all customers to receive their gas safety certificates as soon as possible.

How have we been improving?

J Tomlinson's, our main gas contractor are currently installing printers into their engineers' vans and certificates will be printed from August. We're confident all certificates are being issued to customers but in response to customer feedback we're increasing our audit processes to ensure all customers receive their certificates within 28 days of their appointment.

What was the issue?

Customers were having to wait for call backs to book appointments with our gas contractors.

Aim: For customers to get their appointments booked in more quickly and to see a reduction in negative feedback about this issue.

How have we been improving?

Over the last 3 months we have been working with our contractors to develop the new system. This will allow us to book appointments directly into our contractors' diaries and give us greater visibility of their performance. We have some further IT work to do and we're scheduled to go live in April 2016. We'll then test how it has improved things for customers.