

Tell us how it really is.

September 2015

What the colours mean

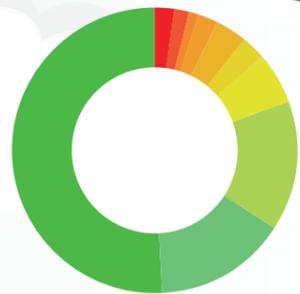


Based on the last 12 months
How easy is it to get things done?

Based on the last 12 months
Recommending us to a friend

Complaints for the year so far.

MOVING IN



94%

of customers would recommend us for the way we helped them move into one of our homes

↑ up from **93%** last year

90%

The last three months

1 ↓

complaint

Better than last year

received from
1049
customers who moved home

GETTING A REPAIR



80%

of customers would recommend us for how we dealt with their repair

↑ up from **79%** last year

87%

The last three months

62 ↓

complaints

Better than last year

↑ out of
31342

HOME IMPROVEMENT



89%

of customers would recommend us for how we improved their home

↑ up from **88%** last year

94%

The last three months

8 ↓

complaints

Better than last year

↓ out of
6,200

GAS SERVICING AND REPAIRS



81%

of customers would recommend us for how we handle their gas servicing and maintenance

↓ down from **83%** last year

86%

The last three months

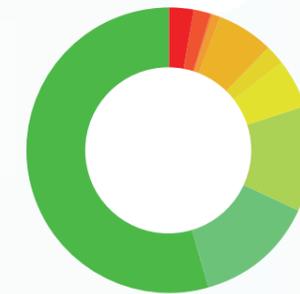
65 ↓

complaints

Better than last year

↑ out of
23,907

RECEIVING SUPPORT



94%

of customers would recommend us for the support we provide

↑ up from **92%** last year

93%

The last three months

9 ↓

complaints

Worse than last year

↓ out of
4,425

84% of customers would recommend us to a friend



↓ down from **85%** last year

7.2 out of 10 customers rate us for Value for Money



↓ down from **7.7** out of 10 last year

7.8 out of 10 customers rate us for providing a home that works for them



↓ down from **8** out of 10 last year

85% of customers would recommend their neighbourhood as a place to live



↓ down from **88%** last year

78% of customers would recommend us for how we dealt with their ASB issue



↓ down from **87%** last year

7.3 out of 10 customers rate us for the safety and appearance of their neighbourhood



↓ down from **7.9** out of 10 last year

88% the last three months

7.3 the last three months

8.1 the last three months

87% the last three months

64% the last three months

7.6 the last three months

Every three months we take a closer look at customers' feedback to see what the trends are and how we can improve.

Here's what we're now focusing on fixing.



What's the issue?

Over the last 12 months, the number of customers recommending our repairs service has been fluctuating and customers have told us they weren't as happy with the service as they previously had been.

What are we doing?

We're surveying more repairs customers, to better understand how they feel about the service. Our repairs managers are personally contacting every customer who tells us they're unhappy or wouldn't recommend our repairs service to a friend, to understand and resolve outstanding issues and help improve our relationship. Our repairs teams are owning and learning from their customer feedback and identifying improvements at a local level ensuring issues don't drag on for customers. We're already seeing a really positive shift, in the last 3 months, 87% of customers have recommended our repairs service to a friend.

Aim: To see an increase in customers recommending our repairs service to a friend.



What's the issue?

Customers are feeling less happy with our anti-social behaviour (ASB) service and as a result aren't recommending us to a friend.

What are we doing?

We know that the legal system is under strain, therefore things are taking longer to be dealt with; we understand this can be difficult for our customers experiencing anti-social behaviour. We're continuing to campaign for better court performance and we're working closely with our partners to minimise the impact this has on our customers. We've reissued checklists to all of our colleagues who are dealing with ASB to ensure our processes are being followed and evidence is being recorded so we can deal with issues swiftly. Our community safety team are reviewing every case where our customers weren't happy with the service, reopening cases if necessary. We're closely monitoring conversations between housing managers and customers to ensure we're being realistic, open and honest, whilst being caring and supportive to customers.

Aim: To see an increase in customers recommending our ASB service, and for customers to tell us they feel supported throughout the process.



What's the issue?

Customers wanted to hear from us more frequently when moving into one of our homes.

What are we doing?

Our lettings team now contact customers at least once a week when they're moving home to ensure they're kept really well informed about how their move is progressing. Since introducing this, we're pleased to say we haven't received any negative comments from customers about communication.

Aim: To see a reduction in negative feedback about communication and customers to tell us they find our move in service easier to use.



What's the issue?

Customers told us we should offer weekend appointments for our annual gas servicing.

What are we doing?

Liberty Gas, our newest contractor, have been completing gas services on Saturdays, particularly for customers who work in the week. All of our gas contractors now offer Saturday appointments if customers would like them.

Aim: To assess the viability of this and to introduce Saturday appointments more often if customers tell us this works better for them.

Here's an update from last time

What was the issue?

Customers were finding it difficult to accommodate multiple appointments for us to carry out our annual repairs and MOT services to their home.

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

How have we been improving?

These annual checks are really important for us to ensure our homes are safe and looked after. We've been able to combine our MOT visit with the electrical test and inspection visit so customers can help us gain access on just one day. We've seen an improvement in the rating customers give us for how easy it is to use this service and we've also seen a reduction in negative feedback about this issue; we're confident the changes have improved things for customers.

What was the issue?

Customers were unhappy that their appointments were being rescheduled due to an increasing number of emergency jobs.

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?

For the second period running, we have seen a reduction in customers calling about this issue with almost 1000 less jobs prioritised as an emergency. We've been working with our customer services team to have better informed conversations with customers and their diagnosis of emergency call-outs. We're also prioritising emergency jobs into more specifically same day or next day call-outs to help reduce the number of other appointments being rescheduled. We're confident this is now improving, so we won't continue to report on this but we will continue to monitor the issue.

What was the issue?

Customers told us we needed to be quicker at completing finishing touches and snagging works when they had improvements made to their homes, such as new kitchens and heating, but also that we needed to keep them more informed throughout the home improvements process.

Aim: To overcome these issues and for more customers to recommend our home improvements service to a friend.

How have we been improving?

For kitchen and bathroom replacements, we've been managing customers' expectations by providing information packs before work starts with a key contact for the process. We appointed a tenant liaison officer with one contractor to improve the service and keep customers informed. The most beneficial change for customers has been a picture/text messaging service where customers can send photos of work outstanding and we can let customers know the day before contractors attend. Customers are also using the service to send positive feedback. We now have two contractors offering this service. There has been significant improvement in this area; there has been no negative feedback about snagging works in the last three months and 89% of customers are now recommending our home improvements service to a friend.

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: All customers to receive gas certificates as soon as possible after an annual service.

How have we been improving?

J Tomlinson, one of our three gas contractors, has been trialling printers in vans so certificates can be printed immediately after a service. We've increased our audit process to ensure all customers receive certificates within the required timescale. Over the last month, 100% of customers we spoke to have received their certificate within 28 days of their appointment.

What was the issue?

We needed to investigate an increasing number of reports from customers about damp and mould in their homes.

Aim: To get a better understanding of the causes of damp and mould in customers' homes to ensure we're resolving any recurring issues and making long term plans to educate and support customers.

How have we been improving?

Damp and mould is mainly a seasonal issue that we see more of in the winter months. Over the last six months we've investigated the triggers of the issues experienced by customers and how we manage customers' expectations. We've implemented a new process for handling calls and diagnosing damp by providing detailed training to our customer services colleagues both face to face and with online learning resources.

Our investigations have also discovered a real link to fuel poverty – when someone may restrict their use of heating because they can't afford the bills. We're committed to finding practical ways to pay for fuel in an affordable way; we've launched a #WinterWellbeing campaign [here](#) to support our customers over the next few months with things like money, repairs, community and lifestyle. We have also developed specific online content for customers with self-help articles on condensation, damp and mould and a 'How to' video on how to tackle issues.

Throughout this winter we're carrying out a number of technical trials in customers' homes such as external insulation systems and systems to enhance air circulation, to establish the best solutions for customers. Winter will tell us whether the plans we've put in place have had a positive impact for customers; we will report results again in April 2016.

 On track

 Achieved

You can have your say on how we're doing and influence services by emailing us at feedback@bromford.co.uk or just heading over to www.bromford.co.uk/feedback-and-performance/