

You said, we did.

Since April, we've spoken to 2,786 customers to find out how you feel about your relationship with us and the services we provide. Every three months we take a closer look at your feedback to see what the trends are and how we can improve.

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

Customers rate the quality of their home when they've just moved in

You said:

That when you moved into one of our new build homes, it was sometimes difficult to know how to work your new heating system and it would be helpful to have some more information about this.

What's our aim?

For fewer customers to say this is an issue for them and more customers to rate the quality of their new build home.

What are we doing?

We've listened to your feedback and made some changes to our 'home user guide' which helps customers get started when they first move in by giving them information about how their new home works including specific information about their heating system. We've added some useful videos to the guide which demonstrate how to use your new heating system as well as how to re-pressurise your boiler and bleed radiators as we know these can be common problems with brand new systems. We'll be sharing this information via email with customers so they can easily access the videos on their tablets or mobile devices, and will also offer a 'hard copy' of the guide for those customers who request it. The information will also be available in our new customer portal later on this year.

Customers rate their neighbourhood as a place to live

You said:

There were some individual issues we could pick up which would help improve how you feel about the area where you live.

What's our aim?

For more customers to rate their neighbourhood as a place to live.

What are we doing?

We're reading every comment you send us, and wherever possible we're carrying out work to improve things for you. Some great examples in the last three months that we can share with you are:

- At Hill Street - you told us you were concerned for children's safety near a school because people were parking on a grassed area where children had to walk. To alleviate the issue and improve safety we've now installed railings around the grassed area.
- In Conroy Drive - we've provided two new driveways for two customers living in bungalows with disabled wheelchair access - previously these customers told us they had to park on the service access road blocking each other in. They now have easier and safer access to their homes.
- In Chestnut Grove - you told us that the grass bank to the front of the block of flats was being used as a short cut but the grass could be slippery so we've installed new steps, handrails and fencing to give you safer access to your homes.
- At Saracens Court - you told us you were concerned about safety, anti-social behaviour (ASB) and noise nuisance due to passers-by leaving local pubs and clubs late at night. To help with this, we've installed an upgrade to the door entry system as well as CCTV. Customers have told us that the works have already had a positive impact for them telling us it's 'made their lives better'. The neighbourhood coach is monitoring all CCTV footage and can proactively follow up on issues. Customers from the area have told us they're feeling far more secure in their homes and ASB has reduced as result of the improvements.

And here's an update from last time:

Customers say our services are easy to use and helped resolve their issue

You said:

You weren't always sure who to contact about complaints and it can sometimes take longer for you to speak to the right team and get things resolved.

What's our aim?

To see a reduction in negative feedback about this issue and for you to tell us you find our complaints service easier to use.

How have we been improving?

- We mentioned last time that we'd launched a new complaints policy and customer solutions team to handle all your complaints; these have been established since 15 April 2019 and customer feedback about the service has also been aligned across Bromford. As part of the new policy, we changed the way we recorded complaints to ensure all issues are recorded and resolved. This change has now surfaced all customers who are unhappy and in turn has led to 144 open complaints.
- We're continuing to review all feedback and we were disappointed to hear that in the last three months just 61% of customers felt our complaints service was easy to use and helped resolve their issue. We're committed to improving this and analysis of your feedback tells us that customers felt it was difficult to access the complaints service - these comments were from customers who have had ongoing issues for a number of years which remained unresolved. Other customers told us their issues are still ongoing. As a result of this analysis, we've identified a training need for some colleagues and, as part of this training, we'll be reviewing all cases where customers were unhappy to ensure that complaints are not closed until all actions agreed have been completed.
- Whilst we remain committed to resolving complaints as quickly as possible for customers, we also want to ensure that this is balanced with not closing complaints until all actions are completed so the customer is left feeling happy. We therefore recognise that because of a number of longstanding unresolved complaints, in particular complaints from customers in South Gloucestershire, that our performance here may take longer to improve whilst we work through resolving all outstanding issues for customers. To help improve things further, we're working closely with our technical teams to enable the customer solutions team to resolve complaints faster in this particular area.
- We'll continue to monitor performance here closely to ensure we keep improving and we've set ourselves a target for 70% of customers to say our complaints service was easy to use and helped resolve their issue - we'll keep you updated with our progress in this area.

You can have your say on how we're doing and influence services by emailing us at

feedback@bromford.co.uk

or just head over to

www.bromford.co.uk/giveusyourfeedback/