

You said, we did.

Each year we speak to over 7,500 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.

We're getting things right first time for customers

You said:

We needed to reduce the time you were waiting on the phone when you call us.

What's our aim?

For fewer customers to tell us this is an issue and for customers to tell us they find our customer services easier to use.

What are we doing?

- In response to customer feedback, and in addition to our extended weekend opening hours, we've also recruited colleagues to work during our busier times to help alleviate waiting times and resolve more of your enquiries
- We've provided training ahead of the winter to enable our teams to coach more customers over the phone about simple day-to-day fixes. This means we can get things working again quicker without the need to wait for an engineer
- We've improved our website so customers can pay their rent online without the need to call us. It's already proving popular and we've taken over 700 online payments in the first month. We're confident this will alleviate waiting times for customers, making our services easier to use.

Customers are taking more control of their lives

You said:

You'd like more information about changes to your benefits to ensure you're confident managing your money and paying your rent and bills.

What's our aim?

For customers to tell us they feel confident managing their money and in control of their household bills and rent payments.

What are we doing?

- Our neighbourhood coaches and money advisors have been working closely with customers to help them maintain or push their rent accounts into credit which will help with any problems they may face whilst waiting for payment of the new benefit
- To support customers further we've produced a series of videos covering a range of welfare reform topics and these are being shared via our neighbourhood coaches, the website and social media channels
- Our skills coaches are continuing to support neighbourhood coaches identify priority customers to support them into work, enabling them to pay their bills and do the things they want to do.

Customers would recommend Bromford

You said:

That when you have heating upgrades in your homes, we could do more to improve the experience by providing you with information about your new boiler and heating system as well as completing any finishing touches more quickly.

What's our aim?

For less customers to tell us this is an issue and for more customers to recommend our gas install team to a friend.

What are we doing?

- We're providing customers with a 'How to Guide' when they have new heating systems installed giving them information about their new boiler and how it works
- Our engineers are showing customers how to reset their boilers in case they experience issues in the future – guiding them through the 'fault' mode to get things working again
- If there are issues that require an engineer to come back, you'll now notice the same engineer returning which is something customers have said reassures them
- We're now 'boxing in' all the pipework surrounding your boiler on the same day as it's installed to improve the overall experience
- Our engineers are also working in pairs to complete upgrades that would previously have taken two days and can now be done in one. This reduces the time spent in your home and makes things more convenient for you.

Customers are happy with their new home

We're moving towards a proactive service

You said:

There were some more things we could do to improve the quality of our homes and our repairs service.

What's our aim?

To improve how customers feel about the quality of their home and for even more customers to recommend our repairs service to a friend.

What are we doing?

We've listened to your feedback and introduced a few more new things:

- Reminder texts now keep customers better informed about appointments and we're being more flexible with appointment times to ensure we fix more repairs on the first visit. For appointments with surveyors, we're also calling customers the day before
- For customers experiencing damp and condensation in their home, we've extended our inspection visits to two hours to allow for a more thorough investigation
- Damp and condensation training enables us to spot issues sooner and we've also introduced a 'second opinion' option if customers feel unhappy with the advice or solution we've provided. This can be raised within 12 months of their last inspection
- We'll also be taking a more proactive approach checking back in with customers after we've completed any remedial works to ensure the problem is resolved
- We've continued to train more of our neighbourhood coaches so they can offer further advice and support to customers about basic repairs. You told us this was something you'd like to learn given the skills and knowledge to do so.

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/