

You said, we did.



Last year we spoke to 8,462 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 would recommend us to a friend

You said:

In some places you'd like gardening services to be more frequent and for areas to be left in a better condition once complete.

What's our aim?

For fewer customers to see this as an issue and for more to recommend our gardening service to a friend.

What are we doing?

- We've listened to your feedback and introduced an extra gardening round in Lichfield as customers living in this area were increasingly unhappy with how long they were waiting between rounds and gardens were becoming untidy and overgrown
- To address this further, we've invested in additional mowers which will be used in all of our areas so our teams have the right tools for the job
- New team leaders are working alongside our gardeners and will be focussing on improving the quality of our gardening service for customers – it's encouraging to see this increased investment is already being reflected in customer feedback – with 75% of customers now recommending our landscaping service to a friend which is our highest score to date.

We're getting things right first time for customers

You said:

When work to your home is completed that requires scaffolding, often there was disruption caused while the structure is erected. You also felt it was left up for longer than you'd expect, making you feel like the job wasn't finished.

What's our aim?

For fewer customers to tell us this is an issue for them.

What are we doing?

- Our teams are now using 'spider lifts' – a specialist platform which is used when working at height. We think this will help alleviate the disruption caused to customers by not having scaffolding erected as well as preventing potential damage that could be caused to satellite dishes, gardens and other items.

Customers would recommend us to a friend

You said:

When you experience anti-social behaviour (ASB) we needed to take action quicker.

What's our aim?

For more customers to recommend our ASB service to a friend.

What are we doing?

- Our community safety team are delivering training to neighbourhood coaches, ensuring appropriate and swift action is taken when a customer experiences ASB
- We're continuing to review all ASB cases and feedback as well as reopening cases wherever necessary – most recently 82% of customers told us they would recommend our service to a friend – up 5% compared to last year.

And here's an update from last time:

We match the right home to the right customer

You said:

When you had heating upgrades we could do more to improve the experience by providing you with information about your new boiler and heating system as well as getting the installation right the first time

What's our aim?

For even more customers to recommend our in-house gas installation to a friend.

What are we doing?

- A gas surveyor will now attend your home ahead of having a new boiler installed. After trialling this in one of our areas, we found it improved the customer experience by ensuring the right information was in place in advance. This means we get things right first time and reduce any snagging issues, something you told us was important to you
- We're also using improved parts when completing a heating upgrade which is giving you better water quality within the heating system, helping to prevent future breakdowns. We're also investigating whether fitting thermostat radiator valves (TRV's) and lock-shield radiator valves will help reduce leaks and improve the overall performance of the heating system – we're trialling this on small schemes at the moment and to date the early indications are promising, with no issues reported to us so far
- Our engineers are coaching you to 'pair' your timer and receiver so you don't need to call us if there is a power outage. We're also simplifying our 'how to guide' about timers on boilers to ensure customers know how to fully control their heating system.

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/