

# You said, we did.

Last year we spoke to 7,924 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' homes are safe and warm

### You said:

There were some individual issues we could pick up which would help improve how you feel about the safety and appearance of your area.

### What's our aim?

For customers to tell us they feel better about the safety and appearance of their area.

### What are we doing?

We're reading every comment you send to 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:

- In Beaumoor Place we removed some paving slabs and replaced them with a 'geotextile' membrane as you told us the slabs were uneven and this was causing you issues when you needed to get to the communal drying areas. We listened to your feedback and delivered the improvement.
- At The Beck customers had requested some metal fencing be erected to retain an existing hedge and stop it from falling onto the public footpath – we've now completed this work.
- In Exeter Street customers asked for timber fencing to help with security around the communal area as they'd been experiencing problems with litter from passers-by – this has now been installed.
- At Wrekin Court we improved a driveway for a customer whilst they were having other improvement works completed. They told us the small grassed area kept being unavoidably damaged by cars driving over it so it would be better if it was changed to a hardstanding.
- We'll continue to pick up issues that you tell us about through feedback and we aim to improve things whenever we can. In the last three months 7.8 out of 10 customers told us they were happy with the safety and appearance of their area and we hope to see our score improve further in the future.

## And here's an update from last time:

### 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 been tackling larger shrubs and hedgerows over the winter as some of you told us they were becoming too high and overgrown causing you concern – we've been focusing on reducing them to a more manageable height.
- We've introduced new landscaping rounds so we can attend to our green spaces more often as you were unhappy with how long you were waiting between rounds and areas were becoming untidy and overgrown. For our new build homes and MyPlace sites in our south region we now have an extra colleague who is dedicated to looking after these areas as well.
- It's pleasing to see that customers feel our efforts are improving things for them. In the last three months 78% of customers recommended our landscaping service to a friend which is our highest score to date.

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

[feedback@bromford.co.uk](mailto:feedback@bromford.co.uk)

or just head over to

[www.bromford.co.uk/giveusyourfeedback/](http://www.bromford.co.uk/giveusyourfeedback/)

## Customers would recommend us to a friend

### 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.

### What's our aim?

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

### What are we doing?

- You told us it was sometimes difficult to programme your new heating system. We've listened to your feedback and have now sourced a new programming unit which is much easier to use. This has resulted in customers telling us they're happier with it because they can control their heating more effectively which is also helping them save money on their bills.
- After the recent cold weather we received lots of calls from you to say your boiler wasn't working. We quickly identified that this was because the condense pipework from the boiler was freezing which left you without heating and hot water. We were committed to getting your boiler working again as quickly as we could by talking you through how to fix it over the phone, and if that didn't work we sent someone out to solve the problem. To help alleviate this issue in the future we've sourced a new product that is easily installed below your boiler which alerts you of any blockage to the condensate pipework, including freezing. We're going to fit these to every boiler where a customer told us this was an issue for them and we'll also be fitting them to any future boiler installations that have a high risk of freezing.
- We're continuing to leave 'how to' guides with our customers and we're showing them how to use their new system; including things like how to fill the boiler via a filling loop, and how to bleed radiators. We're also providing customers with a new radiator bleed key and gas meter cupboard key. Our engineers are also explaining what to expect from a new boiler and the differences between their old system and the new one in terms of performance and operation.
- We're always reviewing the products we use to ensure we offer the best ones to our customers and we recently changed the type of filter we install in the heating system. The new filter is far superior to the old ones which will help to reduce the number of potential breakdowns and prolong the life of the boiler.
- We've successfully installed mains gas heating systems into 452 homes this year. We've learned from your feedback that we could have improved the experience by supporting you to get your gas meter fitted as well. Our co-ordinators and surveyors are now working with customers to help them find an appropriate gas provider and arrange for a new meter to be fitted ahead of their new heating system being installed.
- It's great to see our increased focus here is reflected in customer feedback with 94% of customers recommending this service to a friend.