

# You said, we did.

We've spoken to 8,553 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:

When work is passed to external contractors it can sometimes take longer to resolve the issue, or we had to visit your home more than once.

### What's our aim?

For fewer customers to tell us this is an issue for them and for more customers to tell us we got things right first time.

### What are we doing?

We've changed our processes when works are passed to contractors – our repairs managers are now closely monitoring how long jobs are taking and they're checking for repairs being raised at the same home to help reduce repeat visits and ensure we're fixing things the first time. We've also introduced a new measure through customer feedback which will help us monitor our progress here. Most recently, 78% of customers told us we resolved their enquiry or fixed their repair the first time. We hope to see this improve in the future.

**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/)**

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

### Customers would recommend us to a friend

#### You said:

When you had heating upgrades there were some smaller things we could do to improve the experience for you.

#### What's our aim?

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

#### What are we doing?

- We now have two surveyors, one in each of our north and south regions. They're ensuring our installation teams have the right information ahead of them attending and this has resulted in fewer customers reporting issues to us afterwards. Customers are now provided with our surveyors contact details so they can easily get in touch with them if an issue does occur
- Our suppliers are now delivering all the materials needed to complete the new heating installation directly to customers' homes and because of this our engineers are able to start work earlier and ensure the job is completed as quickly as possible to help minimise any disruption
- To help improve communication we're letting customers know what time we'll be arriving and for those customers who work or find it more difficult to be available during the week we're offering Saturday appointments
- Following some recent feedback from customers who have required some extra help to control their new heating system – where appropriate we're providing alternative methods. A couple of recent examples are: 'speaking thermostats' - these are specifically designed to help people with sight problems ensure their new heating system is set correctly and another example is a heating control that works via a customers' mobile phone enabling them to control the heating and hot water in their home more easily
- It's pleasing to see our in-house team has been improving their customer experience with 94% of customers now recommending them to a friend – up from 90% last year.

### 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 still reading every comment you send us, and wherever possible we're carrying out work to improve things for you; and it's pleasing to see our score has improved to 7.8 out of 10. Some great examples in the last three months that we can share with you are:

- At our eco scheme, Cross Street South in Wolverhampton, we're reviving an old water feature and pond to improve the appearance of the area and we're cleaning up the eco-drainage pond as this had become overgrown
- At Willow Avenue customers' are receiving new driveways, and they've told us they're 'over the moon' with how the drives will make a difference to their area
- At Clove Piece we've provided a new footpath to improve safety so customers no longer have to walk on the road
- At Evershed and Alma we've installed new security gates, again improving safety for our customers and preventing people gaining access who shouldn't be there
- At Dunstall House, where a small area of the scheme was prone to fly tipping, we've transformed it by installing raised beds which our customers have now planted with flowers - and they're also growing their own vegetables
- 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 7.9 out of 10 customers told us they were happy with the safety and appearance of their area, and we hope to see this score continuing to improve.