Customer Annual Review. 2021

A welcome from Robin

Welcome to our customer annual review. It's been a year like no other, and we want to thank you for your patience and understanding as we have had to make changes to the way we work. We've been working hard to keep everyone safe and to make sure we can still provide the services we know our customers need most, and we're proud of our achievements during this year. We've also been working on our new customer strategy, which will be launched next year and will set out our vision for the future and what we are doing with our new ways of working.

We have seen a significant increase in the number of complaints and compliments received this year, which we have found very useful in helping us to understand what our customers need and how we can improve our services. We have also seen a significant increase in the number of repairs we have had to carry out in our homes, and we have made a commitment to our customers that we will do our best to make sure we can carry out all repairs within agreed timescales.

We are also proud to be the first housing association in Bromford to achieve Carbon Neutral status, and we have made a commitment to our customers that we will be carbon neutral in our own operations by 2030. We have also been working on our new customer strategy, which will be launched next year and will set out our vision for the future and what we are doing with our new ways of working.

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