

Service Improvements 2022/23

You said...

We did...



"You told me there's delays with planned repairs but your website says it will take 10 weeks, I'm confused."



To avoid any further confusion, we have updated our website with the right information about delays.



"My support worker ordered a repair to my door chain but I've just been told it's my responsibility"



We've equipped all of our staff to resolve any repair enquiries at the first point of contact so we can manage customer's expectations better.



"I phoned Customer Services on Friday at 4:30pm & no one answered after waiting 30 minutes. I've just been told they close at 4:30pm on Fridays but this wasn't clear."



To make it clear to customers when our opening times are, we have changed the message on our Customer Services phone line.



"When operatives come to repair my Air Source Heating system, they don't all know how to fix it."



We have trained all heating operatives to help us carry out repairs to air source heating on the first visit.



"I've phoned the Income Team to pay my rent after doing a mutual exchange but they couldn't take payment because it hasn't been set up. I feel stressed."



We have made it less stressful for customers to pay their rent when doing a mutual exchange. We can now take payments over the phone until the new account is set up.



"You've given me dehumidifiers to help dry out my walls following a leak to my home but I can't afford to run these."



To ensure customers feel less anxious about using dehumidifiers that we supply, we will consider compensation towards the running costs.

You said...

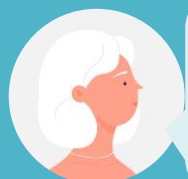
We did...



"My fence has blown down & needs replacing. The fence is on my neighbour's boundary, who own their own home, but I don't know who is responsible?"



To avoid any confusion, our Repairs Hotline will pass onto our Asset Management Team who can assess ownership of the fence & ordered works if necessary.



"I recently had a complaint & they said they would order works for plastering. It's been 10 weeks & I still haven't heard anything."



To keep the tenant updated on delays, we now have a 'Promise Tracker' where we will monitor any works that are promised as a result of a complaint, & inform the tenant if there's any delays.



"There is anti-social behaviour happening on the street where I live. It feels like no-one is helping."



We have reminded staff to provide regular communication & updates with the customer on any reports of anti-social behaviour.



"Develop a documented process or market campaign for issues where we have multiple call outs due to credit meter runs out."



We've advised customers through our social media about central heating & ensuring that credit is on prepayment meters.



"I have moved my sons furniture to find mould growing on the pipes in his bedroom, it's also on the pipes & damped wood bloated my beading in the front room, behind the sofa."



We understand damp & mould is a concern, so we have updated our Damp & Mould leaflet which helps tenants spot the signs, gives useful tips, encourages tenants to act fast & report the issue. This leaflet has been sent to all tenants & is given to all new tenants too.



"I have been waiting 13 days for my new boiler fitting, that's 13 cold days."



To prevent delays with boilers being installed, our repairs partners now provisionally book installation dates for 24 to 48 hours after the asbestos report is due back.