

# CUSTOMER VOICE

APRIL - JUNE 2023



WHAT ARE CUSTOMERS TELLING US ABOUT OUR SERVICES?

---

## What's going well

Customers satisfied with feeling supported and kept up-to-date by Income Team



20% above target



Customers satisfied with estate management in feedback from 68 customers



15% above target



Customers satisfied with Independent Living Officer Service

92%

12% above target



Customers satisfied with latest gas repair

98%

3% above target



---

## What could be better

Customers satisfied with repairs

93%

1% below target

Customers satisfied with handling of Anti Social Behaviour case

69%

1% below target

## Customer Services

10,804 phone calls received, 5,964 emails received

34% of calls were to raise repairs

12% of calls were to make payments



## 39 Compliments

92% were about staff behaviour

People like a thorough job, perseverance to see an issue through, patience, and polite and friendly staff.

## 31 Complaints

Key areas are around cancelled appointments, miscommunication, respectful conversations, and contractor performance.

Customers told us some of our communication could be improved, and wanted issues to be resolved quicker

## Changes from complaints

We now do a more intrusive test on the gas hob connection as part of the safety checks as a result of a complaint we received.

Customers raised concerns about poor quality, waiting too long, and not having the information they needed.

# How customers made a difference

**Customer feedback helped us make 6 service changes between April and June 2023**



**Customers have scrutinised our services and helped us make these changes to our website:**

- A map has been added to the Your Estates section of the website to show Greatwell Homes land ownership. This helps us find out who to report fly tipping to.
- An events calendar has been added to the website. This includes neighbourhood walkabouts, celebration events and involvement workshops.
- The translation and accessibility toolbar is easier to find on the website. The toolbar features include changes to font size, reading aloud, and choice of languages.
- The customer involvement pages have been reviewed by customers and now feature training opportunities, more photos, live surveys and details of incentives for involvement.
- There is now a chatbot on the website. This helps you find the specific help that you need.

