

# CUSTOMER VOICE

JULY - SEPTEMBER 2023



WHAT ARE CUSTOMERS TELLING US ABOUT OUR SERVICES?

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## 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



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## 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



# How customers made a difference



Following some sessions with customers living in Barringers Court and Perkins Court Independent Living Schemes, there are now storage areas for customers to recycle special items that cannot be put in the normal recycling bins. Customers have also told us which items they use most at home and a leaflet has been made as a reminder of how items should be recycled or thrown away. This will maximise recycling in these schemes and help customers look after the planet a bit more.

**55 Compliments**  
(up by 16 since Q1)

96% were about staff behaviour

**14 Compliments for Greatwell Works**  
9 compliments for Customer Services  
8 for Greatwell Heating  
8 for Greatwell Places  
6 for Neighbourhood Housing

**41 Complaints**  
(down by 10 since Q1)

Upheld complaints means that an independent manager has investigated, and found Greatwell Homes to have failed to deliver a service as agreed

**4 Complaints upheld**  
**15 complaints partially upheld**  
**19 complaints not upheld**  
**3 complaints withdrawn**

**16 Concerns**  
(up by 4 since Q1)

A concern is where a customer is unhappy due to something going wrong with our service delivery and we can resolve the matter quickly (within 3 working days) at an operational level with little or no investigation and to the full satisfaction of the customer