

CUSTOMER VOICE

OCTOBER - DECEMBER 2023



WHAT ARE CUSTOMERS TELLING US ABOUT OUR SERVICES?

What's going well

Satisfaction with Professionalism
and Helpfulness of staff when
viewing new home

89%

39% above target



Satisfaction with Major
Adaptations (from 7 customers)



25% above target



Satisfaction with handling of
Anti-Social Behaviour case
(from 25 customers)

89%

19% above target



Satisfaction with Cleaning of
Communal areas and homes ready to
let (from 65 customers)



15% above target



Satisfaction with Repairs Service
(from 312 customers)

95%

1% above target



What could be better

Satisfaction with Complaint
Handling (from 6 customers, 1 was
not satisfied)

83%

7% below target

Satisfaction with Minor
Adaptations (from 39 customers)

69%

6% below target

Customer Services

9,900 phone calls received, 5,723 emails received

29% of calls were to raise repairs

10% of calls were to make payments



41 Compliments

22 Concerns

18 Complaints

Learning from complaints



We now pay compensation for temporary heaters and dehumidifiers used during repairs much quicker. Higher energy costs are having a big impact on our customers. Our repairs team now give information to our customer services team as soon as the repair is completed so the payment can be calculated and made as quickly as possible.

Key words flagged for emergency out-of-hours.

We now have a new system with our emergency out-of-hours customer service provider, NPA, that picks up on certain words such as **fire** or **flood** during a call. This will help make sure priorities are responded to quickly and in the right way.



Complaints: what we haven't changed and why

You have asked why we will not replace fencing in rear gardens with wooden panels: We will visit your home and carry out a survey of your boundaries. Where possible our Greatwell Works operatives will carry out repairs to your existing fence. Where a repair is not possible, a new fence will be fitted which will consist of one privacy panel followed by chain-link. Chain-link is a more sustainable and eco-friendly solution to maintain a border. It is stronger in heavy winds and does not rot over time.

Spotlight on Scrutiny

Scrutiny Reviews are carried out by a group of customers who research our services and give us recommendations for how we can improve. They speak to staff and customers, look at performance information and our policies to understand how different services are doing and how they can be improved.

In the past few years they've looked at:

- Shared Ownership
- Greatwell Homes website
- Grounds maintenance
- Fly tipping
- Voids (empty homes)



Their current review is Communication, Consultation and Involvement in Independent Living. You'll see more information on how this review has gone in future 'changes customers have made' sections.

Changes customers have made

Aids and Adaptations Policy was reviewed by customers and changes included making it clear how we assist customers to stay in their homes where possible, instead of moving house. Now customers are helping create a customer-friendly version to show what major and minor adaptations are available, why work might be refused, any additional costs that to customers and how we support customers during the process.

Shared Ownership Scrutiny recommendations that have been completed include adding relevant information and services for shared owners to the customer portal, adding the Service Charge and Rent Setting Policy to our website and shared owners can now receive the e-newsletter.