


You said we did

Qtr 1 2011 - 2012



Putting the
customer first

Tailoring our services to suite



A number of our residents in Supported Housing told us that they would like to choose how they receive the service - the frequency of visits for example. We now record their chosen pattern on their individualised support plan, this means we are able to provide the exact service that individuals require.

Striving for the best repairs service



We constantly review your feedback from the repair satisfaction survey and complaints to ensure that we continually improve the service. We have listened to what you have told us and introduced the following changes;

The first is 'Key facts', a new tool used when you phone to report a repair. This should improve our first time fix rate, which you have told us could be improved. Also, to help with this, we have also increased the number of inspections we do.

Calling us



The main point of contact for customers is our Customer Service Centre. We feel it is vital that this service is the best it can be. In order to achieve this, our mystery shoppers measure the performance of the Customer Service Centre. Some of the things we did as a result of April's survey included the following;

Additional training for staff, particularly on issues identified. This enabled us to identify those issues where training was required and target the training effectively.

Additional information added to our computer system to enable Customer service Centre staff to provide fuller and more accurate answers.

Improving our improvement work



The feedback from the environmental improvement work survey over recent months told us that, whilst you were very happy with the work that had been done, we could improve on the consultation and personal contact. To improve this, our Customer Relation Managers are working closely with the contractors we are using. By working together, we have seen a steady increase in satisfaction in these areas.