

March 2010

You said we did

Customer Service Centre satisfaction

This survey was under taken between February and March 2010 by the Customer Service Centre. Surveys were sent at random to customers who had used the service centre in the previous week

Results on the whole are excellent. Satisfaction with length of time taken to answer call and overall satisfaction with experience of CSC are both 100%. Many other indicators are at 100% as well. Only 90% of you told us that your enquiry was dealt with first time.

We would like this figure to be much higher and so we are working hard to improve this figure. We now have more Connaught Staff working in our Service Centre to help us to resolve more issues at the first call.

Complaints

A customer recently experienced a problem when they moved into one of our flats. The garden had been maintained by the previous tenant, but was in fact a communal garden. The customer wanted to return the garden back to the communal garden maintenance team. Having brought this to our attention, our Home Search Team will now pick up any similar issues at sign up. This will make the process of moving in smoother in future.

We recently had a complaint from a leaseholder who was unhappy with a delay in responding to a request for information. As a result of this, we now log all such requests and check this log regularly. This ensures that our promise to have a reply within 10 working days is met and that the query has been dealt with to the customer's satisfaction.

We have received a small number of complaints concerning a delay in response from our Home Search Team. To improve our service, we will now ensure that we will ring you if there is going to be a delay with an offer or availability of a property.

Service Standards

The Customer Care & Service Standards outline the quality of service that you can expect to receive from One Vision Housing. These have recently been reviewed by customers on our Service Review Groups.

The changes that customers have suggested have now been implemented. Please visit our Customer Care-Service Standards page for details.