

# Compliments & Complaints

## Moving in



We had **1123** new lettings

### We received...

#### 9 Compliments

##### Our top compliments:

- 1. Great service
- 2. Quality of new developments

#### 8 Complaints

##### Top reasons:

- 1. Response to a request for service
- 2. Not doing what we promised

9 days is the average time taken to resolve a complaint

**100%** of residents satisfied with the outcome of their complaint

## Living in



We have **23758** residents

### We received...

#### 178 Compliments

##### Our top compliments:

- 1. Great service
- 2. Helpful and polite staff
- 3. Went the extra mile

#### 381 Complaints

##### Top reasons:

- 1. How we manage estates
- 2. Poor staff attitude
- 3. Not doing what we promised

21 days is the average time taken to resolve a complaint

**95%** of residents satisfied with the outcome of their complaint

## Maintaining your home



We carried out **28,154** repairs

### We received...

#### 285 Compliments

##### Our top compliments:

- 1. Great service by contractors
- 2. Helpful and polite contractors
- 3. Quality of workmanship

#### 581 Complaints

##### Top reasons:

- 1. Not getting it right first time
- 2. Level of service not as expected
- 3. Delay in completing work

14 days is the average time taken to resolve a complaint

**92%** of residents satisfied with the outcome of their complaint

## Improving your home



We made **1,802** improvements

### We received...

#### 165 Compliments

##### Our top compliments:

- 1. Great service from contractors
- 2. Polite and helpful staff
- 3. Quality of workmanship

#### 276 Complaints

##### Top reasons:

- 1. The standard of service
- 2. Not doing what we promised
- 3. Not keeping you updated

14 days is the average time taken to resolve a complaint

**92%** of residents satisfied with the outcome of their complaint

## Moving out



**1159** tenancies ended

### We received...

#### 1 Compliments

##### Our top compliments:

- 1. Great service

#### 8 Complaints

##### Top reasons:

- 1. Standard of service
- 2. Not doing what we promised
- 3. Not keeping you updated

9 days is the average time taken to resolve a complaint

**100%** of residents satisfied with the outcome of their complaint

# Compliments & Complaints

## You told us...

## We did...

## What's next...

We aren't always clear about our service standards, what we will and won't do for you, and what services you will be required to pay for.

We've completely redesigned our Housing team so that Housing Officers can be better placed to help you and resolve issues quicker.

During the next 12 months we'll be reviewing our service offers, with input from you, our customers, so that we're clearer about what we will and won't do.

We've delivered training to customer facing staff so they're all clear what's your responsibility and what's our.

We'll introduce a new team charter for our Tenancy Services team.

That the removal of keys from communal fire alarms has caused unnecessary disruption from false alarms, this disruption can sometimes last for hours.

We sought advice from Avon Fire and Rescue service and are now trialling the removal of communal fire alarm systems and installing detectors in individual flats at some of our schemes.

We're currently looking at the potential for local staff to be trained to be able to attend and check buildings, and silence the alarm if it turns out to be a false alarm.

We aren't great at keeping you informed and returning calls when we said we would.

We've reviewed the way our customer advisors pass on your messages so that the emphasis is on our tenancy services staff to make sure their diaries and anticipated call back times are accurate and kept to.

We're redesigning how we keep customers informed about planned improvements to their homes. We're reviewing the timescale for the initial notification of when work will be done, including updating MyAccounts and the need for asbestos surveys to be ready in advance for contractors.

We don't always provide the level of customer care that you expect when you contact our Customer Contact Service. We're not always able to give clear and concise information to customers.

Managers with our Customer Contact service are able to remotely listen to calls and shadow advisors, allowing them to provide guidance and support.

We'll review and relaunch our customer care service standards within the Customer Contact Team.

We're working with our customer advisors to identify any gaps in technical knowledge and develop individual training programmes for each advisor.

We'll deliver training on how to deal with and end difficult conversations, along with training on how to say 'no' in a non-confrontational and constructive way. Further work is planned to ensure that all advisors work to consistently high standards.

Our contractors don't always deliver the expected standard of service. In particular seasonal demand on our gas and heating contractor, repeat visits for parts causes frustration and customers aren't happy having to be available for 24 hours when the repair is classed as an emergency.

By mutual agreement we've ended our contract with one of our contractors. Our Inhouse Maintenance Service will take over some of their work installing 50 new kitchens and 50 bathrooms in Somerset. We've already worked with two of our contractors to improve customer satisfaction and we're already seeing improvements.

Our heating and gas contractor will be having a full review during the summer to help them plan how they can cope better with winter demand.

For emergency repairs all appointments are made at a time that suits the customer.

This will include looking at increasing the stock of parts they carry with them.

We're not very good at managing communal repairs and communicating what's happening with them, the speed at which they are carried out and also repeat repairs.

We've reviewed how we manage more complex repairs so that decisions on work are made quickly.

We're training our estate supervisors to carry out basic repairs to communal areas. This will mean the repairs are done quicker.