



SERVICE IMPROVEMENTS QUARTERLY BULLETIN

Your feedback is really important to us, it helps shape and improve our services we provide. We capture your feedback through our complaints process, transactional surveys, our annual performance survey, social media and through the voices of our Customer Panel.

We will provide you with quarterly updates to show progress and actions we are taking based on the feedback you provide.

If you have any comments, compliments or suggestions of how we can improve our services you can let us know by emailing cvha@cvha.org.uk, sending a direct message on **Facebook** or giving us a call on **01698 268 855** and speaking to a member of our Contact Centre Team.

You Said We Did

CLOSE CLEANING

You told us you were not happy with the cleaning company we were using and that the standards of service carried out were not to satisfaction. On occasions you were reporting to us that you had seen contactors sitting outside and not even entering the property.

We appreciate this was a service not to a standard we expect from our contractors and as a result of your feedback we put in place the following changes:

- Our Contact Centre team were able to raise complaints directly with the contractor. They also logged these for the Housing Officer to follow up on but the customer issue will be raised straight away, seeking a response and resolution
- Monitoring sheets will be visible within closes and will detail what work has been carried out
- Regular meetings were held with our contractor to improve communication channels and highlight complaints raised from our customers
- Post inspection checks carried out to try and improve quality of service and address any on-going issues with quality of cleaning

Despite these changes, satisfaction level's still remained low and you continued to tell us there had been no improvement. We then took the decision to end our contract with Complete Clean and procured services with a new company called Communal Area Services (CAS). **This company started on 15th January 2024.** We will be closely monitoring this service and over the next few months we will be inviting your feedback through a short survey

You Said We Did



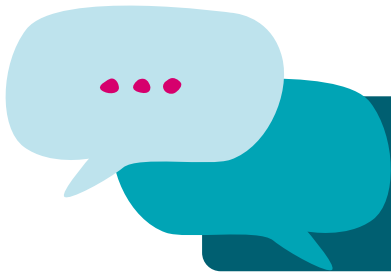
TRANSACTIONAL SURVEYS

You told us you were frustrated at receiving transactional surveys once you had reported a concern or raised an issue with us and then completing another survey once the case had been dealt with.

We are reviewing our existing transactional surveys to see if they are fit for purpose. Gaining feedback on how we perform is a useful tool to help us evaluate what we do well and what we could be better at.

Whilst two surveys are sent out they have different functions, the initial survey you receive relates to your interaction with our Contact Centre staff and your interaction with the team. The second survey you receive is service specific about your case raised with us and whether you received a satisfactory outcome and commitments were kept once the case has been dealt with.

We try to keep surveys short so that they are not too time consuming, it is always at your discretion if you want to complete a survey, there is no requirement to do so if you do not wish.



You Said We Did

CONTRACTORS

You told us you were receiving 'sorry we missed you' cards from our contractors who were due to attend a job but you were in your property at the time.

You said this was frustrating as it meant that another job had to be raised and another time slot had to be arranged which was an inconvenience to you.

We appreciate this was very frustrating to our customers and we needed better lines of communication between our Contractors and ourselves to ensure we were attending jobs when we said we would. We now have a staff member covering the repairs phone line from 9-5pm each day, if one of our Contractors has been unable to gain access to your property, they are now required to call us first.

We will then make contact with yourself to check you are in before the contractor leaves the job.



INTERNAL IMPROVEMENTS UPDATE

CUSTOMER SERVICE IMPROVEMENTS

- Our Customer success team are working on improving the auto response generated for anti-social behaviour complaints. This will include timescales for call backs and resolutions to give you a clearer picture of when you can hear from us. Our team are also developing an ASB leaflet to clearly outline what ASB is, and what actions we can take.
- Our Contact Centre Team will now report estate management issues direct to the contractor including Health & Safety issues. Customers will be asked to provide photos to help us manage ongoing and persistent issues.



REPAIRS IMPROVEMENTS

- Our Technical inspectors are now doing post repair inspections carried out by our contractors. This is to make sure we are following up with you to make sure jobs are completed to a high standard.
- We are working with Energy Angels to address Energy issues within void properties to resolve any supplier issues, making sure when you move in your energy accounts are set up
- Our Technical Inspector staff have completed Mould and Damp training to help support you on how to manage the ventilation within your home and signs to look out for to prevent issues arising. GDM contractors will now treat any mould issues.
- If a customer has multiple repairs they require to be carried out within their home, these calls will now be transferred straight through to the repairs team rather than multiple cases being raised by our Contact Centre Team
- Pre termination inspections are now being introduced to reduce recharge liability before you end your tenancy with us
- Our Technical inspectors are patch based but inspections or emergency works can take place by any TI, if a TI isn't within their allocated area they will contact a colleague to ask them to attend instead.

if you would like to get involved in focus groups, take part in short surveys or online forums to help us improve our services please enter your details on our Participation register:

[Participation Register](#)