

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.

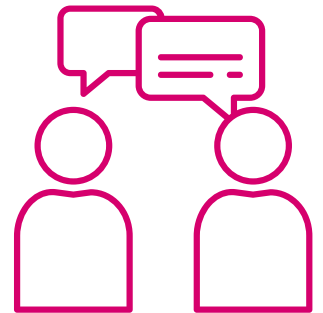
If you have any comments, compliments or suggestions of how we can improve our services you can let us know by emailing cvha@cvha.org.uk, sending a direct message on **Facebook** or giving us a call on **01698 268 855** and speaking to a member of our Contact Centre Team.



You Said We Did

ISSUE WITH OUT OF HOURS SERVICE

One of our customers told us they had spent 2.5 hours trying to get through to the out of hours service for an emergency repair. The repair was also not completed within the correct timescale



This issue highlighted to us that we need a clearer understanding and service arrangements between our contractors and their out of hours call handling service.

As a result of this issue raised, our Senior Asset Officer;

- Spoke with our contractor to clarify and confirm the contractual service arrangements
- When transferring our phone lines to the out of hours emergency number checks now take place to ensure the lines of communication are working correctly

You Said We Did



COMPLAINT HANDLING

You told us that you were not receiving any updates when you had submitted a complaint, which meant you were having to repeatedly make contact to find out the status of the complaint.

All Registered Social Landlords are required to respond to Stage 1 complaints within 5 working days. All stage 2 complaints are required to be resolved within 20 working days. These timescales are set by the Ombudsman and should be followed.

As a result of your feedback this highlighted we need to look at our processes and as a result a full complaints handling review will be taking place led by our Customer Services Manager over the course of the year.

Some quick changes that were put in place to address this issue were:

- Monthly reminders and reports are sent to the Management Team and Senior staff members, showing cases completed/outstanding and target results stats
- Senior Customer Service Advisor sample checks stage 1s and all stage 2s on a monthly basis to ensure case notes have been updated and any concerns are reported to the relevant Manager
- Monthly reminder sent to Managers highlighting current open cases
- Quarterly reports provided to Exec Team who will review all Stage 2 complaints and sample check Stage 1 complaints



You Said We Did

FUEL POVERTY

You told us you were concerned about the energy crisis and how you were going to manage. When asked about what support you would like to see from CVHA you said:

- Advice on how to save money and pay bills
- Checking home for heat loss
- Continued support to manage bills

We sourced additional funding to support customers, this included:

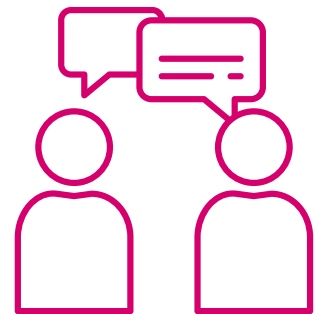
- Winter jackets for children 12years old and under
- Energy saving items or financial aid offered to all customers 65years and over
- Funding to support customers with energy vouchers who have pre-payment meters and cash vouchers for those who have dry meters
- Funds to support customers to clear fuel debt
- Energy saving items and draught proofing measures were allocated to those in need

A series of coffee mornings/afternoons were organised across our communities to allow customers to attend in person and talk to our Fuel Advisor and other members of staff around any issues they were having

Our Fuel Advisor was able to provide advice and support to our customers and assist those who were having issues with their suppliers

A variety of information was published in our e-bulletins, newsletters and on our website on ways to heat your home, how to prevent damp and condensation and how to address heat loss. Information was also included on where to go for expert advice and support from agencies like Home Energy Scotland.

You Said We Did



CONDENSATION

You told us you wanted more guidance around managing condensation

We published a short video on our website and within our newsletters and ebulletin to provide some guidance around condensation and how to prevent it.

[Newsletter and video link 2022](#)

[Newsletter 2023/24](#)

[Bulletin October 2023](#)

You Said We Did



COST OF LIVING CRISIS

You told us you were concerned around the cost of living crisis and being able to make ends meet.

You told us you would like to opportunities to speak to staff face to face to discuss your concerns. You were also keen for continued financial support and guidance around managing debt and where to go for support.

To address some of the concerns you were feeling we:

- ran a series of coffee morning/afternoon events
- reminded customers that if you wish to speak to a staff member face to face you can make an appointment
- sourced additional funding to provide supermarket vouchers for our customers
- sourced funding to provide energy vouchers and energy saving items
- sourced funding to help clear fuel debt and to provide carpets/vinyl for customers living without
- nominated our customers as our Charity of the year and funds were raised to support customers in need
- sourced funding to work in partnership with 3 local CAB offices to provide financial support and advice
- provided information to external resources and support agencies for further support and advice

[CVHA Wellbeing page](#)

[Winter Newsletter 2022](#)

[Summer Newsletter 2023](#)

[November bulletin 2023](#)

[October bulletin 2023](#)

[September bulletin 2023](#)

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 and we will be in touch when opportunities are available:

[Participation Register](#)