



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.

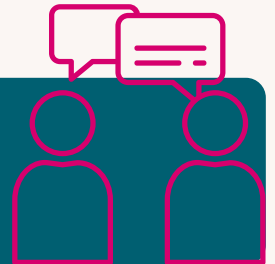
We will provide you with quarterly updates to show progress and actions we are taking based on the feedback you provide.

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.

if you would like to get involved in tenant participation activities, please enter your details on our Participation register and we will be in touch:
[Participation Register](#)



You Said We Did



REPRESENTATION AT HILLHOUSE CAFE

Volunteers from the Hillhouse Residents and Tenants Association run a community café for residents of the local area every Wednesday at the Hillhouse and Earnock Community Centre. This café is well attended by a large number of people from the local community.

Members of the Association told us that residents would be keen for CVHA staff representation at these cafes to discuss any Housing related issues they may have and are looking to seek guidance.

We looked at our staffing resource and agreed with the Association Members that as it wouldn't be possible for staff to attend every Wednesday but we would commit to once a month on a trial basis and then can revisit this if there is a demand.

CVHA have been attending the cafes on a monthly basis since the beginning of the year and have supported residents with a range of Housing advice. Any residents who are non CVHA customers we are happy to speak to and signpost on to the appropriate organisation/agency where needed.

If you live within this area and are keen to find out more about the café check out their Facebook page or pop along to the Hillhouse and Earnock Community Centre.

You Said We Did



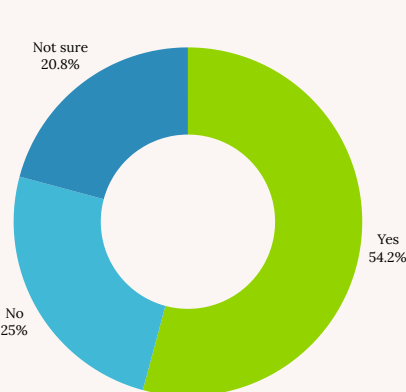
CLOSE CLEANING FEEDBACK SURVEY RESULTS

As part of our review of our new cleaning company, we sent out a survey via our last Bulletin, this was also posted on our Website and Facebook page for you to complete.

Thank you to everyone who took the time to complete this short survey. We will take your feedback to our next Contractor partnership meeting to discuss the results and raise where improvements can be made.

Feedback results to our survey

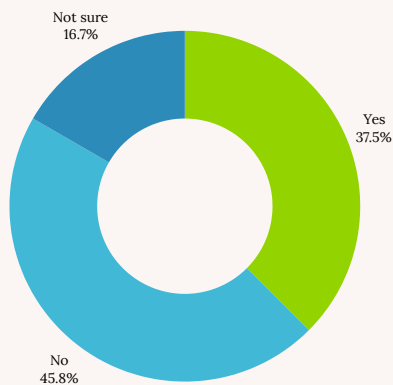
Has your close been cleaned on a fortnightly basis since our new cleaning company started



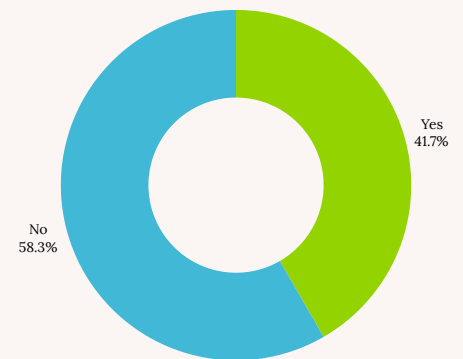
Positive feedback received

- They are doing a thorough job
- Close smells nice and fresh after its been cleaned
- Its only had once clean so far but there's such a difference from what it was before
- Much better job than last company, looks a million times better
- Thoroughly cleaned landing with doormats lifted, you can always tell when they've been as you can smell cleaning products in a good way

Is your close swept, mopped and hoovered if required?



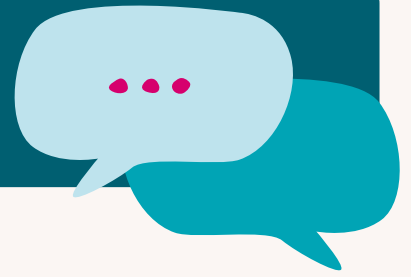
Have you seen an improvement since our new cleaning company started on 15th January?



Where our Contractors need to improve

- Ensuring carpeted areas are getting hoovered
- Making sure closes are properly swept before moping as floors often still looking dirty after mopping
- Improve on cleaning windows, glass and door handles
- Ensuring cleaners are attending on a fortnightly timescale and cleaners are not rushing through job
- Using hot water would be preferable to ensure a proper clean is taking place

You Said We Did



COMPLAINTS

Whilst we do our best to ensure we are providing the best services for you, we do not always get this right.

Below are a couple of examples of how when you raise a complaint or provide your feedback this can help us look at the services we offer and highlight where we need to improve.

Complaint example one:

You raised with us that you were unhappy with actions/lack of communication that were taken during recent repairs work.

You questioned why was a radiator moved from the kitchen internal wall to the external wall during recent works. You had also raised that as a Landlord it is our statutory duty to ensure that the property compiles to certain standards.

As a result of your complaint:

- we acknowledged that correspondence should have been better during the works carried out in your home, you had made a reasonable enquiry about having a radiator moved but unfortunately CVHA would not carry out this work at that particular time.
- Subsequently Clyde Valley have carried out a kitchen renewal programme and during this work a better layout of the kitchens was identified which resulted in a number of properties having their radiators moved.

Complaint example two:

You raised with us that you your annual gas safety check was carried out and once again the engineer had put a DO NOT USE on your boiler as you were unable to provide a key for the loft so the contractor could access the flue to complete the checks. This left you without heating and hot water.

You correctly raised that tenants are not permitted keys for loft access and this again has caused you inconvenience as you have had to arrange for a family member to be present in the property to allow the engineer to come back

As a result of your complaint, it has highlighted

- we need to work smarter with our Contractors and learned that this aspect of how gas servicing is managed could be refined further and requires further discussions around how are systems work.

Whilst we identify a proper solution for all of our properties with a similar issue, our Contractor has put a flag against all future gas servicing jobs that a loft key is required before attending.