



# 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](mailto: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 Get Involved Sign Up form and we will be in touch:

[Get Involved Sign Up](#)



## KEY FOB

You told us that your communal door was replaced, however only one customer was at home when the contractor attended, they were given a new fob but other customers were left stranded out of their home. You also told us that whilst you knew the door had been reported to be fixed, were not you were not notified when the repair work was going to be carried out.

When we investigated this, there had been a period of about 5 months between the initial repair being reported, quotes gathered and new entry system ordered before replacement work could take place. When the contractor attended to complete, they did hand fobs to those who were in and put the other fobs through the letter boxes but unfortunately this was not communicated to everyone.

During this sort of repair to a communal area, there is a process in place where everyone should be notified and times agreed when a new fob will be picked up. This has been an oversight on our part, apologies were issued to all customers for inconvenience caused.

# You Said We Did



## TRANSACTIONAL SURVEYS

You told us that our transactional surveys which are sent out asking for feedback don't allow much room to write very much.

We have now amended this on our survey forms, customers now have the ability to write as much as they would like to feedback.

## REPAIR WORK

You told us that since moving into your property a year ago, you have had a lack of response around repairs issues you had reported. You said that an external pipe repair took months before it was attended to and fixed.

When we investigated this, unbeknown to us our Contractor advised that they hold back external work such as guttering and pipework repairs to build up and carry these out in bulk. This information was not communicated to our Repairs and Contact Centre team.

We have agreed with our Contractor that they need to comply with our timescales and carry out jobs within this timeframe. However it is understood that carrying out external work can be weather dependent, the customer should be kept up to date with progress of job and whether there are any delays

Apology issued to customer for inconvenience, thanks to you reporting we are now aware of our Contractors practice and have asked them to change this to align more with our own timescales for repair works

## END OF TENANCY

You told us that when you ended your tenancy and moved to your new address, you were receiving letters and calls from a debt collector for outstanding debt. However you advised that you had informed us by both telephone call and email that you were going to clear any outstanding arrears.

When we investigated this, the Revenue Officer advised they were not aware that you had intended to clear the balance. They did not see any forwarded address on the system and as per our procedure, your details were passed to AMA, our debt collector.

We issued you an apology and confirmed case was closed with our debt collector, this would have no affect on your credit score.

Lessons we have learnt from you reporting this to us are;

- Housing Officers dealing with end of tenancy need to ensure forwarding address is detailed on all systems
- Revenue Officers need to check across systems for a forwarding address to double check details
- We need to consider timescales when we text and email, we need to ensure we give customers enough time to respond and be clear about deadline dates before progressing with any action
- We will be working with our Business Improvement Team to look at the end of tenancy and arrears workflows to make the process clearer