

You Said We Did

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 Team.

Customer Feedback



In May, we shared a survey asking our customers to help us plan the locations for this year's CVHA on Tour engagement roadshows.

Following a specific enquiry, we're now working with one of our customers to arrange a visit to Ferniegair. This will give local residents the opportunity to meet CVHA staff face-to-face, share any concerns they may have, and receive the latest updates.

If you would like to submit a suggestion on where you would like to see us attend, you can complete the register on our website [here](#) and we will be in touch.

A new customer recently moved into one of our void properties and informed us that several tree stumps in the front garden were posing a safety risk to their child, who has medical conditions that affect their stability.

After reviewing the garden, it became clear that when the property was returned to us, the bushes in the front garden had been cut down but the stumps had been left behind, creating a potential hazard.

We raised this with our contractors and arranged for the stumps to be removed, the area to be refilled, and the garden made safe.

While garden maintenance is generally the responsibility of customers, we also have a duty to ensure that the property is in a safe and acceptable condition at the start of a tenancy. When that standard isn't met, we appreciate customers bringing it to our attention so we can take the necessary steps to resolve it.

Training

Our Contact Centre Team handles a wide range of enquiries, and while we strive to provide accurate and helpful advice, we acknowledge that we may occasionally get things wrong. Based on feedback received this quarter regarding the information provided and how calls are managed, we have;

- Arranged through our People team, Bereavement training in response to survey feedback indicating the team would benefit from additional support in handling sensitive calls.
- Scheduled refresher training on how the North Lanarkshire housing register operates following a complaint regarding incorrect points allocation.
- Requested the sign up policy for new customers is shared with Contact Centre Team after a complaint was received about incorrect information being given concerning council tax.

Here are some great things you have been saying about our team though!

“My enquiry was dealt with immediately. Thank you”

— “ —

Staff always pleasant and helpful

— ” —

“The advisor was very courteous and polite”

— “ —
Lady that I spoke to on the phone was very efficient and was able to get the information I needed quite quickly

— ” —

“ —
The Clyde valley advisors are always brilliant to deal with
— ”

“ “
The person I spoke to was absolutely fantastic. They were very informative and had excellent knowledge of what I had called about, extremely helpful, understanding and respectful and gave me all the information required, all round an excellent experience. The advisor was a star and I told them so at the end of the call.
” ”

Service change

We amended our rent debit cycle from four weekly to monthly.

This change resulted in some customers having small arrears balances on their accounts. Letters were sent to these customers advising them of this and how much they were due to pay.

You told us

Several of our customers were unhappy at receiving these letters as they always paid on a monthly basis and therefore could not understand how there could be an arrear.

We Did

We explained to each customer who contacted us that the difference between the four weekly rent charge and the payment of rent on a monthly basis, including how over the course of 12 months there are 13 charges and so there is a double rent charge within 1 month of the year. This then creates an arrear which is cleared over the following 12 months by the increased monthly payment.

We provided rent statements to those customers who requested them to show how the arrear balance accrued.

We apologised to those customers affected and the distress this may have caused.

Lesson learnt

We should have advised customers in the rent increase notification that their annual charge did not include any arrear balances outstanding at the end of the financial year

Customer Panel

During our most recent Panel meeting, we invited feedback from the group on a number of two key topics.

Scottish Housing Day: We're eager to organise another in-person event at our office and recently asked the Panel for their feedback. The Panel felt that last year's event was worthwhile and supported the idea of holding a similar event again.

They saw it as a valuable opportunity for residents to meet and engage with CVHA staff. One suggestion was to consider visiting a new build site instead of hosting a bus tour of existing CVHA properties.

We are currently in the early planning stages for SHD 2025 and will take the Panel's feedback into account as we shape the event.

Launch of our Corporate Strategy: We informed the Panel that our new Corporate Strategy has been launched and asked for their thoughts on how best to share it with our wider customer base.

The Panel recommended that there was no need to send the full document to all customers. Instead, they suggested making it available on our website for anyone who wishes to read it, and highlighting the key priorities for Year One in our summer newsletter.

We took this feedback on board and included a summary of the strategy in our June newsletter.

