



CLYDE VALLEY
HOUSING
ASSOCIATION

You Said We Did

April - May - June

YOU SAID

You said that the management of your decant has been poor, with inadequate communication and a lack of timely updates regarding your move. You said you were disappointed that promised callbacks were not made, that staff were unaware of the property's readiness.

WE DID

We apologised for the inconvenience caused and lack of clear communication. We addressed your issues and agreed a new move in date. As a result of your complaint and experience we;

- Arranged a process meeting to review how all decant situations are notified, actioned and recorded across all departments
- Organised training in CTM to mitigate booking issues and address any new issues as part of contract management
- Reviewed all contact made and recorded via CRM

We identified there needs to be more robust recording and communication across departments and staff when managing decants. Staff within departments need to work together but also take responsibility for their role in these situations by providing informed and timely updates to each other and the customer impacted.

We aim to improve our processes by completing and rolling out a new decant procedure this year.

YOU SAID

You said you wanted to organise a community clean-up in your local area to address fly-tipping, tidy kerbsides, and encourage residents to take pride in their neighbourhood.

WE DID

We supported the event by providing volunteers and covering the cost of a skip for the day.

Evidence of the work and effort put in by residents can be found on our [Facebook page](#).



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**YOU
SAID**

Following a recent update to the Converse system, Contact Centre employees were issued with new laptops. You informed us that the connection quality had deteriorated and was no longer performing as well as before.

**WE
DID**

We reviewed the changes and investigated the issue by configuring and testing the laptops. A member of staff checked and updated all laptops and associated devices to ensure they were operating correctly and consistently.

**YOU
SAID**

As part of our Institute of Customer Service membership, we issued a feedback survey by text message.

**WE
DID**

You contacted us to advise that the survey link was not working on your phone and you were unable to access it. Following our conversation, a member of the team emailed the survey directly to you, enabling you to complete it.

**YOU
SAID**

You told us that you felt you had not been adequately supported and that your Autism needs were not properly considered which heightened your anxiety, this was due to poor and unclear communication.

**WE
DID**

In response, we arranged an Autism Awareness session for frontline staff through the Autism Resource Coordination Hub (ARCH), helping to improve understanding of autism and how we can better support individuals.

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WE ASKED

Our Customer Panel were asked to review the Landlord Health and Safety Letter that the Compliance team have prepared to send out to CVHA customers.

YOU SAID

- All information needs to be on the letter and needs to be clear and concise. Tenants need to have all information to be able to understand.
- Red writing or highlighted text at important points would be helpful.
- MD explains how different needs need to be represented. Yellow and Red highlight can help when people have specific learning needs.
- Email/text options added to allow people to contact in the most comfortable way for them. Many people struggle with talking to someone. The more options people have, the more reach will be achieved.

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

Donna was very friendly and efficient in helping me today with my enquiry. It was solved in one call.

Nicole was very friendly and respectful, pleasant and very helpful

Shaun is always very helpful & understanding

“

Paul (Inspector) is a credit to CVHA, he shows excellent customer service skills and is respectful, courteous, empathetic and extremely understanding. Its always a pleasure to speak to Paul as I know I will be treated in the best way possible. A five star employee with a five star attitude.

“

Thank you Damien and your team for cutting down the tree. Giving us a safe and sunlight environment.

”

“

Mr Collie was so helpful I really appreciate everything he has done to assist me

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