QUARTER 2 UPDATE 2026/27

You Said We Did

July - August - September

CLYDE VALLEY HOUSING ASSOCIATION

Customer celebration event

We held a customer event as part of our 30th anniversary celebrations, during this event we held discussions around the future of CVHA and what you want to see over the next 30years.

YOU SAID

- Keep customers at the heart of everything we do through regular engagement, good communication and high-quality repairs.
- Provide additional support for customers who need it and consider initiatives such as home wellbeing checks.
- Continue investing in homes and communities, including exploring environmental and community improvements.
- Take a proactive approach to tackling antisocial behaviour.
- Remain approachable, accessible and true to our values while keeping tenants informed about services, improvements and decisions that affect them.

Customer Portal/Website development

We spoke to you about the development of our new Customer Portal and discussed how you currently use our Website and Facebook page, as well as what is important when accessing services online. We wanted to better understand your needs and expectations for digital services.

YOU SAID

- Most customers use digital services, but confidence levels vary.
- Convenience, quick access to information, and the ability to access services 24/7 are important.
- Customers who are less confident online may rely on family members for support or avoid using digital services altogether.
- Simple, easy-to-use services are essential.
- Clear information, straightforward navigation, and uncluttered design make a big difference.
- Visible security measures and reassurance that services are safe and legitimate help build trust.

Our next steps:

- Begin the procurement process for a contractor to design and build our new website.
- Start work on developing our new Customer Portal, using the feedback gathered through our research.
- Considered ways to build customer confidence and trust ahead of the Portal launch.
- Planned customer testing sessions to ensure both the Portal and Website are accessible, user-friendly, and meet the needs of a wide range of customers.
- Used the feedback received to help shape the design and functionality of our future digital services.

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YOU SAID

You experienced an issue after new flooring was installed through Scottish welfare funding, Lino flooring was laid on top of existing laminate which resulted in your back door no longer opening properly and therefore you are unable to use it.

WE DID

- Investigated the issue and liaised with the funding provider on your behalf.
- Established that, due to the fire door specifications, the door could not be altered to accommodate the increased floor height.
- Highlighted the importance of considering existing floor coverings before new flooring is installed to help prevent similar issues in the future.
- Supported you to submit a new application for replacement flooring.
- Secured additional funding to cover the cost of a joiner removing the existing laminate flooring, allowing the new flooring to be installed correctly and restoring access through the back door.

YOU SAID

Customers have told us it isn't easy to set up a direct debit or make changes via our Contact Centre, they often have to be referred to a Revenue Officer rather than just being able to complete it with an advisor.

WE DID

We have reviewed our process and we now have one advisor within the contact centre with access to the system. We have two more scheduled for training and they will in turn, train the full team.
This will ensure we can set up direct debits, check dates, and change payment details at first point of contact