



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 Get Involved Sign Up form and we will be in touch:

[Get Involved Sign Up](#)



BULK TEXT MESSAGING

We sent out a bulk SMS communication to a large number of our customers to notify them of upcoming changes to welfare benefits.

This resulted in a large volume of customers contacting us by telephone, you told us the messaging was unclear and you were uncertain what it meant and what you were required to do. Our text messaging system only allows us to use a certain number of characters per text message, when we read the message back after it was sent we could understand the confusion by how the message was displayed, particularly around the language and abbreviations used.

We apologised for the confusion and clarified what the change was to all customers who called us.

Moving forward we will ensure to use clear messaging and language that our customers understand. We will review the best form of communication method to be used and how that will be understood by the user at the other end.

You Said We Did



COMPLAINT SUBMITTED - ALTERATION REQUEST

You submitted a complaint to us following an alteration request to install patio doors. You told us that you had received a letter refusing the alteration but without a reason given you were unhappy with the decision made and how this was communicated.

We apologised for the letter sent and lack of explanation, when the letter was added to our CRM system it generated a 'no' response without details of why. As part of our [Alterations and Improvements Policy](#) patio doors are not permitted as an alteration.

To ensure this doesn't happen again, we have reviewed our alteration form on our website to make it clearer on what we can and cannot permit. We have also asked our Contact Centre staff to request further information when taking calls to ensure they can advise at first point of call.

CUSTOMER ENGAGEMENT

As part of our customer engagement roadshows over the summer we held pop up events across three of our communities. Thank you to everyone who attended these events and spoke to us about the issues you are facing around your local areas.

Catacol Grove, East Kilbride

You told us there were a number of issues around the area with fly tipping, not enough bins, bin lids that needed replaced, bikes being stored in the closes, rats around the area and ongoing ASB issues.

As a result of this engagement event, we arranged for a working group to meet together to address some of these issues. Bin lids were replaced, a large bulk uplift was organised and we installed a 2nd bike storage unit to store 6 bikes.

A further meeting was organised in partnership with South Lanarkshire Council and Tenant Information Services to continue looking at addressing these issues, we are committed to working with the local community on an ongoing basis to improve the area.

Old Monklands, Coatbridge

You told us there were a number of issues regarding residents gardens, the build up of rubbish and fly tipping around the area. There were a number of residents who were keen to start a local tenants and resident group to work towards resolving some of these issues.

Following the engagement event, a small group of residents met to discuss the on-going issues and what support they were looking for from CVHA. This included a community clear up day and hiring a skip for a large scale tidy up of the area. This is currently in planning with a date to be set as soon as possible.

Douglas, Lanark

Following an estate walkabout you told us you were keen to start a Douglas tenants and residents group to improve communication and relations between Douglas residents and CVHA.

A drop in session was organised in September at the St Brides Centre for all residents to come and speak with CVHA staff team about what they wanted from a residents group and what support they needed from CVHA. A follow up meeting was organised in October to agree on logistics of group and how it will run. The first actions following the meeting are:

- CVHA to follow up on outstanding repairs
- Tracy and Hollie to encourage residents to come forward who may have outstanding repairs/housing issues
- CVHA to produce quarterly Douglas specific newsletter to provide regular updates, 1st issue will be provided by end of 2024