

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.

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## TRAINING GAP

You told us that your boiler was broken, we raised a job with our Contractors who told you that it would take a few days for a part to arrive before the boiler could be fixed. You ended up talking to a few different advisors during this time and unfortunately it was missed by us that you should have been offered to be decanted out of your property as you were going to be left without heating/hot water for a few days and you had young children in the house.

We issued an apology to you for this and organised further training for our staff on our policy and the roles and responsibilities as this is not a decision our Contractor can make to decide if someone needs to be decanted.

## COMMUNICATION

You complained to us as you had received a card through the door to say that you had breached your tenancy agreement, due to having household items left outside your property and these were required to be removed asap.

You advised us that you currently have a broken ankle and had organised a bulk uplift through the council and were awaiting for these to be picked up.

You told us that you have never breached your tenancy agreement and you felt this was quite threatening with no regards to how this might affect someone's mental health.

We spoke to you and explained the process followed was correct and within timescales set with tenancy agreements, however we acknowledged that we could have communicated this information in a different way understanding how it might read from the customers point of view.

We also could have had clearer communication with our Contact Centre Team who could have provided you with information when you called in which would have alleviated any stress. We apologised to you for the stress caused and will be more mindful of communication we send out in the future.

# You Said We Did



## ROAD ACCESS

You told us that there is issues with access for a disabled household member when crossing the road, there is a dropped curb however this is regularly parked on by people visiting shop/takeaway. You want us to look at what measures can be put in place to stop cars parking at this point.

We confirmed with you that unfortunately the parking cannot be investigated by CVHA as it relates to pavements & roads out with our estate at a takeaway shop. We gave you advice to contact the Local Authority or speak to the local shop owner to try to seek a resolution for the issue.

## COMMUNITY CLEAR UP

You told us you were really keen to carry out a community clean up initiative and encourage local residents to get involved but you didn't have the right tools to carry out some of these tasks.

We organised the purchase of hard brushes/garden hoes/litter picking tools to support you with the community clear up and to ensure you were not out of pocket to purchase these items

## SUPPORT

You told us that you had a number of items in the back garden needing picked up, you had called North Lanarkshire Council for assistance but they required you to bring the items to the front of the property. You told use you were unable to do this due to having a visual impairment and physical disability and no family to support and so NLC would not pick up items.

We were able to support customer by arranging for a garden tidy up via our contractors Fraser Waste Management

**Along with pointing out areas where we can improve, you also highlight when we're doing well!**

Graham was very polite and understanding and dealt with my issue efficiently, thank you Graham

I was a bit disgruntled with CVHA for a little while, but I feel things, for me have improved, with CVHA Thank You

Contact centre advisor was a pleasure to deal with very friendly, pleasant exceptionally polite. If only everywhere was as easy to deal with. Thank you

Staff as always are polite and friendly and very helpful

Sandra was extremely helpful and dealt with the issue promptly and efficiently as is all the staff I have dealt with in the past. They're a credit to Clyde Valley as customer service is second to none.

I spoke with Lee today - she was very friendly & helpful