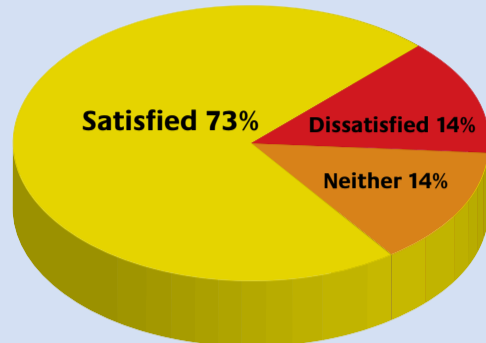


# How satisfied are you?

You may have been contacted recently to ask how satisfied you are with the services we provide. We look at the results of these surveys to decide which areas of our service are working well and which we need to improve. The feedback we have received so far is really positive so we wanted to share the results with you and also tell you what we are planning to do to increase your satisfaction in the lower scoring areas.

## Anti-Social Behaviour

We asked you how satisfied you were with the way we handled your Anti-Social Behaviour case once you reported it to us, the results were:



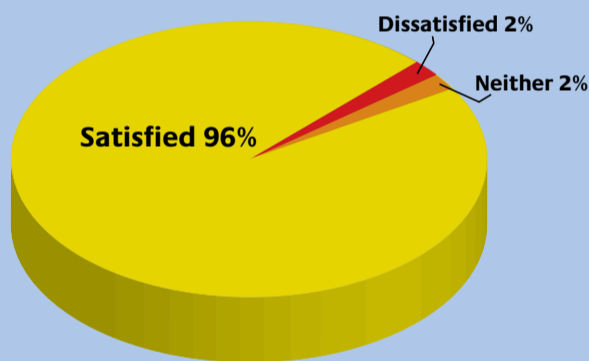
### How will we increase your satisfaction?

We asked this question to our new Anti-Social Behaviour Reduction Manager, Paul Wade, who says:

- ✓ We have recently gone through a review of the Anti-Social Behaviour process and made some changes to the way we handle ASB cases.
- ✓ We will be hoping to increase resident satisfaction in the future by working with all our partners and addressing our residents' needs and concerns. We will be involving the whole community in dealing with ASB.

## Lettings

We asked new tenants how satisfied they were with the condition of their property when they moved in, the results were:



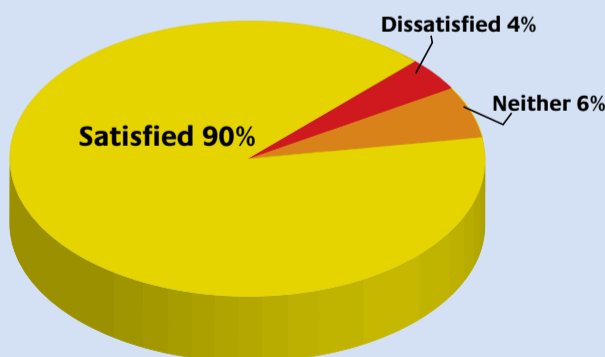
### How will we increase your satisfaction?

We asked this question to our Senior Void Surveyor, Jon Fox, who says:

- ✓ We have a set amount of money available to spend on each property to make it fit for letting, we will be consulting with some of our residents to find out what their priorities would be when moving into a new property so that we can be sure we are spending that money on the right areas.

## Repairs

We asked you how satisfied you were with our repairs service, the results were:



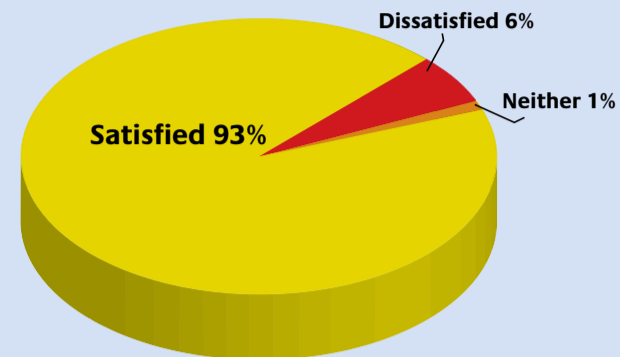
### How will we increase your satisfaction?

We asked this question to our Repairs Performance Manager, Rebecca Leonard, who says:

- ✓ We are aware that some residents are experiencing communication problems after reporting repairs. To tackle this we will be holding a Workshop Day with our main contractor, AMS, to remind them of the importance of keeping our residents informed with what is happening with their repairs.
- ✓ We would like to encourage any resident who feels that repairs completed at their property are not up to scratch to call our contact centre on free phone 0800 694 0165 or land line 01603 703500 to request a surveyor to carry out a post-inspection of the work and request our contractors return if necessary.

## Value for Money

We asked you how satisfied you were with the value for money of your rent, the results were:



### How will we increase your satisfaction?

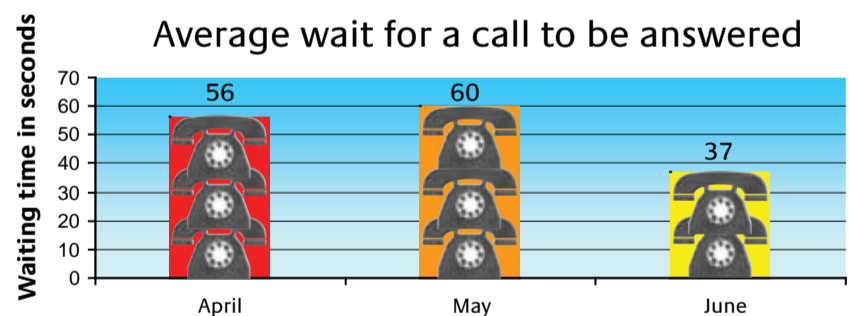
We asked this question to our Managing Director, Mark Jones, who says:

- ✓ In partnership with our residents, we have reviewed the way we deal with our properties when they become empty and before we re-let them. We are confident the improvements we have made will reduce the repairs costs and will mean properties are ready to be re-let more quickly, which will reduce the period we don't receive any rent for them.
- ✓ We have made big reductions to the number of temporary staff we employ in Wherry so we do not pay high agency costs.
- ✓ We are currently finding out from residents if they would be willing to redecorate themselves, after we install a new kitchen or bathroom, if we provide decoration vouchers. If the majority of residents are in favour, this will be introduced and will create savings which we can use in other areas of repair work for residents.
- ✓ We will soon be introducing a new re-chargeable repair policy, so that we can seek payment from residents for any repairs that have been caused by deliberate damage or neglect.

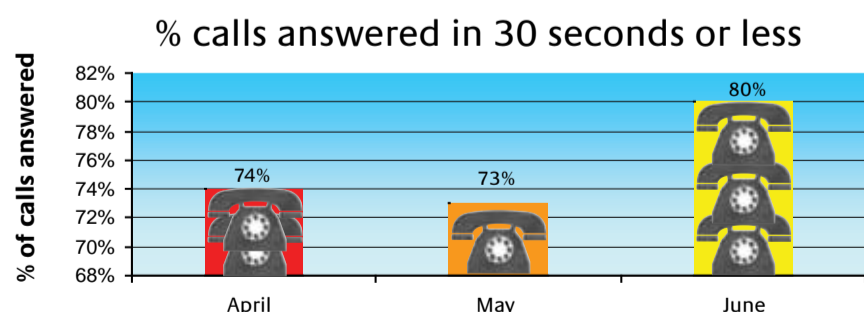
## Call answering

The introduction of our telephone options menu has meant that we can answer more of your queries at the first point of contact, but how long is it taking us to answer your calls?

The average time taken to answer your calls has fallen from April to June:



The % of your calls answered in 30 seconds or less has also improved from April to June:



Although these are good what else are we doing to improve the time taken to answer your calls? We asked this question to Customer Services Managers, Sue Lake and Wendy White who say:

- ✓ We have increased the number of staff available to take calls at peak periods
- ✓ We are analysing information about the calls we received to see if there are any reoccurring problems we can fix
- ✓ We are in the process of upgrading our IT equipment to reduce the amount of time spent on each call.