Our customer feedback report

What are residents saying about our services?

1 October - 31 December 2018 (Q3)

The views of 637 customers have been considered by Cornwall Housing about different services covered in this report (not including social media feedback). This is our second report to the Board's Services and Engagement Committee, to ensure customer views are heard and acted upon.

Hearing from Homechoice customers

In November we asked Homechoice customers about their experience of the new rules and website. We heard directly from 305 Homechoice customers and reviewed social media and contact centre feedback.

Several key themes emerged. These were considered by staff and a response developed for the Cornwall Housing Board to review. This included what action we could take to make improvements. The consultation report is available on our website.

Talking directly to tenant estate monitors

An Estate Monitor event was organised for 26 October and managers from Cornwall Housing (CHL) and Cormac were in attendance to answer questions from nine estate monitors.

Taking action:

- Reports from Estate Monitors feed into meetings with Cormac, to make sure problems are addressed
- Managers explained to the monitors that an Improvement Action Plan was being put in place whereby they will use excellent cleaners as an example and use them to show others how to do the job

Estate Monitors felt this was a positive event and it helped to get their concerns across to the cleaning contractor, Cormac.

Tenants give feedback on our repairs service to the new director

22 tenants from Liskeard and Stratton came to focus groups in October and gave feedback about the repairs service to staff including new director Mark Humphries.

The main theme that came out of the focus groups was communication. Tenants said that they become more and more frustrated if: they can't find out why their repair is taking so long; and they are not kept up to date - especially if there are delays. Some tenants told us that, when they phoned up to chase repairs they would be given a different response each time, adding to frustrations.

pictured: Mark Humphries

The other main issues raised were: improving appointment times, and completing a repair at the first visit.

Taking action:

Director Mark Humphries attended both focus groups. Mark said that the new scheduling system that is being introduced in the autumn will help with the appointments offered. He considered the feedback and said that he will revise the Promise on Repairs to address some of these issues.

What are residents talking about on our social media?

Facebook

1,863 follows, 1,863 likes

Top CHL Facebook posts :

- Nominating tenants who go extra mile in community – 71 reactions, 11 shares
- Recycle your Christmas tree – 3 reactions, 45 shares
- Help to save scheme information – 16 reactions, 34 shares
- Housing team Eden sleep out – 28 reactions, 6 shares
- Universal credit information and link – 4 reactions, 14 shares,
- Be burns aware day – 1 comment, 13 shares
- £140 off your winter fuel bills – 11 reactions, 11 shares
- Prevention of homelessness information – 16 reactions, 10 shares
- Section of A39 resurfacing alert – 11 shares
- Have you say on affordable housing – 3 reactions, 7 shares
- Staff Christmas jumper day for Save the Children – 20 reactions, 2 shares
- New homes in Dobwalls – 6 reactions,

We have not included direct messages, as this is often a request for service or enquiry, rather than 'feedback'.

Most talked about post :

- Nominations for tenants in community for go extra mile – 49 comments
- Bidding alerts – 48 comments
- Christmas tree recycling – 8 comments
- Affordable housing – 7 comments
- Eden sleep out – 7 comments
- Help to save scheme – 6 comments
- Universal credit – 4 comments

Twitter

Most talked about post :

- CHL staff raise £55 for street vets with photos of Christmas pets – 11 retweets and 31 likes

Service satisfaction results

Customer service team satisfaction survey - a year of consistently high results

We concluded this survey in September 2018 after a year of consistent results demonstrated high satisfaction with call centre operatives (an average of 84%), but there is still work to do elsewhere in the business to improve our customer service.

New homes satisfaction - only 3% dissatisfied

Recent satisfaction figures for newly let homes had been impacted by the inclusion of mutual exchanges.

A number of mutual exchange tenants had expressed overall dissatisfaction - and dissatisfaction at the state of the property in particular. This had clearly affected the overall new home satisfaction rate. Dissatisfaction with the kitchen and/or bathroom, or the cleanliness of the property led tenants to say that overall they were neither satisfied nor dissatisfied. (Some of these were mutual exchange customers, and where we could we investigated all reports of dissatisfaction) We would therefore report – in line with Housemark guidance – 78% fairly or very satisfied, and 3% dissatisfied.

However, of those that had an opinion; 96% satisfied overall with their new home.

From November – as we are trying to measure satisfaction with the home we have got ready to let - tenants who mutual exchange were excluded from the survey.

Repairs satisfaction survey paused while we make service improvements

On 5 November managers from the Repairs service and a member of the Business Improvement Team reflected and considered the satisfaction feedback from the previous few months. The most common issues were:

- scheduling;
- communication; and
- the time taken to do a repair.

"We looked at the comments and considered if we could make changes to prevent a follow on visit being required."

Taking action:

- implementing an improved scheduling system,
- revising the promise on repairs, and
- providing online customer access to appointments through a web portal.

These are due to be in place and be operating effectively in 2019. The group agreed to pause the satisfaction survey whilst these changes are implemented. It is planned to relaunch a satisfaction survey in early 2019.

The survey was paused in November. Before that the response rate had dropped from 10% in October to 6%. Overall, 80% were very or fairly satisfied – and of only those that had an opinion 85% were satisfied.

Other satisfaction feedback

- **PVCu survey:** 100% satisfied with all aspects of work (9 tenants returned surveys)
- **Kitchen upgrades**: 100% satisfied with staff friendliness, 90% satisfied with overall service (18 tenants feedback from kitchen upgrades)
- **Bathroom upgrades**: 90% satisfied with staff friendliness, and the overall service (56 tenants fed back from bathroom upgrades)
- **Together For Families (TfF) key worker service**: 100% feeling their views being listened to, 90% with support from key worker (14 families feedback)

We had **50 compliments**

Half were for housing options caseworkers

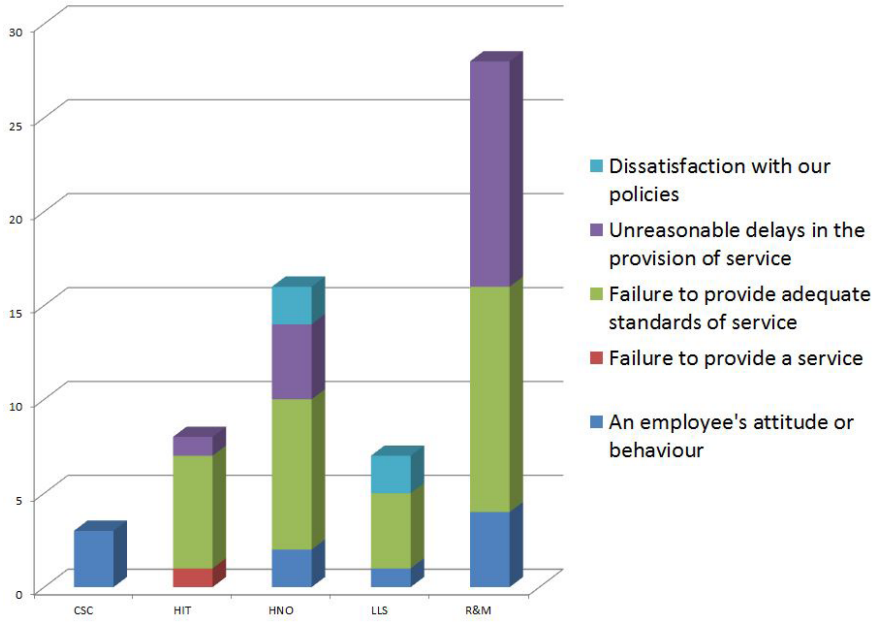
Examples

"Thank you so much for taking care of this case in this way. You have been wonderful, I genuinely appreciate how much time this has taken and much you have contributed to their care during this time."

"I would like to take this opportunity of sincerely thanking you. I can honestly say I've been delighted with the service I have received from you and the totally professional manner you have provided consistently throughout my case. Your support and advice has been invaluable and I can't quite thank you enough. Thanking you for your time and attention helping us as a family."

"Thank you SOOO very much , you were not just a helping hand at the end of the phone, (who also enabled me to have my own home - arranging financial help for me with the rent up front), but to know there was someone at the end of the phone who CARED :)"

We received **62 complaints**:

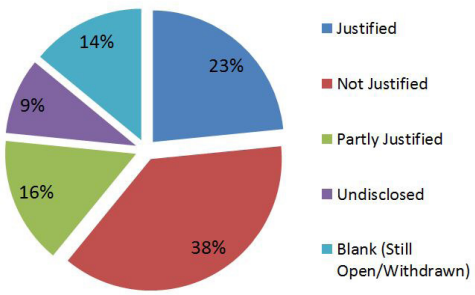


For example

Complaint about lack of contact from caseworker which they believe led to them missing out on a property through Homechoice. They said they were incorrectly advised their local connections were set up.

Lessons learned:

Letters sent to clients are being looked at to ensure this does not happen again.

Complaints Outcome

	Q3
Justified	15
Not Justified	24
Partly Justified	10
Undisclosed	6
Blank (Still Open/Withdrawn)	9