

## Customer Feedback

We are engaging with and listening to a significant number of our customers (circa 40% of customers) annually to learn from them and shape our organisation. We do this through touch-point satisfaction surveys, perception survey, engagement work and our Customer Voice Panel.



Here's a look at how satisfaction levels finished in 2020-21

Touch-point	2019/20	2020/21	Q4 2020/21
Overall Landlord	84% (1232)	83% (884)	75%
New Tenancy	92% (172)	85% (127)	77%
Contact Centre	86% (3188)	86% (3126)	83%
Responsive Repairs	84% (1552)	86% (1430)	85%
Estates: Block Cleaning	73% (1908)	69% (706)	69%
Estates: Grounds	68% (As above)	66% (1254)	67%

Our commitment is to keep on listening to customer feedback, acting on what they tell us and making the service improvements

## Complaints Handling

Measure	2019/20	2020/21	Q4 2020/21
Number of Complaints Received	433	257	76
Complaints Supported	55%	44%	47%
Complaints Resolved Within Timescales	96%	**18.2%	**47%

We support around 1 in 2 complaints in favour of our customers and have taken actions to get things right first time by introducing a more customer focused complaints service.

\*\* We have changed the complaints resolved measure this year to close complaints only when any associated actions are completed (formerly complaints were closed when customers agreed with what we were going to do).

## Member Enquiries

**168** Member Enquiries received in 2020-21

**31** Member Enquiries received in Q4 2020-21

## Taking action to reduce Customer Effort



Ease of making complaint

**83%**

Satisfied of the 58 responses received in 2020/21

Satisfied with explanation for outcome

**73%**

Satisfied of the 55 responses received in 2020/21

We've now added overall satisfaction with complaint handling to our survey

## Our Strategic Delivery Plan continues to deliver...



**Build New Homes**



We are looking to build 876 affordable homes over the next 5 years, taking our total delivery to 1,100 by 2026.

2020-21



**96** new homes started on site in 2020-21



**84** homes have been completed

Since 2017-18



**421** new homes started on site



**308** homes have been completed

Pipeline for starts on site



**80** units 2020-21

## Update on Key Development Strategies

### West Vale

We are aiming to deliver 88 affordable properties as part of our wider West Vale regeneration.

Looking to provide a range of 1, 2, 3 & 4 bed homes of varying house types from apartments to family houses.

Following our planning submission in February we have now received confirmation from OMBC that the scheme will be presented for decision at the 9th of June 2021 Planning Committee.

West Vale has been earmarked to receive £1.14m of GMCA Brownfield, in part due to the support of OMBC.

We have concluded the first stage of our contractor selection process, with the second stage leading to a full appointment by the end of 2021, enabling a start on site by spring 2022.



### First customers get the keys to affordable new homes in Royley

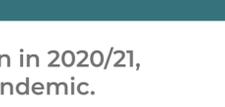
The first customers have started to move into new homes at our latest development in the Royley neighbourhood of Royton.

We are delivering 15 high quality, family properties on the former Brownfield site in Royton, all for affordable rent. Eleven 3-bed and two 4-bed homes are now complete, and two more 4-bed homes are due to be handed over in mid-May.

The £2.931 million project is part of our strategy to help meet increasing local demand for affordable homes. We have received £555k grant funding from Homes England for this scheme, which has been built by Middleton based contractor, J Walker Homes. Work started in July 2019 and has continued throughout the pandemic with minimal delays.



## Excellent Landlord



This is what we've achieved between in 2020/21, despite the ongoing Covid-19 pandemic.

## PROPERTY SAFETY TEAM

**12,580** gas safety checks



**2,353** electrical safety checks



**342** new boilers fitted



**361** fire risk assessments



**1920** fire risk actions



## PROPERTY CARE TEAM

**19,314** repairs overall



**428** out of hours repairs



**1,786** emergency repairs



**3,353** urgent repairs



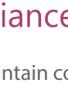
**8,487** non urgent repairs



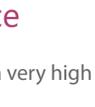
**530** planned repairs (large works)



**237** adaptations



**99** disrepair works



## Compliance Performance

We've managed to maintain compliance levels to a very high standard.

**100%** Gas Servicing



**100%** Of communal areas with a current fire risk assessment



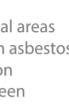
**100%** of properties with a current EICR



**100%** Passenger lifts annual insurance examination items completed



**100%** of communal properties requiring an asbestos survey that have been completed



**100%** Home lifts annual Insurance examination items completed



**100%** of communal areas requiring an asbestos re-inspection that have been completed



**100%** Compliance monitoring shop premises



## Creating Thriving Communities



### Our impact in the community

#### Customer Engagement and Customer Voice Panel

We have a Customer Engagement Programme which aims to capture customer feedback to directly shape our services, policies and processes to better suit customer needs.

The Customer Voice Panel (CVP) which consists of 48 members and 24 customers minimum attended our performance challenge session in Jan 2021.

There were a total of 13 different CVP engagement activities from January to March 2021.

The CVP forms part of the formal governance arrangements and will support FCHO to scrutinise and challenge performance and the customer experience.



#### Making a difference in the community



We have opened 511 new cases via referrals into the service for customers in need of support in 2020/21.



We supported customers to save circa £282K from their food shopping bills in the same period by using our Bread and Butter partnership service. We also helped customers to achieve over £265K in one off monetary gains (debts written off and thousands claimed in benefits).



Our Directions team continue to support our customers into employment - in 2020/21 we supported 156 customers into work. In the same period 138 customers that we supported into work reached 6 months in employment.

### Kick-starting job support for our young customers



We have had a busy few weeks processing around 200 applicants. As of the 5th of May, we have offered 13 out of 15 positions and all were accepted!

The quality of applicants has been amazing and we are looking forward to welcoming these young people to our business over the next 2 - 3 weeks.

We are also looking to launch a further 20 Kickstart roles over the summer.

Kickstart is a scheme created by the Department for Work and Pensions to create employment opportunities for youngsters, to help them gain experience in industry which will support future employment.