

We have been working hard with our customers to improve satisfaction with our services and encouraging customers to have a greater say in how our services are shaped.

This helps us to achieve our mission of 'Improving lives in Oldham' and is also a key element of the Government's Social Housing Green Paper which aims to rebalance the relationship between customers and landlords.

Here's a look at how we are gathering feedback from you so far and how this has helped us improve our performance:



Introduced feedback surveys for all our customer service touchpoints e.g. repairs, contact centre and new tenancies.



In the last 12 months, over 40% (4,500) of our customers have responded to our text satisfaction surveys.



Used customer feedback to drive improvements to services and directly tackle issues and concerns customers raise.



Introduced dedicated teams across the business to focus on improving customer experience.



Developed a new complaints policy and process with improved insight to resolve complaints quickly and efficiently.

Touchpoint	2018/19	2019/20 Q3	2018/19 vs 2019/20 Q3		
Overall Landlord	79% (1232)	83.7% (600)	↑	+4.7%	↑
New Tenancy	88% (141)	92% (140)	↑	+4%	↑
Contact Centre	86% (2661)	86% (2209)	↑	+1%	↑
Responsive Repairs	92% (2481)	84%* (1135)		*Change in methodology from telephone to text	
Estates: Block Cleaning	69% (1217)	73% (1506)	↑	+4%	↑
Estates: Grounds	68% (As above)	67% (1506)	↓	-1%	↓

Numbers in brackets represent the count of individual responses we have received. We have received 5985 responses from customers this year.



Since January 2018
We have built
320 homes



In 2019/20 Q3 we have helped
123 people
find long-term employment

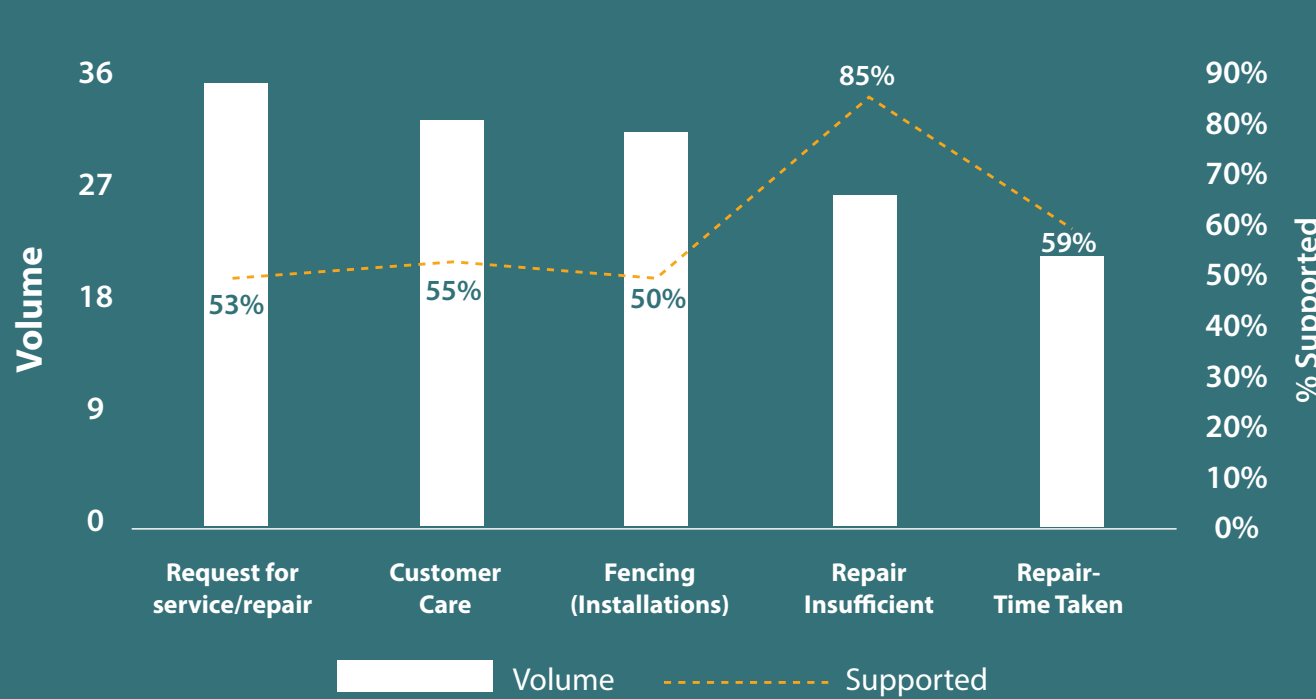
Our commitment is to keep on listening to your feedback; acting on what you tell us and making the service improvements you require.

Complaints Handling

Measure	2018/19	2019/20 Q3
Number of complaints	321	343
Complaints Supported	54%	55%
Complaints responded to within timescales	99.9%	95%

We support 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.

Top Five Complaints Categories (year-to-date)



What have we done as a result of your feedback:

You are telling us through satisfaction surveys and complaints what you want and we are listening. We are taking actions to get things right first time.

You Said

You want to be kept informed when waiting to move into a new home...

We Listened

- Introduced multiple contact points to ensure you are aware of progress every step of the way.
- Increased quality checks of work carried out on properties prior to you moving in.

Results

92% of our customers are satisfied overall with re-housing (+5% compared with the previous year).

You Said

Quicker answers to queries when you call us...

We Listened

We have provided more training to our contact centre advisors so they can answer your inquiries at the first point of contact.

Results

86% of our customers are satisfied with the outcome of their call (1% better than the previous year).

You Said

You want better levels of customer service when interacting with us...

We Listened

We monitor complaint and satisfaction data split by team and individual and use in feedback sessions monthly to improve.

Results

9 in 10 customers are satisfied with the helpfulness and knowledge of advisors in the Contact Centre.

You Said

When things go wrong we are not great at resolving issues

We Listened

- We updated our complaints policy
- We recruited a customer excellence officer who is dedicated to complaints and streamlined the process to promote timely outcomes.