

Over the past year 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.



Over 1 in 3 tenants have responded to our text surveys over the past 12 months, providing better and more accurate feedback.



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	2017/18	2018/19	Year on Year Improvement	
Overall Landlord	78% (1200)	79% (1232)	↑ +1.5%	↑
New Tenancy	76% (101)	88% (141)	↑ +12%	↑
Contact Centre	75% (1133)	86% (2661)	↑ +11%	↑
Responsive Repairs	91% (2957)	92% (2481)	↑ +1%	↑
Estates: Block Cleaning	60% (580)	69% (1217)	↑ +9%	↑
Estates: Grounds	57% (as above)	68% (1232)	↑ +11%	↑



During 2018/19, we started to build 226 homes



We helped 223 people in Oldham 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	2017/18	2018/19	Year on Year Variance
Number of complaints	393	321	-72
Complaints Supported	51%	54%	+3%
Complaints responded to within timescales	99.5%	99.9%	+0.4%

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.

### 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...

#### Results

**88%** of our customers are satisfied overall with re-housing (+12% compared with the previous year).

#### 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.

#### You Said

You wanted quicker access to repairs and jobs to be completed faster

#### Results

We have reduced the average time to complete repairs to **9.2 days** (4.9 days better than the previous year) and calls about existing repairs are significantly reducing.

#### We Listened

- Introduced evening and weekend appointments and increased operative availability.
- Added a new self-serve facility to our customer's portal enabling you to book appointments online.

#### You Said

Quicker answers to queries when you call us...

#### Results

**86%** of our customers are satisfied with the outcome of their call (11% better than the previous year).

#### We Listened

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

#### You Said

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

#### Results

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

#### We Listened

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