

We have been working hard with our customers to improve satisfaction with our services and encouraging customers to have a greater say in how they 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	2019/20	2019/20
Overall Landlord	79% (1232)	84% (1117)	↑ +5%	↑
New Tenancy	88% (141)	92% (172)	↑ +4%	↑
Contact Centre	86% (2661)	86% (3188)	⇒ 0%	⇐
Responsive Repairs	92% (2481)	84%* (1552)	*Change in methodology from telephone to text	
Estates: Block Cleaning	69% (1217)	73% (1908)	↑ +4%	↑
Estates: Grounds	68% (As above)	68%	⇒ 0%	⇐

Numbers in brackets represent the count of individual responses we have received. We have received 4500 responses from customers this year.



**224 homes** completed in the last 3 years



In 2019/20 we have helped **172 people** find long-term employment

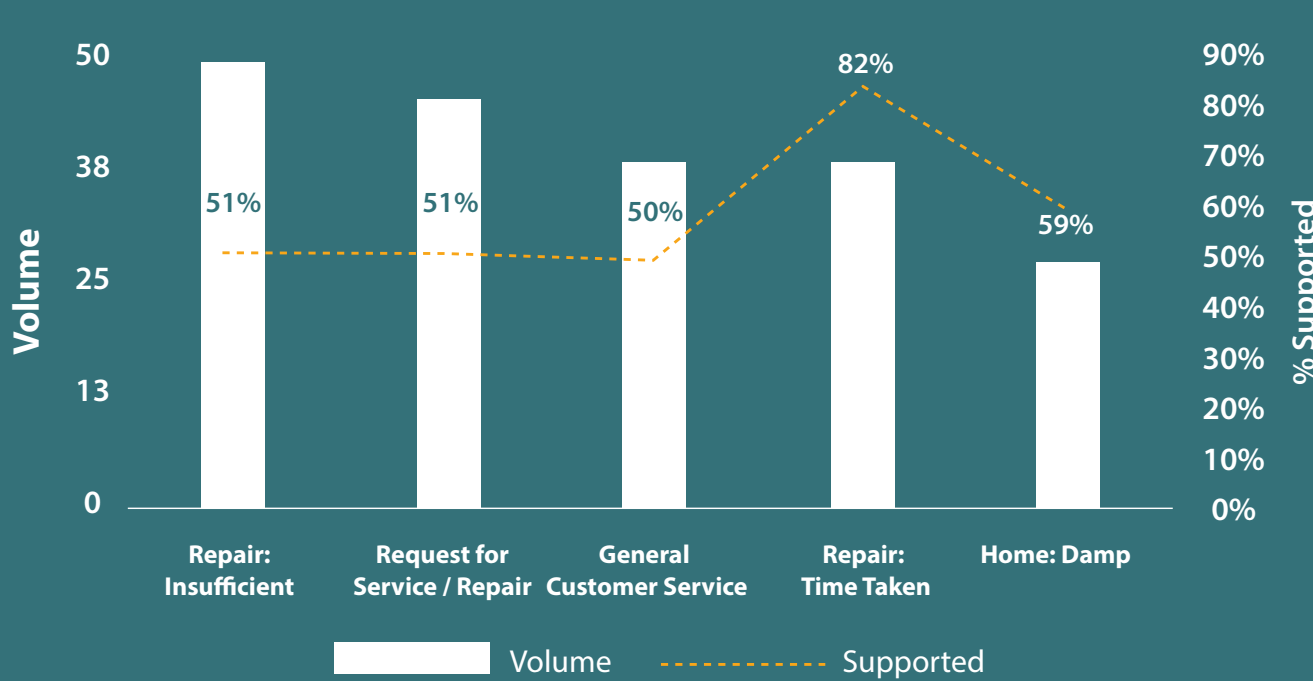
Our commitment is to keep on listening to your feedback; acting on what you tell us and making the service improvements you require.

## Complaints Handling

Measure	2018/19	2019/20
Number of complaints	321	433
Complaints Supported	54%	55%
Complaints responded to within timescales	99.9%	96%

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.

## 2019/20 Top Five Complaint Categories



## 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

**92%** of our customers are satisfied overall with re-housing (+5% 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

Quicker answers to queries when you call us...

### Results

**86%** of our customers are satisfied with the outcome of their call

### 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.

### 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.