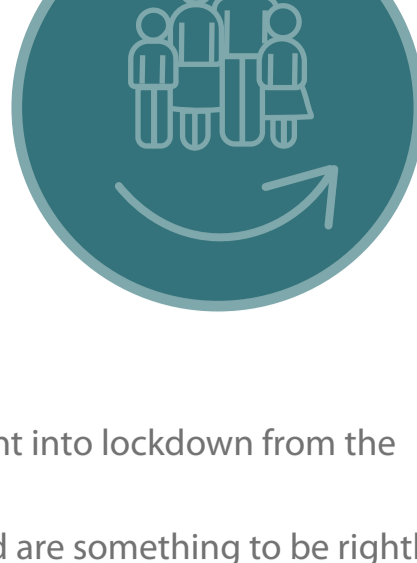


## Customer Engagement and Feedback



We are engaging with and listening to a vast volume of our customers (circa 40% of customers) annually to learn from and shape our organisation. We do this through touchpoint satisfaction surveys, engagement work and our newly created customer voice panel.

Results are based on the first six months since the country went into lockdown from the COVID-19 pandemic.

Despite the challenges this created, the achievements reached are something to be rightly proud of and we continue working hard with our customers to improve satisfaction.

Here's a look at how satisfaction levels are doing so far in 2020-21

Touchpoint	2019/20	2020/21	2019/20 Vs 2020/21 Q2
Overall Landlord	84% (1232)	83% (593)	↔ -1% ↔
New Tenancy	92% (172)	83% (70)	↓ -9% ↓
Contact Centre	86% (3188)	85% (1519)	↔ -1% ↔
Responsive Repairs	84% (1552)	86% (644)	↑ +2% ↑
Estates: Block Cleaning	73% (1908)	68% (338)	↓ -5% ↓
Estates: Grounds	68% (As above)	65% (744)	↔ -3% ↔

Trend arrows indicate where there has been a material change in scores. Note that the table compares the first six months of this year with 12 months of the previous year. Numbers in brackets represent the count of individual responses we have received.

**Our commitment is to keep on listening to customer feedback; acting on what you tell us and making the service improvements**

## Complaints Handling

Measure	2019/20	2020/21
Number of complaints	433	123
Complaints Supported	55%	49%
Complaints resolved within timescales	96%	**33%

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 prior to this when customers agreed with what we were going to do).

## 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.



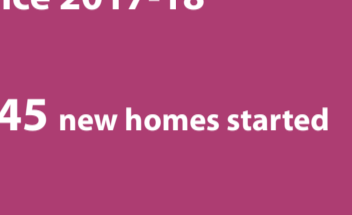
We have also created a Customer Voice Panel (CVP) which consists of up to 15 customers where 5 customers minimum are invited to attend each quarterly meeting.

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

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



### Build New Homes



Our development programme started in 2017-18 with the aim of completing 1100 new homes by 2025-26. Performance this year and since the programme started is shown below:

#### 2020-21

20 new homes started in 2020-21

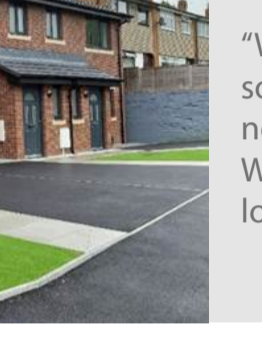
19 homes have been completed in 2020-21

#### Since 2017-18

345 new homes started

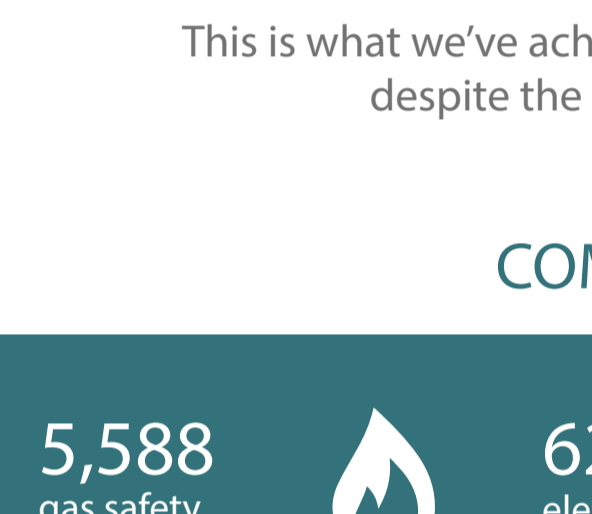
243 homes have been completed

### Looking forward for starts on site



74 homes from October to March 2020-21 in Oldham

250 homes beyond 2020-21 in Oldham



### Here's what a customer told us after moving into our new build at Holden Fold...

"We've been bidding on bigger houses for four years and so getting this new, three bedroom home is excellent news for us and will make a huge difference to our family. We have the room we need in a lovely area and we're looking forward to getting settled in."

## Excellent Landlord



This is what we've achieved between April and Sept this year, despite the ongoing Covid-19 pandemic.

## COMPLIANCE TEAM

5,588 gas safety checks 621 electrical safety checks 151 new boilers fitted 197 fire risk assessments 1005 fire risk actions

## PROPERTY CARE TEAM

11,582 repairs overall 477 out of hours repairs 2137 emergency repairs 2313 urgent repairs 6124 non urgent repairs 334 planned repairs (large works) 158 adaptations 39 disrepair works

## INVESTMENT DELIVERY TEAM

7 level Access Showers 1 external access ramp 83 fire doors replaced 5 stairlifts

## LITTLEMOOR HOUSE & MONTGOMERY HOUSE REFURBISHMENT PROGRAMME

108 flats with new windows 41 balcony railings installed Roofing complete = 790 m2 over both blocks 4,000 m2 of External Wall Insulation installed over both blocks

## Compliance Performance

We've managed to maintain compliance levels to a very high standard. Where we have been unable to gain access for servicing this has been mainly due to self isolation in line with government guidelines.

99.92% Gas Servicing 100% Of communal areas with a current fire risk assessment 99.98% of properties with a current EICR 100% Passenger lifts annual insurance examination items completed 100% of communal surveys requiring an asbestos survey that have been completed 99.86% 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

## Investing in our customers' homes 2020/21



This year we are investing £15.5m in five key areas...

### Fire safety measures

400 flats to benefit from new communal fire doors 600 flats to benefit from fire stopping works in communal blocks 600 flats to get improved fire detection 3 tower blocks to benefit from sprinklers

### Replacing roofs, windows and repointing customers' homes

511 homes to get new roofing, windows and repointing 10 blocks on Barker St to have a new insulated roofing system

### Adaptations to ensure that our homes meet customers' needs

68 homes to have new wet rooms 220 homes to receive minor adaptations

### Replacements to improve our customers' homes

157 new kitchens 181 new bathrooms 203 homes rewired 300 new combi boilers

### Work on our tower blocks

108 properties will get new windows, balcony railings and external wall insulation, thanks to the Littlemoor and Montgomery tower block refurbishment programme.

## Creating Thriving Communities



### Our impact in the community

We opened 329 new support cases for customers between 1st of April and the end of September 2020.

We helped customers achieve over £111K in one off monetary gains in the same period (debts written off and thousands claimed in benefits).

We supported customers to save circa £126K from their food shopping bills since April 2020 by using our Bread and Butter partnership service.

Our Directions team continue to support customers and Oldham residents into employment - between April and September 2020 we supported 85 customers into employment. In the same period 72 customers that we supported into work reached 6 months in employment.

We have recently recruited four people (3 aged under 24 and 1 under 30) into apprenticeships who all live locally and one is an FCHO customer. All apprentices came through our Directions service.