



## Customer Promise Workshops February and March 2019

Customers from all nine regions reviewed the new customer promise throughout February and March 2019. A summary of feedback is below.

### To provide a safe place to live.

- Safety and security of the building
- Secure doors in good working order and internal and external fire doors
- Security lighting and CCTV,
- Secure communal entrances and spaces with up to date fire and gas safety certificate on public display
- Performance compliance information on gas and fire safety checks
- Clarity on anti-social behaviour for all customers and their visitors;
- Up to date risk assessments to ensure health of customers is considered

### To deliver a reliable repairs service.

- Clear standards customers can expect on moving into a property;
- Timely repairs; good quality standard of work completed
- Clear communication in customer's preferred method throughout
- Clear definition of emergency repairs; responsive repairs and maintenance
- Hold contractors to account including penalty clauses in contracts
- Get it right first time;
- Increase percentage of quality control checks after works completed.

### To care about you.

- Agency staff held to account the same as permanent staff;
- Available and accessible staff;
- Staff do what they say they will do
- Staff being adequately trained to make full use of technology and facilities
- Publish numbers of customers involved in recruitment
- Clarity and consistency about the complaints process-use as learning
- Publicise complaints performance with lessons learnt
- Promote Independent Complaints Panel

### To tell you where your money goes.

- Provide clear rent breakdown and easy read budget information
- Map of the area covered by each customer's service charge
- Annual report or special edition of Homelife to be transparent about spend
- Flexibility to be able to use local contractors.

### To work together with customers and partners.

- Include voluntary agencies in the promise definition
- Staff trained to signpost
- Clear information and guidance on how to access other services and agencies
- Up to date customer profile information
- Deliver on outcomes from promise assessments and share 'You said, we did'
- Clear protocols for joint working

### To help communities grow.

- Hold an annual party or celebration to get people to mix together
- Have 'skip days' and neighbourhoods clean ups
- Activities and celebration of important events and achievements
- Opportunities for customers and their families to learn new skills
- Estate walkabouts
- Funding available

### How can Home Group share Customer Promise information?

- Homelife magazine, local press
- Viewpoint teams, customer promise assessments
- Outreach workshops, house meetings tenant/resident groups, involvement meetings
- Display boards in communal areas;
- Text message, website
- Photographs of happy / unhappy customers
- Social media platforms like Facebook; Twitter

### What else can Home Group do to ensure customers are involved in delivering the promise?

- Involve customers in recruiting all staff
- Accessible internet access for all customers
- Mystery shopping
- NHS friends and family test (if your friend was ill would you recommend this service?)
- Board attending viewpoint meetings and each board member accountable for an individual part of the promise

### How do leaseholders want to hold Home Group to account for the promise?

- Be clear about the complaints process and timely responses to enquiries
- Feedback to customers using their preferred communication method
- Local newsletters
- Scheme coffee mornings or informal monthly meetings specifically for leaseholders
- Visibility of scheme managers and senior managers
- A clear mechanism to feedback to management
- Customer promise assessments and scrutiny of assessment reports Viewpoint meetings.