

## APPENDIX 1

### Customer Satisfaction Survey Action Plan 2021

Improvement area	Satisfaction Area	Actions	How this will be monitored	By Who	By when	On Target R A G	Complete %
<b>Neighbourhood</b>	<ul style="list-style-type: none"> <li>Encourage involvement in walkabouts from customers and the frequency of the walkabouts agreed with customers. Publish in Newsletter and website.</li> </ul>	<ul style="list-style-type: none"> <li>Invite customers to attend and work HO to identify improvements to be taken forward</li> </ul>	Invites to be sent in advance of Estate Walkabouts and follow up calls a week before	HHA/ CLC	Ongoing	G	100%
			CLC to be provided updates in meetings.	HHA/ CLC	Ongoing	G	
		<ul style="list-style-type: none"> <li>Estate Walkabouts with CLC member where possible to help achieve cleaner and safer areas. Sample of repairs to checks</li> </ul>	CLC are provided with a lessons learned on the outcomes and action taken.	HHA/CLC	Ongoing	G	
			Record outcomes to CLC.	HHA	Ongoing	G	

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	<p>Deal promptly with nuisance issues. Promote successful achievements through Newsletters and website.</p> <ul style="list-style-type: none"> <li>How anti-social behaviour is managed by the Association.</li> <li>Tenancy Audits – feedback on repairs service and action</li> </ul>	<ul style="list-style-type: none"> <li>Quicker resolutions that can have a positive impact on neighbourhoods/areas.</li> <li>Utilise the Anti-Social Behaviour Policy to take action.</li> <li>Partnership working with other statutory bodies i.e. Police, Social Services and HBC.</li> <li>Each TA will consider the customer experience with our repairs service,</li> </ul>	<p>Outcomes of ongoing ASB reported to CLC</p> <p>Reporting on cases provided in performance reports.</p> <p>Details of partnership working provided to CLC</p> <p>Reported to CLC action plan outcomes</p>	<p>HHA/CLC</p> <p>HHA</p> <p>HHA</p> <p>HHA</p> <p>HHA</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>G</p>	

Improvement area	Satisfaction Area	Actions	How this will be monitored	By Who	By when	On Target R A G	Complete %
	taken forward by HO	keeping informed and ASB	TAs monitored by OM and through 121 and CLC meetings				
<b>Repair and Maintenance</b>  <b>And</b>  <b>Quality of Home</b>	<ul style="list-style-type: none"> <li>• More interrogation of repairs so that accurate diagnosis is achieved to enable contractors to fix first time the repairs they attend to.</li> <li>• Confirm receipt of the repair reported by phone or email, where possible text to be sent with new repairs system.</li> <li>• Using the stock condition survey</li> </ul>	<ul style="list-style-type: none"> <li>• The repair is fixed first time; contractors have the right tools and parts to fix a repair at first visit.</li> <li>• Customers have confidence that their repair has been actioned.</li> <li>• Customers have</li> </ul>	<ul style="list-style-type: none"> <li>• HHA will ensure at repairs back check, that the appointment was made.</li> <li>• Phone calls to back check repair ordered – provide order number to customer.</li> <li>• CLC kept informed and make use of Newsletters and letters to customers about the planned programme</li> </ul>	<p>HHA/ CLC</p> <p>HHA/ CLC</p> <p>HHA/ CLC</p>	<p>Ongoing</p> <p>Ongoing</p> <p>2021/22 financial year</p>		

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	to programme a 5 year programme of improvements.	information on what type of works are planned, using good quality contractors. Feedback to CLC					
<b>Keeping people informed of progress</b>	<ul style="list-style-type: none"> <li>HHA to keep customer via phone/ e mail, informed of repairs progress where there may be a time delay. Keeping the customer aware of the progress of the repair reported.</li> </ul>	<ul style="list-style-type: none"> <li>Customers are aware of the progress of their repair and do not have to keep chasing a repair.</li> </ul>	<ul style="list-style-type: none"> <li>Through CLC and back checks</li> </ul>	HHA/CLC	Ongoing		100%
	<ul style="list-style-type: none"> <li>Staff will continue to develop a culture of following up their contact and taking</li> </ul>	<ul style="list-style-type: none"> <li>Call backs to customers re progress on issues.</li> </ul>	<ul style="list-style-type: none"> <li>At team meetings and 121s</li> <li>Through feedback on complaints from those who have made a complaint on what we could do to improve things – call backs visits etc.</li> </ul>	HHA HHA/CLC	Ongoing Ongoing		100%

Improvement area	Satisfaction Area	Actions	How this will be monitored	By Who	By when	On Target R A G	Complete %
	<p>ownership of an issue.</p> <ul style="list-style-type: none"> <li>Lessons Learned culture and feedback especially on repair and maintenance complaints –</li> </ul>	<ul style="list-style-type: none"> <li>A team meeting on complaints and how individually staff have changed what they do as a result of the lessons learned approach including – how they are empowered to resolve things quickly.</li> <li>Improving the communication between ourselves and customers and work with the CLC to promote things</li> </ul>			Ongoing		