Customer Satisfaction Survey Action Plan 2022

Improvement area	Satisfaction Area	Actions	How this will be monitored	By Who	By when	On Target R A G	Complete %
Neighbourhood	Encourage involvement in walkabouts from customers and the frequency of the walkabouts agreed with customers. Publish in Newsletter and website and on Facebook.	 Invite customers to attend and work HO to identify improvements to be taken forward Estate Walkabouts with CLC member where possible to help achieve cleaner and safer areas. Sample of repairs to checks Quicker resolutions that can have a positive impact on 	Invites to be sent in advance of Estate Walkabouts and follow up calls a week before CLC to be provided updates in meetings. CLC are provided with a lessons learned on the outcomes and action taken. Record outcomes to CLC.	HHA/CLC HHA/CLC HHA/CLC	Ongoing Ongoing Ongoing Ongoing	G G G	

Improvement area	Satisfaction Area	Actions	How this will be monitored	By Who	By when	On Target R A G	Complete %
	Deal promptly with nuisance issues. Promote successful achievements through Newsletters and website.	neighbourhoo ds/areas. • Utilise the Anti-Social Behaviour Policy to take action.	Outcomes of ongoing ASB reported to CLC Reporting on cases provided in performance reports.	ННА	Ongoing		
	How anti-social behaviour is managed by the Association.	 Partnership working with other statutory bodies i.e. Police, Social Services and HBC. 	Details of partnership working provided to CLC	нна	Ongoing		
		Each TA will consider the customer experience with our repairs service, keeping informed and ASB	Reported to CLC action plan outcomes				
	 Tenancy Audits feedback on repairs service 	Advertise on Facebook	TAs monitored by OM and through 121 and CLC meetings				

Improvement area	Satisfaction Area	Actions	How this will be monitored	By Who	By when	On Target R A G	Complete %
	and action taken forward by HO/ Change name to Home Review						
Repair and Maintenance And Quality of Home	More interrogation of repairs so that accurate diagnosis is achieved to enable contractors to fix first time the	The repair is fixed first time; contractors have the right tools and parts to fix a repair at first visit.	 HHA will ensure at repairs back check, that the appointment was made. Phone calls to back check repair ordered – provide order number to customer. 	HHA/ CLC	Ongoing Ongoing		
	repairs they attend to. • Confirm receipt of the repair reported by	Customers have confidence	CLC kept informed and make use of Newsletters and letters to customers about the	CLC			
	phone or email, where possible text to be sent with new repairs system.	that their repair has been actioned.	planned programme	HHA/ CLC	2021/22		
	Using the stock condition survey	Customers have			financial year		

Improvement area	Satisfaction Area	Actions	How this will be monitored	By Who	By when	On Target R A G	Complete %
	to programme a 5 year programme of improvements.	information on what type of works are planned, using good quality contractors. Feedback to CLC					
Keeping people informed of progress	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.	Customers are aware of the progress of their repair and do not have to keep chasing a repair.	Through CLC and back checks At team meetings and 121s	HHA/ CLC	Ongoing		
	 Staff will continue to develop a culture of following up 	 Call backs to customers re progress on issues. 	Through feedback on complaints from those who have made a complaint on what we	HHA/C LC	Ongoing		

Improvement area	Satisfaction Area	Actions	How this will be monitored	By Who	By when	On Target R A G	Complete %
	their contact and taking ownership of an issue. • Lessons Learned culture and feedback especially on repair and maintenance complaints –	 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. Improving the communication between ourselves and customers and work with the CLC to promote things 	could do to improve things – call backs visits etc.		Ongoing		

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