

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	<ul style="list-style-type: none"> Encourage involvement in walkabouts from customers and the frequency of the walkabouts agreed with customers. Publish in Newsletter and website and on Facebook. 	<ul style="list-style-type: none"> 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	HHA/CLC	Ongoing	G	
			CLC to be provided updates in meetings.	HHA/CLC	Ongoing	G	
			CLC are provided with a lessons learned on the outcomes and action taken.	HHA/CLC	Ongoing	G	
			Record outcomes to CLC.	HHA	Ongoing	G	
				HHA/CLC	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"> How anti-social behaviour is managed by the Association. Tenancy Audits – feedback on repairs service 	<p>neighbourhoods/areas.</p> <ul style="list-style-type: none"> Utilise the Anti-Social Behaviour Policy to take action. Partnership working with other statutory bodies i.e. Police, Social Services and HBC. Each TA will consider the customer experience with our repairs service, keeping informed and ASB <p>Advertise on Facebook</p>	<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>TAs monitored by OM and through 121 and CLC meetings</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>		

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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					
Keeping people informed of progress	<ul style="list-style-type: none"> • 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. • Staff will continue to develop a culture of following up 	<ul style="list-style-type: none"> • Customers are aware of the progress of their repair and do not have to keep chasing a repair. • Call backs to customers re progress on issues. 	<ul style="list-style-type: none"> • Through CLC and back checks • At team meetings and 121s • Through feedback on complaints from those who have made a complaint on what we 	<p>HHA/CLC</p> <p>HHA</p> <p>HHA/CLC</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>		

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	<p>their contact and taking ownership of an issue.</p> <ul style="list-style-type: none"> Lessons Learned culture and feedback especially on repair and maintenance complaints – 	<ul style="list-style-type: none"> 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 	<p>could do to improve things – call backs visits etc.</p>		<p>Ongoing</p>		

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