

PROGRAMMED WORKS SURVEY SUMMARY



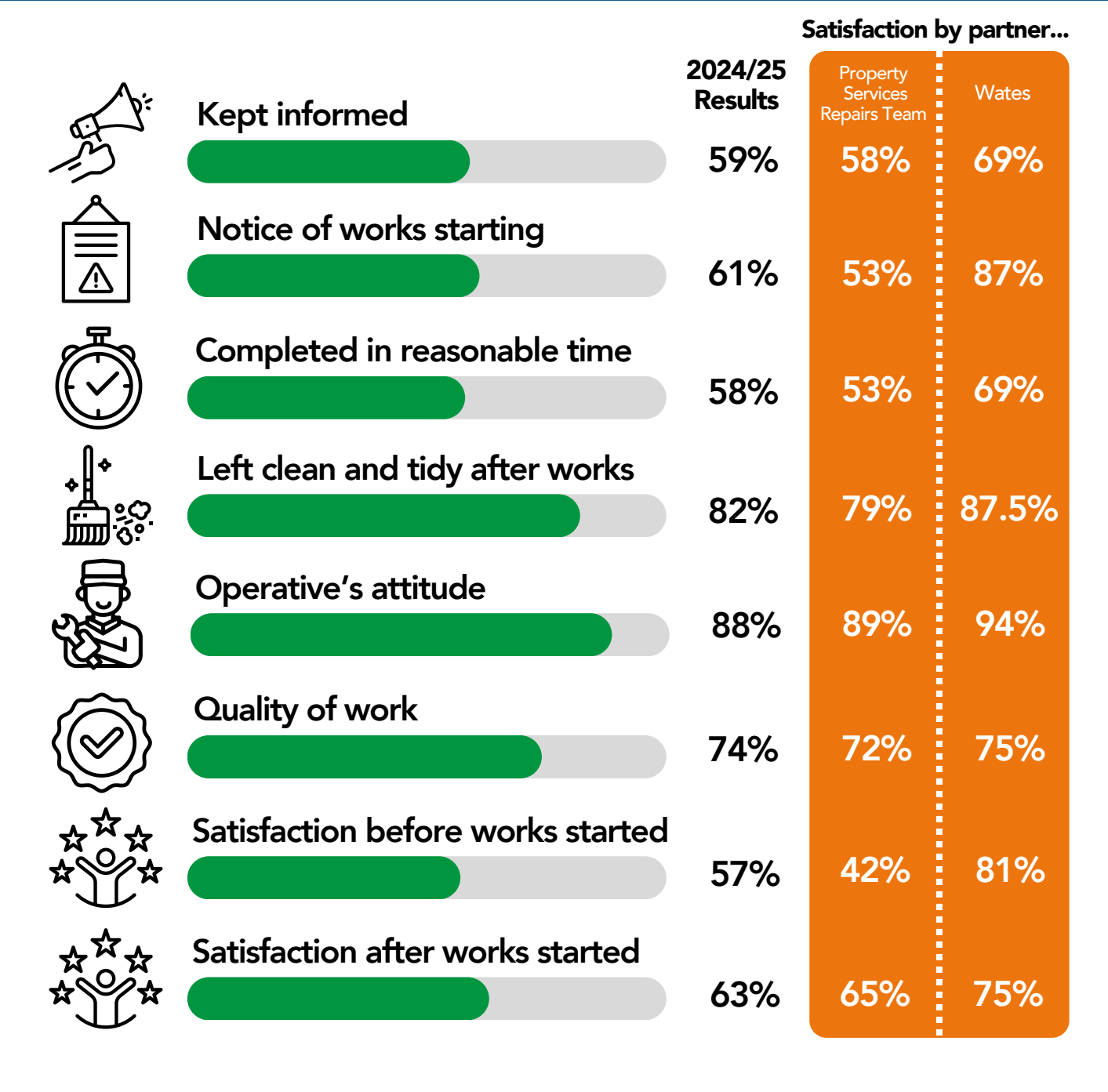
July 2024 to March 2025

283
Surveys sent

45
Surveys completed
16% response rate

Each month we ask for tenant feedback about the replacement works that have been completed to their home. Below are the results from this survey.

Results



You said... we did...



To provide a better customer experience and deliver a 'right first time' approach, we will review how we can reduce the number of visits carried out from ordering works to works starting.

To improve on our communication with tenants, we now have a Site Supervisor who will regularly keep tenants updated on works and contact them when operatives are scheduled to attend.



To improve our communication with tenants, we have revised letters and changed the dates they are sent to give tenants more notice.

We will ensure that customers are provided with the contact details of the Site Supervisors & Project Liaison Officers should they have any queries during the works. This should help reduce calls into the contact centre and give a better customer experience.



Site Supervisors will now carry out post work inspections and health and safety audits on 10% of each phase.

We will remind Operatives the importance of taking photos and comments for each job, this is to improve communication internally between departments and improve on our record keeping.



To improve on completion times and customer experience, we will continue to reduce backlogs which should hopefully improve overtime.