

Celebrating the Tenant Voice



We value tenant feedback, it helps us to see our services from the customer's perspective and identify both strengths and areas for improvement. Below is a list of actions based on what tenants have told us.

Complaints Handling

Here's what we did...



To keep customers informed, we include timescales in complaint response letters when work is needed. If we can't confirm a completion date, we will explain why and when to expect an update.



We will monitor and track any agreed works in the stage 1 response letter to ensure they are completed within time.



When making a complaint, we'll agree a communication plan for the investigation. If no contact is needed, we'll explain why and provide a named contact and number.



We've trained staff in complaint investigations, response writing, and resolutions so complaints are handled fairly and consistently.



Our involved tenants (Check it Challengers) reviewed a sample of anonymised response letters to ensure they were clear and easy to understand.



We have increased face-to-face home visits for Stage 2 complaints so we can better understand issues and reach more meaningful resolutions.



To increase responses to our complaint surveys, when complainants accept compensation we will encourage them to complete the survey. We will also use a mix of human-led surveys and AI phone surveys.

Contact Centre

Here's what we did...



We've removed the queue welcome message on transferred calls, so customers get through faster.



Our call handlers now have more access to the repairs system, so they can give tenants the latest updates.



We've reviewed the chase-up process for our contact centre team, so customers receive clearer information and advice.



We've reviewed the income enquiry training so that call handlers can give the right advice to our customers.



We've added a rent payment option on the income phone line, so customers can be routed straight through.



We now have a dedicated team ready to help with repair enquiries so they can give specialist advice to tenants.



We've replaced our manual floorwalking process with a simple digital way to manage calls, helping us respond more quickly.



Call handlers record every income-related contact with tenants, even if it's just a quick balance check, so we can give accurate information, avoid missed details, and resolve queries faster.



We've split repairs into two types: quick fixes and jobs that need an inspection first, so when customers call to report a repair we can explain what to expect at the visit.



To improve our service at peak times, we've recruited an extra out-of-hours call handler, helping us manage higher call volumes between 5pm and 10pm and support customers more quickly.



We introduced a damp and mould phone line, so our expert call handlers are ready to give tenants fast, effective help and advice. We've also trained additional staff to help us resolve calls correctly the first time.



We've restructured the team so tenants receive faster, more effective support from the right specialist.



We've reviewed our rent scripts and in-queue messages to ensure we provide tenants with clear, accurate advice.



Contact Centre... continued



We've streamlined telephony wrap codes so call handlers can help the next customer sooner.



We've reviewed out-of-hours procedures to better support emergency accommodation or homes that need to be secured with shutters, providing faster help for customers.



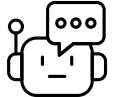
We've streamlined our welcome message so you reach the right department queue faster, reducing your wait time.



We've successfully filled all vacant positions, so we can answer more calls, cut wait times and reduce abandoned calls.



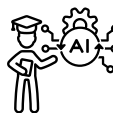
We now have a central online platform with the latest guidance so call advisors can support customers quickly and accurately.



We've introduced automated bots to help advisors find accurate info fast, so customers get quicker answers.



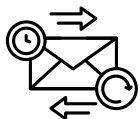
We've introduced a new digital system to monitor call handlers' customer service skills. Alongside our manual process, this enables us to review more calls and improve tenant experience and satisfaction.



We've moved staff training to an AI-supported online platform, so call handlers can find the latest information and resolve queries faster.

Lettings

Here's what we did...



Under the new lettings policy, we extended the lettings review form deadline from 14 to 28 days, giving customers more time to respond.



Lettings co-ordinators will contact customers weekly with key updates while they are waiting to move.

Eforms (online forms)



Here's what we did...



So we can tailor services accordingly, we've added a question to all eForms about customers preferred contact method.



Reviewed submission messages and updated timeframes and next steps to better manage tenants' expectations.



Moved the "how to report a complaint" eForm higher on the 'Contact Us' page, making it easier to find.



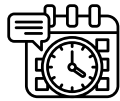
Expanded the 'Contact Our Tenants First' eForm reasons list, helping us capture clearer tenant needs and route queries to the right support.



In the 'Lettings Additional Information Upload' and 'New Assessment' eForms, we increased uploads from 5 to 10 to make them easier to complete and keep documents together.



Updated the 'ASB reporting' eForm with incident details and extra questions, so we can gather more details and understand what support is needed.



Updated the 'Tenants Own Alterations' eForm introduction to 10 working days to match the submission message, keeping guidance consistent and expectations clear.



Simplified the 'Direct Debit' eForm by collecting only address line 1 and postcode (not the full address), reducing fields for tenants to complete.



Created a new online housing application form, replacing the medical, change of circumstances, overcrowding, additional info and support forms, so customers only complete one form.

Health & Safety Surveys



We've informed Baxi about having the wrong part on the system so we can ensure the right part is ordered.

Programmed (Replacement works)

Here's what we did...



We've reduced the number of visits between ordering works and starting on site, improving the customer experience and internal processes.



To ensure tenants are kept up to date, the Site Supervisor will confirm when operatives will be attending.



To improve the way we communicate to tenants, we've revised our letters and the dates we send them out in order to give tenants more notice.



Tenants are given the Site Supervisor and Project Liaison Officer's contact details, so they have direct contact if they have any queries about the works being carried out.



We've reduced backlogs of outstanding works so they are completed in a timely manner.



Site Supervisors will inspect completed works and complete health and safety audits on 10% of each phase, ensuring compliance, spotting defects early and improving tenant safety and satisfaction.



We've reminded operatives to add photos and notes to every job, for better record keeping and internal communications.



Customers will have one dedicated contact to support them through the decant process, providing clear updates throughout.



We now have external contractors to help complete works sooner which will reduce waiting times for tenants.



We now review budgets quarterly so we can redirect any unused funding to higher-priority capital works sooner - helping us tackle backlogs and deliver improvements faster.



When we inspect a replacement item, the surveyor will collect the details and send them to our Programme Team, who will aim to make a decision within 5 working days and explain the next steps to the tenant.

Repairs (day to day)

Here's what we did...



We have reminded operatives to ensure vans are well stocked (where possible), helping complete repairs on the first visit and reduce follow-on works.



We are strengthening our 'Customer First' focus through team meetings, toolbox talks and PDRs, so we can improve tenants' experience and satisfaction.



Wates have increased the site visits to check safety and quality, spot issues early and make sure work meets standards - helping keep tenants safe and satisfied.



Wates have issued new ID badges to all staff and reminded operatives to introduce themselves on arrival, so customers feel reassured about who is visiting their home.



Senior teams meet monthly to review customer satisfaction and complaints, spot trends and take action—helping improve services faster.



We scrutinise feedback from surveys to resolve and highlight any actions, so we can proactively deal with any problems before they escalate.



We've updated the tenant text messages to explain the job and whether an inspection is needed, giving clearer updates.



Updated operatives devices so they can see the next appointment time, helping us manage bookings better and keep customers informed.



When an operative inspects work and follow on work is needed, they will book the next appointment straight away, so customers know what to expect next and kept informed.



Customers can now report non-urgent repairs anytime through their Housing Online account, at any time, from any location.

Planned works

Here's what we did...



We've reviewed our letters so customers receive clearer information and updates about the works that will be carried out.



Surveyors are contacting tenants verbally to book inspections in and a more in-depth conversation will take place about the repair/issue.



We hold regular workshops with our Maintenance Team and partners to plan upcoming work, helping co-ordinate jobs and deliver smoother, faster services for customers.



After an inspection takes place on replacement items, the surveyor will send the details to our programme team to make a decision within 5 working days and explain the outcome to the tenant.

Damp and Mould

Here's what we did...



We set up a dedicated damp and mould email address and shared it internally, so referrals go straight to the right team.



Created a Damp and Mould communications plan for staff and tenants to build awareness and support a proactive approach.



We work closely with partner organisations to share good practice and try new ways of working, so we can provide a better service for our tenants.



We've updated our damp and mould leaflet to help tenants spot and report issues early.



We trained staff on damp and mould so they can spot the causes and advise tenants.



Income

Here's what we did...



We'll confirm arrears repayment plans (dates, frequency, amounts and calculations) to improve tenant advice and reduce arrears.



We'll check historic system notes to ensure we give tenants accurate advice.



Before ending a call, we will check all details are logged so any colleague can quickly pick up what's already been discussed, improving the tenant experience and record-keeping.



So tenants get the right support, we will discuss any support needs and refer to the relevant team.



We will make sure that data is recorded accurately on our system, to ensure better record keeping.



We will make clear where we have advised of next arrears actions/legal escalation so tenants fully understand.



We will ask tenants at the end of the call if there is anything else we can do, so they get the right help and advice needed.



Introduced patch-based performance targets so Income Officers can track arrears and intervene earlier.



We now send tenants SMS reminders when rent is due, paid or missed—improving communication, reducing arrears and strengthening tenant support.

THANK
YOU!

...for taking the time to give us your feedback!
We will monitor results over the next coming months!