

Customer Panel

STAR Annual Satisfaction Survey

Thursday 23 November 2023



On Thursday 23 November we held a Customer Panel in Gateway Plaza where we shared the results of the recent STAR Annual Satisfaction Survey with tenants. We asked them to work with us to design a service from scratch, sharing their expectations and thoughts around how and when we communicate with them in 4 areas of service;

- Communal areas
- Repairs
- New tenancy
- ASB

Communal Areas

What is your definition of a communal area?

- Independent Living Schemes/Block of Flats/Corridor
- Maintenance side such as gardens.
- Separate to cleaning in the flats/corridors etc.
- Britannia House - Grass cutting.

If you live in a block of flats, or an Independent Living Scheme with a communal area, what sort of information would you expect to be shared with you?

- Information on Notice boards – not everyone looks at them and the info doesn't get changed
- Digital boards, live up to date info where you can report repairs/ASB
- Digital board to be linked to BH so we receive instant info
- Tenants could link their phones to the digital info boards
- Know their responsibilities, cleaning etc.
- Not just cleaning but fire safety – needs cleaners depending on building, how many flats?

The Rules

- Where to store mobility scooters correctly
- Don't leave fire doors open
- What the tenant is responsible for - this info needs tailoring to each individual block of flats/independent living scheme.
- There isn't just one answer, it is dependant on the building.
- Be a good neighbour.

How would you like to receive the information and in what format?

- Verbally, particularly in regards to fire safety
- Paper form/ leaflets
- In sign up packs
- Public Notice
- Back of the doors, if it is practical
- Evacuation plans on notice boards
- Local Events
- Thoughtful/useful information such as local amenities e.g. medical/transport links/shops

How often should we be contacting you?

- Wherever there is a point of contact there is an opportunity to remind people - verbal interaction with officers carrying out inspections etc.
- Have a prompt on operatives apps/NEC to remind staff to speak to tenants - giving verbal reminder.
- Neighbourhood Officers to check whilst out and about in the community.

Repairs

How would you expect to be kept informed on progress when you report a repair?

24 Hr Emergency

- Capture the contact details/access/special requirement
- Tailor communication to the individual
- Phone call/SMS/Email

3 Day

- Same as 24 hours
- Courtesy call
- Confirm appointment

7 Day

- Same as 3 Day

25 Day

- Letter expected
- Call forward

Planned Repairs

- Verbally set expectations
- Back up with letter in 14 days
- Quarterly letters
- If the situation changes call the tenants

How often and how would you like to be contacted and kept informed of a repairs progress?

This should be tailored to the individuals needs - call/SMS/letter - capture this initial data straight away so that the tenant is communicated with in the right way going forward.

How long after the completion of the repair would you expect to receive a satisfaction survey and by what method?

- Tenant Satisfaction Survey
- 7 days after the repair
- Post inspection to be carried out that looks at all of the above.

New Tenancy

As a new tenant what information would expect to receive, when would you like to receive it and in what format?

- When something has changed
- By a variety of methods tailored to the individuals needs - letter/phone call/face to face
- Information needs to be clear on sign up and include:
 - Rent payment - how much to pay and how
 - Energy provider - who it is and how to switch
 - Location of stop tap
 - Layout of building - if required
 - When the bin days are
 - Repairs info - how to report them and time taken to complete them
 - Utilities - check list
 - Bus service/Shops/GP/Dentist/Schools
 - ASB problems on the street
 - Social activities available
 - Tenants responsibilities
 - How to contact Neighbourhood Officer
 - How to get involved
 - Decoration Allowance

When a new tenant moves into a property, they are given a sign up pack. What are your thoughts on the pack, is there anything missing? What format would you like to see it issued and when?

- Independent Living Schemes need a separate sign up pack
- Scooter Scheme - Independent Living Scheme tenant didn't receive this on sign up
- Didn't get several items in the pack - everyone in the room had a different experience with the sign up pack
- Some members didn't get the standard pack
- The pack isn't appealing and looks scrappy
- Lack of consistency in the pack when given to tenants
- Would like to see a ring binder so that it can be added to

Tenants aspirations for the pack

- Window keys
- Written format - hard copy
- Engagement leaflet
- Empty property standard leaflet
- Needs to be the same for all tenants

What format for new tenancy pack

- Ring binder to keep all documents together
- DVD
- Neighbourhood Officer to ask what format the tenant would prefer - offer a choice

ASB

How often do you think a new tenant, in their first year, should be contacted by their Neighbourhood Officer and in what way?

- A month after a tenant has been moved in
- Someone didn't see anyone for 6 months
- Someone hasn't had a visit in 7 years
- Once a year
- Should be given a choice at sign up - it depends on the tenants support needs
- Leave a 'Get to know you' form with the tenant - give one out as a Neighbourhood Officer with contact details.

If you are reporting ASB, how quickly should Berneslai Homes respond?

- Some group members have never reported ASB
- Within 24 hours
- Should depend on the severity of the ASB
- Severe situation 24 hours is acceptable but shouldn't be any less
- Individual circumstance should be taken into consideration - do they live alone? do they live in an isolated area? are they at continued risk with a longer response time?

How would you like to be informed and kept up to date on issues you report around ASB?

- Once a week by telephone
- Check in with tenant who reports ASB
- Any ASB team member can make a phone call to update the tenant regarding their issue
- Timescales should depend on the severity of the case - daily if issues are severe and weekly if issues are general
- Individual situations and issues - vulnerable and supported tenants could dictate the regularity of updates.

How should we communicate the changes that we make to try and improve ASB support and provision?

- Bespoke newsletter focusing on ASB and how it is being dealt with
- Success stories with all relevant contact details - distributed every 3 months
- Facebook would be good but hard copies for the elderly generations would be greatly received.

General Questions

Thinking about how we communicate with you, what are your general expectations and thoughts as to when and how you'd like to be contacted?

- ASB issues should have updates of what has been done.
Need to communicate in person for ASB issues.
- Letter to communicate with tenants is sufficient.
- Quarterly newsletter that regularly includes encouragement to report ASB.
- Service report through letter box
- Everyone has a letter box not everyone has an email address or a mobile phone
- Leaseholders get good communication.
- Changes around the building and Legislation
- Fire evacuation policies in general ground floor flat different to 1st floor flat. Good to have info for both tenants.
- Pitch up and do a tour of areas / buildings – Weekends when people are available.
- Combine efforts with Damp and Mould and ASB
- Ability to make sure we use new NEC.
- Depends on what the info is as to how you share it e.g., rent increase? /Legislation?
- Raising awareness
- Community events
- Community meetings
- SMS
- Leaflets
- Email
- Residents' portal with access to asbestos/gas information
- Share good news stories and relevant info/burning issues through a couple of pages within the BMBC magazine that goes through every door.
- By Letter
- Rent rates
- Tenancy agreements
- Any changes

What are the burning issues that you would like us to contact you about?

- ASB ask for customer updates, so we know where we are
- Evidence of a strong relationship with the police
- Communicate face to face on the estates would be reassuring for tenants
- Text/phone calls/adverts in doctors surgeries / post offices
- If you attend customer panel and raise your issues face to face repairs get done but this should not happen, should be same for every tenant.
- Monitor the personal situations of disabled tenants, can they still get in their properties, is where they live wheelchair friendly
- Bin storage
- Anything that's relevant.
- Fire safety
- Legislation that's relevant to the area / building.
- Asbestos
- Damp and Mould
- Repairs and any delays
- Keeping you informed, don't just turn up to do repair, instead of booking first come up at different times
- Respect tenants homes
- Cover tenants floors when working
- Leave a message when making calls, no one rings back and have to keep chasing for updates
- Neighbourhood teams
- Cost of living

What does excellent communication look like?

- Regular Letters/Emails/SMS
- Know your tenants and tailor the communication requests
- Grading of enquiries should dictate the corporate response
- Keeping people informed reduces frustrations
- Poor with ongoing repairs, no updates provided during repair
- Long term repairs should have bespoke communications plans with the tenant which should be adhered to during the whole repair
- Honesty and keeping tenants' informed
- Generic updates are needed by everyone
- Every point of contact should trigger an update
- Understand communication preference.
- Keep people updated in a timely fashion.
- Manage expectations.
- Check info via Tenant Satisfaction Questionnaires.
- Ringing back when they say they will.
- Keep you updated even when there is nothing new to say.
- When you ring for a repair, you must keep ringing.
- A lot of different people come for same job and job still doesn't get done.
- Right first time
- Sometimes waiting 12 months for a repair to be done
- Wates keep you in the loop.

Next Steps

Thank you for all your feedback. We will work with officers and tenants to consider the points you have raised.

We look forward to seeing you at the next Customer Panel.

Dates for your diaries

The next Customer Panel will be held on:

- Thursday 21 March 2024

If you would like any more information on how

to get involved please email:

communityengagement@berneslaihomes.co.uk