

You said, what we're doing - October 2022

You Said,

At our Customer Conference you told us that while you liked our approach there was sometimes at difficult times a lack of empathy from staff when they dealt with you.

What We're Doing

Discussed with Management and arranged enhanced customer service training for 40 staff in December 2022. Working with staff and customers on a values-based service standard.

You Said,

Through our monthly survey, shared owners told us they want clarity on the level of service to expect from us.

What We're Doing

Started to consult with you about clarification of shared ownership offer.

You Said,

You want to know when modernisation works are taking place.

What We're Doing

Providing you with information on the Customer Portal about this. Conducted a survey about investment prioritisation so you can influence how we improve your homes.