

CUSTOMER FEEDBACK 2008/2009

We need to know how you feel about our services we will listen to what you say and use the information to drive changes and improvements to the way services are provided. We have a range of surveys and we are currently extending the services covered. So if you receive a questionnaire it would help us improve services if you could let us know what you think of our services by completing the questionnaire.

If you receive a service which is covered below but do not receive a questionnaire or a call asking for your views please ring our Customer Feedback Team on 554704 and we will arrange for you to receive a questionnaire or if you would like the survey in a different format just let us know.

Customer Complaints are also another valuable source of customer feedback so as well as information from surveys we have also included information in relation to Complaints.

See below how people have responded to questionnaires and telephone surveys during 2008/2009.

All of our surveys have a question asking the customer to rate the service overall.

New Tenants

All new tenants are given a customer satisfaction questionnaire to complete.

94.5% of new tenants were very satisfied /satisfied with the information given about applying for housing

96.3% were very satisfied /satisfied with information provided on the property they were offered

97.8% said they had an accompanied viewing of the property

99% said the lettable standard had been explained to them

94.7% were very satisfied/ satisfied with the overall process of applying for rehousing

Management of Anti – Social Behaviour (ASB)

All customers who have reported an incident of ASB will be asked to complete a survey when their case is closed.

92.5% of customers found it easy to report anti social behaviour

89.5% found the member of staff dealing with their case helpful

75.4% said they were very satisfied /satisfied with the way their case was handled.

Disabled Adaptations

All customers who have an adaptation are given a questionnaire

91.6% of customers said they were very satisfied/ satisfied with the information available about disabled adaptations

94.9% said they were very satisfied/satisfied with the tradesperson who undertook the work

94.9% were very satisfied /satisfied with the standard of work

96.8% said that they had benefited from the adaptation and that it had improved their quality of their life

90.6% of customers said they were very satisfied/ satisfied with the overall process of applying for and getting an adaptation done

Repairs

All customers who had a repair undertaken were asked to complete a customer satisfaction questionnaire or asked to complete a telephone survey.

Postal Surveys	Telephone Survey
<u>Repairs North(Postal)</u>	<u>Repairs North</u>
99.3% of customers said the tradesperson was polite, friendly and helpful	98.7% of customers said the tradesperson was polite, friendly and helpful
95.7% said they were very satisfied/satisfied with the quality of workmanship	98% said they were very satisfied/satisfied with the quality of workmanship
97.3% said they were very satisfied/satisfied with how clean and tidy the tradesperson left their home	97.8% said they were very satisfied/satisfied with how clean and tidy the tradesperson left their home
95% said they were very satisfied/satisfied with the overall service	97.4% said they were very satisfied/satisfied with the overall service
<u>Repairs South(Postal)</u>	<u>Repairs South</u>
99.6% of customers said the tradesperson was polite, friendly and helpful	99.3% of customers said the tradesperson was polite, friendly and helpful
96.7% said they were very satisfied/satisfied with the quality of workmanship	96.9% said they were very satisfied./satisfied with the quality of workmanship
97.8% said they were very satisfied/satisfied with how clean and tidy the tradesperson left their home	96.9% said they were very satisfied/satisfied with how clean and tidy the tradesperson left their home
96.6% said they were very satisfied/satisfied with the overall service	97.3% said they were very satisfied/satisfied with the overall service
<u>Electrical Repairs(Postal)</u>	<u>Electrical Repairs</u>
99.7% of customers said the tradesperson was polite, friendly and helpful	98.9% of customers said the tradesperson was polite, friendly and helpful
96.4% said they were very satisfied/satisfied with the quality of workmanship	96.1% said they were very satisfied./satisfied with the quality of workmanship
96.1% said they were very satisfied/satisfied with how clean and tidy the tradesperson left their home	96.3% said they were very satisfied/satisfied with how clean and tidy the tradesperson left their home
95.6% said they were very satisfied/satisfied with the overall service	96.9% said they were very satisfied/satisfied with the overall service
<u>Gas Repairs(Postal)</u>	<u>Gas Repairs</u>
98.7% of customers said the tradesperson was polite, friendly and helpful	99.4% of customers said the tradesperson was polite, friendly and helpful
97.6% said they were very satisfied/satisfied with the quality of workmanship	95.7% said they were very satisfied./satisfied with the quality of workmanship
98.2% said they were very satisfied/satisfied with how clean and tidy the tradesperson left their home	98.2% said they were very satisfied/satisfied with how clean and tidy the tradesperson left their home
95.4% said they were very satisfied/satisfied with the overall service	96.7% said they were very satisfied/satisfied with the overall service

We have a number of other surveys all including a question asking the customer to rate the service overall and this is what customers said;

- **Gas Servicing** – 98.8% of customers said they were very satisfied/ satisfied with the service
- **Out of Hours Emergency Repairs** 93% said they were very satisfied/satisfied with the service
- **Heating and Insulation Programme** 92.9% said they were very satisfied/ satisfied with the overall service
- **Homes Direct Call Handling** – 98.5% of customer said they were very satisfied/satisfied with the overall process of reporting a repair to Homes Direct
- **Rent and Service Charge Accounting** – 85.4% of customers said they were very satisfied/satisfied with the service provided in relation to Rent and Service Charges
- **Customers visiting our One Stop Shops** – 93.9% said they were very satisfied /satisfied with the service they received when they visited one of the One Stop Shops.

Decent Homes

All tenants who have work undertaken as part of the Decent Homes Programme are asked for their views in relation to the service. During 2008/2009 we received 2495 completed questionnaires and 93.8% of those said they were very satisfied/satisfied with the programme overall taking into account all aspects of the service from start to finish.

COMPLAINTS

Complaints – see below information about response times which relates to Stage 1 and Stage 2 complaints for the period 1 April 2008 to 31 March 2009.

How does our Complaints Procedure Work?

There are three stages to the Wolverhampton Homes Complaints Procedure. It is important to raise your concerns initially at Stage 1 prior to progressing to Stage 2. This will give us the opportunity to help you early on before things escalate.

Complaints Procedure

Stage 1

You can raise concerns directly at your local office, over the telephone, in writing to your local office or by email in which ever way is most convenient for you. You can obtain contact details by telephoning 554704.

1. Face to Face, Telephone

We will try to deal with your concerns as quickly as possible. If we are not able to respond straight away we will contact you within 4 calendar days;

- To advise you of the outcome.
Or
- If longer is required to look into your complaint we will tell you the name and contact details of the officer dealing with your complaint and confirm that you will receive a written reply within 14 calendar days.

2. Letter

We will acknowledge your letter within 4 calendar days and respond within 14 calendar days

3. Email

We will acknowledge your email within 1 day and if possible respond if longer is required we tell you that we will contact you within 4 calendar days;

- To advise you of the outcome.
Or
- If longer is required to look into your complaint we will tell you the name and contact details of the officer dealing with your complaint and confirm that you will receive a reply within 14 calendar days.

Stage 2

If you are not happy with the reply you have received to your concerns (Stage 1) you can make a Stage 2 Complaint by;

- Telephone - Complaints helpline number 554704
- Writing to our Complaints Officer, Wolverhampton Homes, 29 Market Street, City Centre, Wolverhampton, WV1 3AG
- Completing the Complaints and Compliments form this can be requested by telephone on 554704. Forms are also available at all our local offices.
- E-mail compliments&complaints@wolverhamptonhomes.org.uk
- Face to face

We will;

- Acknowledge receipt your complaint
- Respond within 14 days.
- If your complaint is more complicated and requires more time to look into we will update you and respond fully as soon as possible.

During the period 1 April 2008 and 31 March 2009

We received; **4 Appeals**



41 Stage 2 complaints



476 Stage 1 complaints

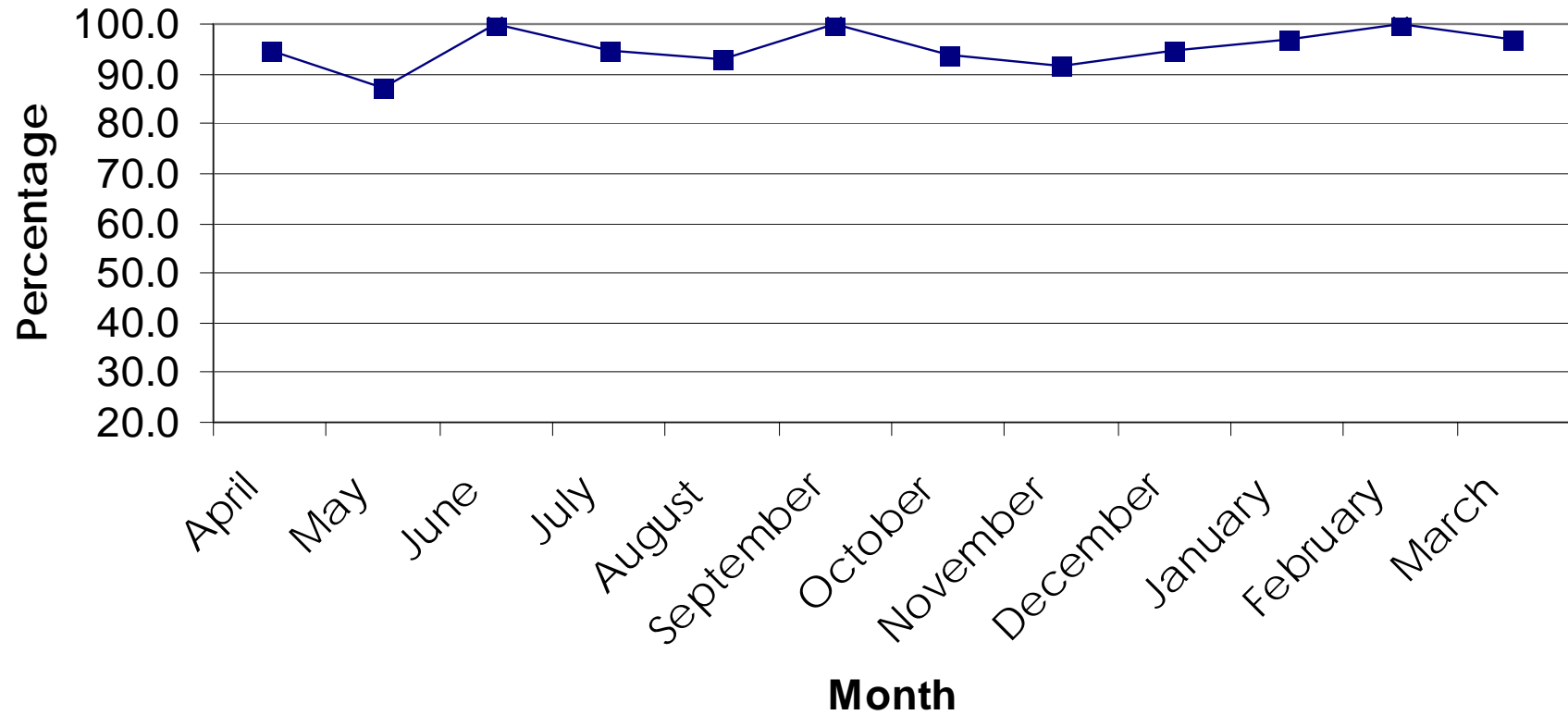
476 Stage 1 complaints (only 8.6% of which progressed to Stage 2) were received during 2007/08 the main concerns raised related to Repairs followed by Decent Homes and Estate Management.

41 Stage 2 complaints were received 16 related to Estate Management (ASB, Tenancy Conditions), 11 repairs, 8 Decent Homes, 3 Estate Services (Land Management, Grass Cutting, Tree Maintenance), 1 Customer Services and 2 relating to Voids and Lettings.

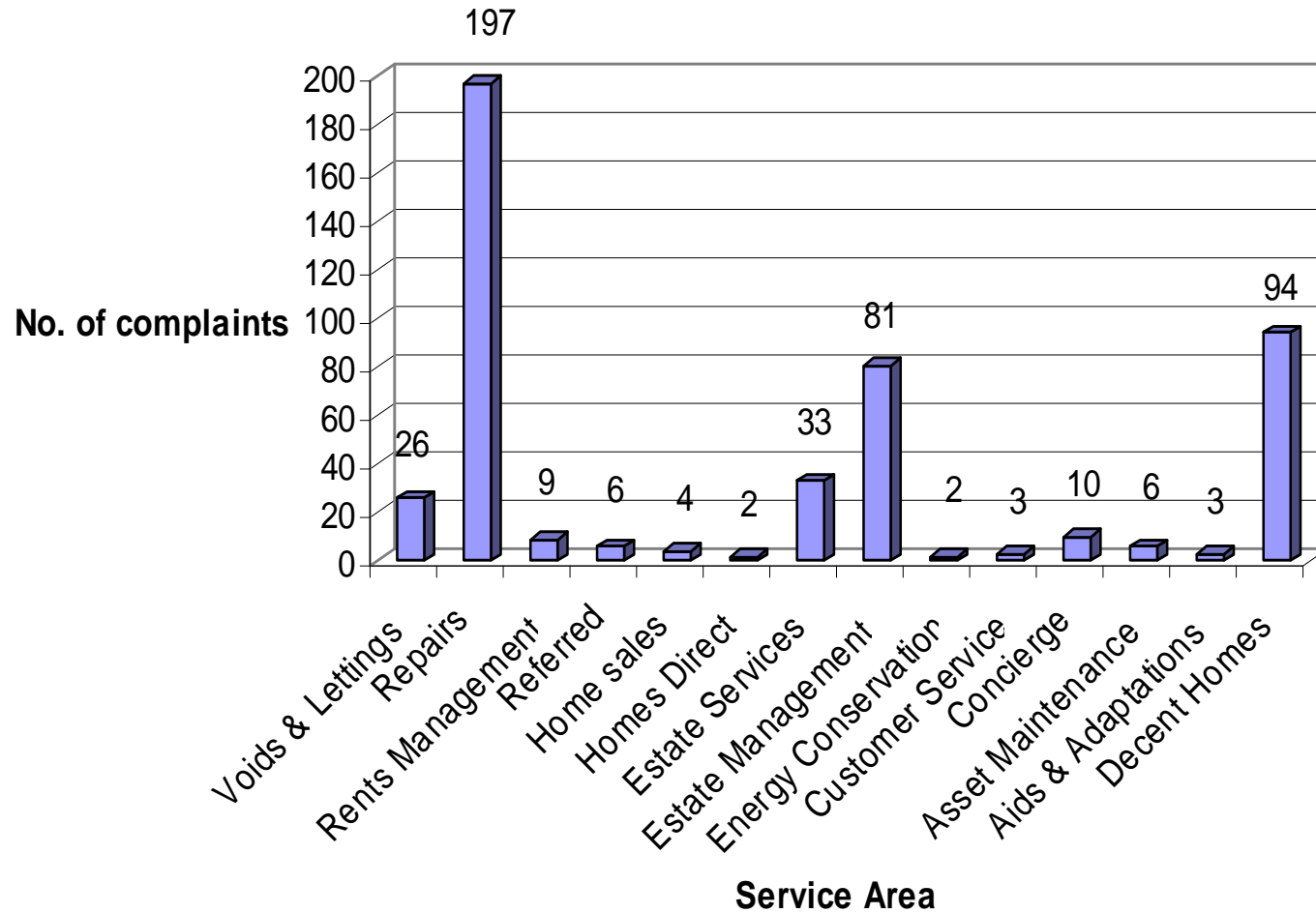
305 compliments received covering a range of services.

Complaint Response times (April 2008 to April 2009)

Percentage of complaints responded to within timescale (Stage 1&2 combined) Apr 08- Mar 09



**Chart to show number of stage 1 complaints received for each service area
April 08 - March 09**



**Chart to show number of stage 2 complaints received for each Service area
April 08 - March 09**

