



# *How's it going?*

**Annual review of the customer  
service we offer you.**

**2022-23**

# How did we do in 2022-23?

As a B3Living customer, you should be able to hold us to account.

This review tells you how we did last year, what's going well and where we're looking to improve.

Thank you to everyone who read our 2022 review. We've based the information and the look of this year's report on your feedback.

Let's start with the key figure: how happy you are with our services overall...



**85%**  
customers satisfied



our score last year **86%**

our target for 2024 **90%**

national average\* **77%**

housing association average\*\* **76%**

## What's behind this number?

This score comes from 625 answers to our telephone survey. It runs every three months with an independent company. They call a random sample of customers. This score is based on feedback from our tenants and those living in our independent living services.

Our overall score dropped by 1%. So, we compared B3Living's results with scores from

other housing associations and businesses that offer customer service.

On average, customer satisfaction has gone down across the UK. Although this gives us some perspective, we still want to improve services for our customers.

\*UK Customer Satisfaction Index, Institute of Customer Service, Jan 2023  
\*\*Year End Report, Housemark, June 2023

# Improving our services

*You said,  
we did*

## Changes we made in 2022-23

Your feedback matters. In last year's report we set out some changes we wanted to make based on your comments and complaints. Here's how we got on:



### Progress

#### Repairs and maintenance

Review how we work with developers to sort issues in new build homes.

We have new processes and systems in place.



Get a new grass cutting contract.

This was one of our most common complaints in 2022. We held a consultation where customers helped us to pick a new contractor. You also voted on the level of service you wanted. Unfortunately, the new contract didn't start well, but we hope to have things back on track soon.



(But this needs more work)

Improve our repairs service.

We've looked into this and felt we could improve our structure and processes. In summer 2023, we will launch a new management structure so we can better manage quality and timescales. We'll also be working on improving your customer experience over the rest of the year.



#### Support with cost of living

Set aside a 'support fund'.

When we consulted you on rents, you asked us to offer a safety net for people who come up against difficult, one-off circumstances. We set aside some funding and started to give this out to customers in 2023.



Have a dedicated person to support you.

We brought in Amanda as our Customer Coach. She works with families closely to help them access support and stay in their homes.



#### Listening to you

Check in with customers we haven't heard from in a while.

We're arranging welfare visits to anyone we haven't heard from in 3+ years to check if they need any support. We also want to check if there is any reason that they can't access our services. We've done 85 this year and aim to do 200 more visits next year in 2023-24.



Visit our estates and host more events.

Our teams have put more estate visits into their routine. We joined partners at lots of local events and hosted our own community day at The Springs in Wormley – it was good to see lots of people there! We're planning another event in Holdbrook in August 2023.



Monitor our anti-social behaviour service.

We've brought in a new survey to see how you feel about the ways we deal with anti-social behaviour cases. It's early days, but we plan to review our anti-social behaviour policy in 2023 using your feedback.



Set up a customer Green Panel.

In 2022 we set up a Green Panel to give us advice on how we can make our homes more efficient while giving customers a great service. There's a lot more to come, but a big thank you to all the members so far!



Listen to a wider group of people.

We increased our customer feedback network (called our "Customer Community") to over 260 members. But our door is always open to more voices – contact us if you're interested in being part of our sounding board.



#### Customer service

Change our service standards.

We made them more detailed and plan to get your feedback regularly on whether we're meeting these standards. Our new standards are on our website.



Changing our tone of voice.

You said that sometimes our letters could do with being clearer and more empathetic. So, we made new style guidelines and we're in the middle of reviewing all our letters and leaflets.



Review the process for new customers.

Now when we get an empty home, we bring it up to a higher standard – including carpets, a deep clean and redecorating. Next, we're going to change how we communicate with new customers during the process. We'll use our Customer Community to shape this project.



## Still to come...

We're glad that despite the difficult year, most of our customers are feeling happy with our service. But we want to improve things for the 15% who didn't feel as satisfied.

#### Here are some of our plans:

- Improve how we log all contact with you – so you never have to repeat yourself.
- Look at how we deal with damp and mould – to make sure this is as effective as possible.
- Start using the Government's new Tenant Satisfaction Measures\* - this will make it easier to see how we're doing compared with other housing associations.

\*The Tenant Satisfaction Measures are set by the Regulator of Social Housing. They include 22 scores covering repairs, safety, listening, complaints and neighbourhoods. We'll track our scores throughout this coming year (2023-24) and report back to you in our next annual review.

#### Have your say

- Have you got more feedback for us?
- An idea for how we could improve?
- A suggestion on how we can better meet our service standards?

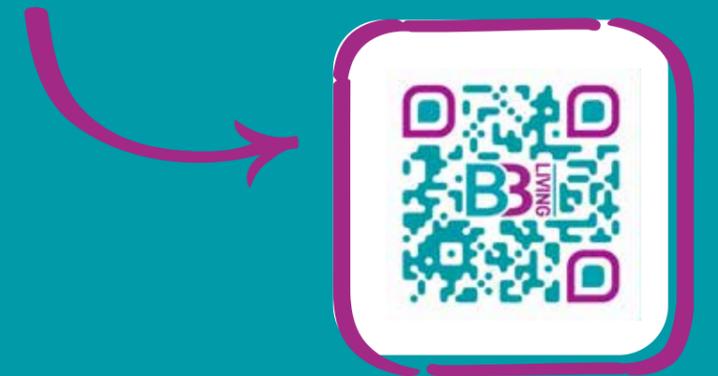
We'd like to know! Flip to the back of this report. There are details on how you can have your say and let us know how we're performing. Feedback from customers influences our decisions and services.

Keep reading for more detail on how well we're performing and what we're doing to improve the services you use. ▶▶

# Let's break it down...

Overall satisfaction is just one way to measure how we're doing. We also have a bigger set of customer service standards.

Our service standards are set of promises about the way we will work with you. The following section shows how well met our standards in 2022-23.



*Performance  
in detail*

# How well did we do?

## Making sure our customers receive excellent service

### 88%

customers felt satisfied that we are easy to deal with

### 79%

customers felt satisfied we listen to your views and act on them

### 76%

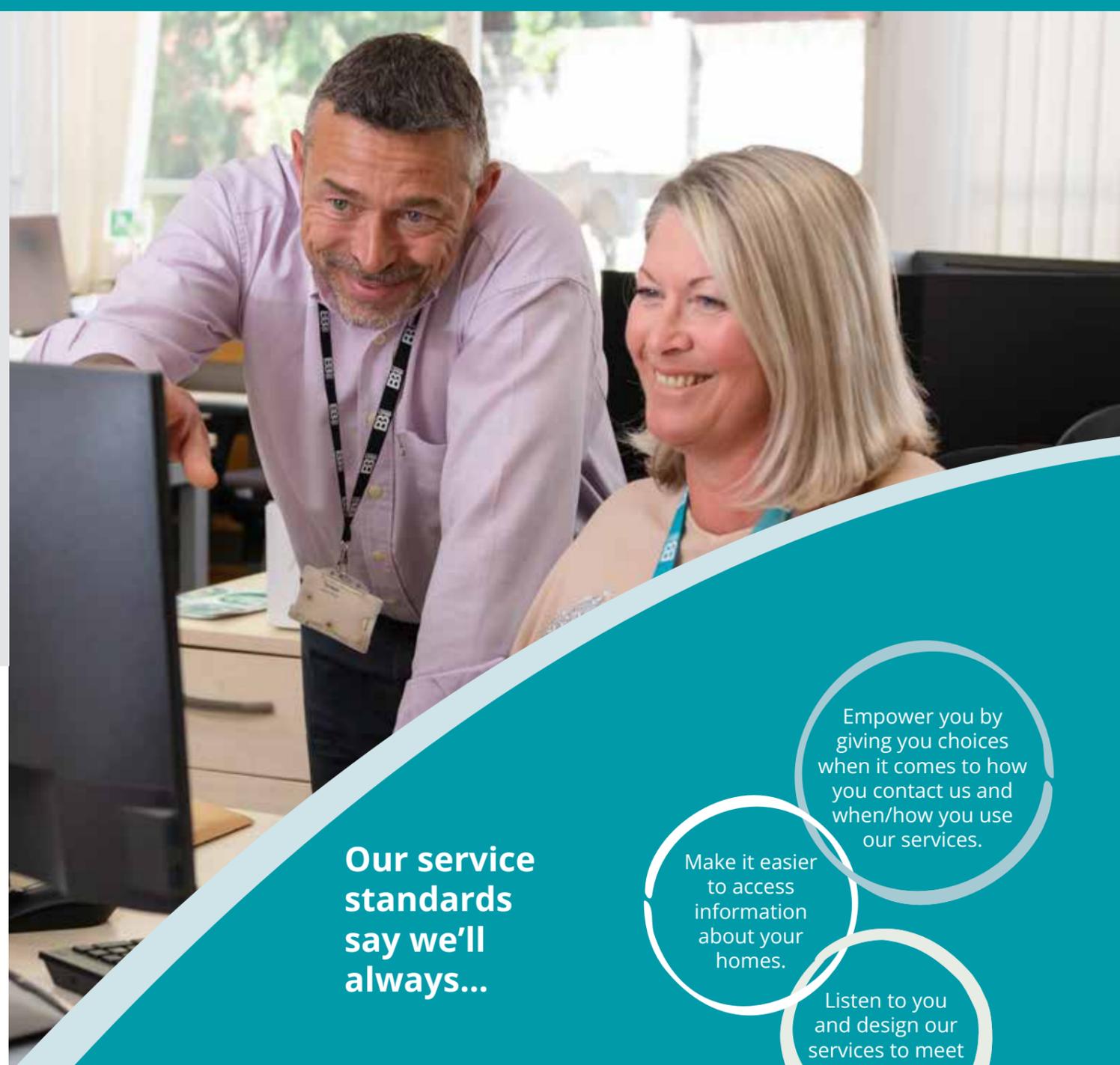
confirmed that our operative displayed their name badge when attending a repair

*(based on our repairs satisfaction survey)*

# 260

customers involved in our customer feedback network

*(called our "Customer Community")*



### Our service standards say we'll always...

Make it easier to access information about your homes.

Empower you by giving you choices when it comes to how you contact us and when/how you use our services.

Listen to you and design our services to meet your needs.

### We do this by...

- Making sure that all customer information we hold is up to date and accurate.
- Being understanding and helpful and supporting you quickly and efficiently.
- Making sure you get all the information you need to answer your question and by explaining any next steps (if relevant).
- Making sure that our colleagues always display their ID badges and give you their names and job title.
- Involving you in shaping our services - depending on your interests and how much time you can/want to commit.
- Giving you opportunities to talk about our performance or get involved in service reviews.
- Publishing this report (our Customer Annual Review) so you know how we're doing.

How well did we do?

## Handling complaints



**49%**

customers felt satisfied with how we handled their complaint



**65%**

customers felt satisfied that our complaints process was easy to access



**48%**

customers felt satisfied with being kept informed during their case

What complaints were about:

Cleaning standards

Having to **CHASE** us for updates

Damp and leaks

**Staff attitudes**

and ways of speaking to you

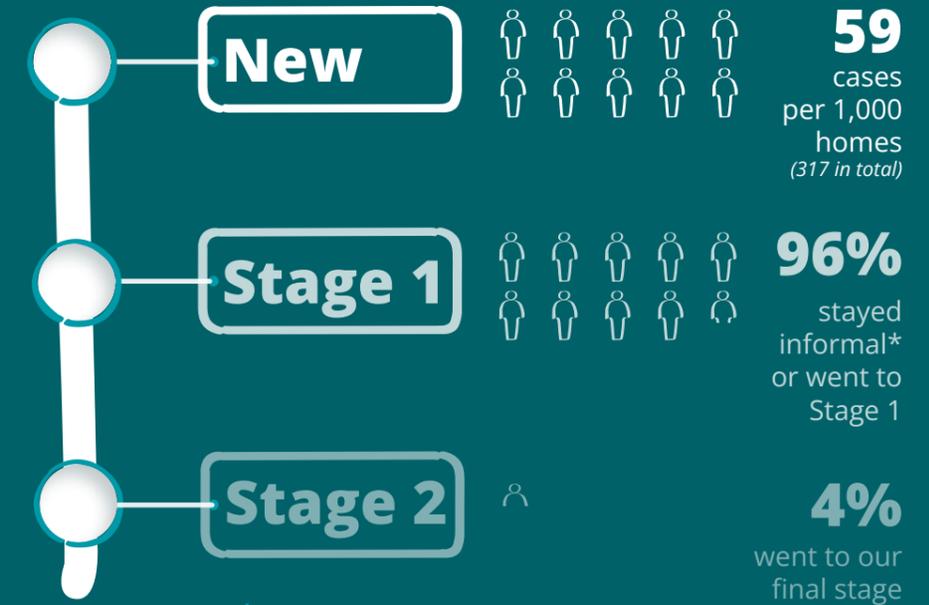
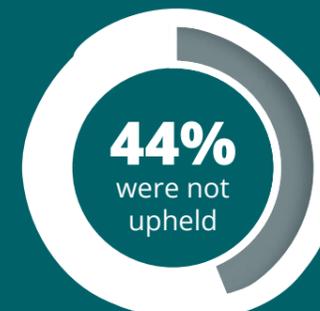
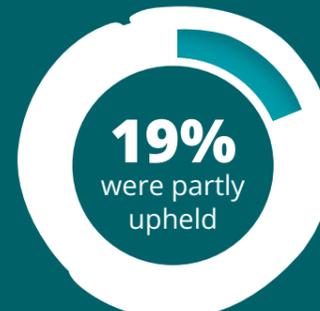
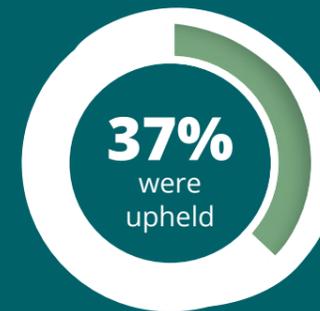
Time to get **REPAIRS** fixed

**80%**

complaints were responded to on time

## Our complaints process

This year, out of all our complaint cases...



After our process ends...

After Stage 2 of our process, customers can ask the Housing Ombudsman to look at their case and decide if we handled it well. In 2022-23, the Ombudsman didn't uphold any cases against B3Living.

## Our service standards say we'll always...

Make sure that we put things right where we have made mistakes.

Respond quickly and efficiently to complaints.

Learn from customer feedback as an organisation.

## We do this by...

- Making it easy for you to tell us when we've done a good job and when something's gone wrong.
- Apologising when we've got it wrong and explaining how we will put things right.
- Providing a clear and accessible complaints procedure.
- Making sure you know what the next steps are if you're still unhappy after we respond to your complaint.

\*Following new guidelines from the Housing Ombudsman, we took away our informal process in October 2022.



## Learning from complaints

This year we made changes to the way we handle complaints.

We wanted to be more accessible and robust, so we have:

- ✓ Trained more colleagues on how to resolve complaints.

- ✓ Stopped dealing with complaints "informally". Now we'll respond to all complaints in writing (unless you request otherwise).
- ✓ Added more details to our letters so you know what options you have.
- ✓ Changed how we track our cases, so they aren't closed down until the issue is sorted.

For details of other changes we made based on last year's complaints, see pages 6-7.

Our score for how satisfied customers feel with the way we handle complaints has improved a lot over the year - although we still want to do better. Customers have told us the formal process is has improved how we manage complaints.

After looking at this year's complaints, we're planning to:

- ▶▶ Do more training on our Customer Ethos and tone of voice.
- ▶▶ Look at our repairs process - including how we can keep you better updated.
- ▶▶ Review how we deal with damp and mould.
- ▶▶ Share more information - for example, by letting neighbours know when we're working in an empty home, putting cleaner attendance sheets in blocks, or sharing fire door warranties with leaseholders.
- ▶▶ Bring in more people to help us manage complaints so you get a quicker response.
- ▶▶ Address issues with our grass cutting service so you get a better quality of cut.

### The Housing Ombudsman:

The Housing Ombudsman is an independent organisation that looks into complaints about social landlords. You can contact them at any time if you're unhappy with how we're dealing with a complaint.

The Ombudsman has a Complaint Handling Code which sets out how to deal with complaints effectively and fairly. We check our process against the Code at least once a year. You can see this at [www.b3living.org.uk/selfassessment](http://www.b3living.org.uk/selfassessment)

# How well did we do?

## Cutting carbon

# 91%

of our rented homes have an EPC rated C or above\*



## Silver+

sustainability score

(from an independent assessor called 'SHIFT')

# 76

average SAP rating\*

(this is the energy efficiency score for our homes - i.e. the cost per m<sup>2</sup> of heating, hot water, lighting, pumps and fans)



# How well did we do?

## Investing in good quality homes and estates

### 86%

customers were satisfied with our repairs/maintenance services in general\*

### 91%

customers were satisfied with a recent repair\*\*

### 95%

customers felt their repairs appointment had been kept\*\*

### 74%

customers felt their repair was fixed on the first visit\*\*



### We spent...

£ **3.1m**  
on planned maintenance & servicing

£ **4.6m**  
on improving homes

£ **6.2m**  
on fixing repairs



### Our service standards say we'll always...

Work to help you feel and be safe in your home.

Put things in place to help neighbourhoods create a sense of community.

### We do this for HOMES by...

- Making sure all our homes meet the Government's 'Decent Homes Standard'.
- Complying with our legal responsibilities as a landlord, including gas, electrical, fire safety, water hygiene and asbestos management and lifts.
- Offering a range of ways for you to report a repair.
- Getting out to all emergency repairs within 24 hours.
- Arranging appointments at times that suit us both if we need to go inside your home.
- Aiming to fix your repair on the first attempt.
- Maintaining homes and shared areas on a planned cycle.

\*Based on our general all-tenants satisfaction survey.

\*\*Based on our monthly repairs satisfaction survey.



Work to help you  
feel and be safe in  
your home.

Put things in  
place to help  
neighbourhoods  
create a sense  
of community.

**Our service  
standards  
say we'll  
always...**

**50**

neighbourhood cases  
(for every 1,000 homes  
we manage)

*also called anti-social  
behaviour cases. We had  
267 cases in total.*



**86%**

customers were  
satisfied with their  
neighbourhood as a  
place to live

## We do this for ESTATES by...

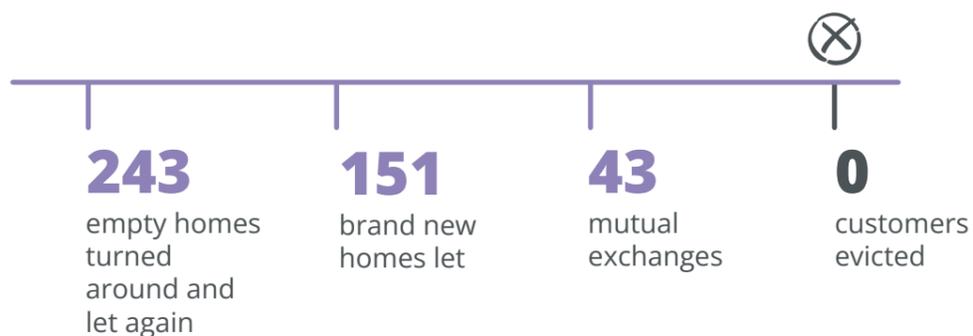
- Providing regular cleaning services for inside and outside shared areas.
- Maintaining communal gardens so they are safe and secure.
- Making it easy to report neighbourhood issues.
- Responding to hate crime, domestic violence or serious physical assault within 24 hours and all other reports of neighbourhood issues within 5 working days.
- Working together - with you and other partners - to make your neighbourhood a better place to live.

# How well did we do?

## Helping customers to stay in their homes



### Home moves



customers satisfied that their home is safe and secure

## 41 days

average turn around on empty homes

## 302

people supported by our Independent Living services



### Our service standards say we'll always...

Support you to keep up your tenancy.

Help you to move to a home that better suits you (as much as we can).

### We do this by...

- Making sure new homes are safe, secure, clean and in good repair.
- Turning around empty properties within 45 days.
- Offering you a range of ways to pay rent and services charges.
- Giving you contact details of named neighbourhood and rent advisors.
- Offering an affordable payment plan to help you catch up with your rent.
- Sending you a rent and/or service charge statement every year.
- Providing you with an online mutual exchange service that is free to access.
- Giving you a final decision on any mutual exchange requests within 42 days.
- Providing a personalised independent living service that regularly reviews care and support needs.

# How well did we do?

## Being a responsible business

customers satisfied we offer value for money...



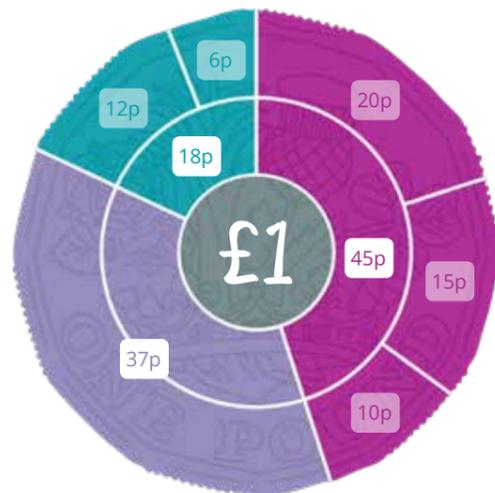
...for their rent

88%

...for their service charges

47%

## How we spent your rent to the £1



### 18p providing services

12p housing management  
6p caretaking, grounds maintenance

### 45p repairs and maintenance

20p maintaining your home  
15p major repairs (e.g. replacing kitchens, bathrooms and boilers)  
10p planned maintenance / servicing

### 37p building new homes



## Our service standards say we'll always...

### We do this by...

- Communicating with you in a way that best suits your needs.
- Responding effectively and sensitively to your needs.
- Delivering our services in a way that does not discriminate against anyone based on sex, age, race, religion, disability, sexual

- orientation, gender reassignment, marriage and civil partnership, or pregnancy and maternity.
- Treating everyone who uses our service fairly and equally.
- Arranging home visits at a mutually convenient time if it is difficult for you to visit our office.

Ensure our business is inclusive and respects diversity.

Have values and a culture that is driven by a responsible core purpose and ethics.

# What do you think?

## We'd like to know.

Scan the codes below to quickly send in your votes / views.

Tell us how you think we're performing against our service standards. Are there any areas we should be focusing on?



Tell us if this report was helpful.

Does this make you feel confident that we're doing a good job?



Or call us on  
01992 453 700

If you'd like to see more information on the topics we have touched on within this report, please visit our website to find out more. We have pages on:

- How we've responded to your feedback on our 'you said, we did' page.
- What our plans are for the future with our 'Better futures' strategy.
- Our repairs and maintenance services.
- Neighbourhood issues.
- Saving energy.

and much more...



[www.b3living.org.uk](http://www.b3living.org.uk)