

# How did we do in 2020-21



Annual review of B3Living's customer service

# Customer satisfaction

You're our customer. So, you should know what we're doing and, in particular, how well we're doing. That's what this report is here to tell you.

Customer satisfaction is our most important measure, but please read on to find out the detail behind this score, plus more about what we're doing to improve the service you get.



## How did we do in 2020-21?

### 86%

**Overall customer satisfaction**

based on 858 customer responses in our survey



### 87%

**Our target**



# Keep improving



## Last year - did we achieve it?

In last year's report, we told you about some things we had planned to improve our customer service...

Here's how we got on:

Charge-related complaints down from **171** (2020) to **3** (2021)



Improve our process for setting and communicating service charges.



Yes



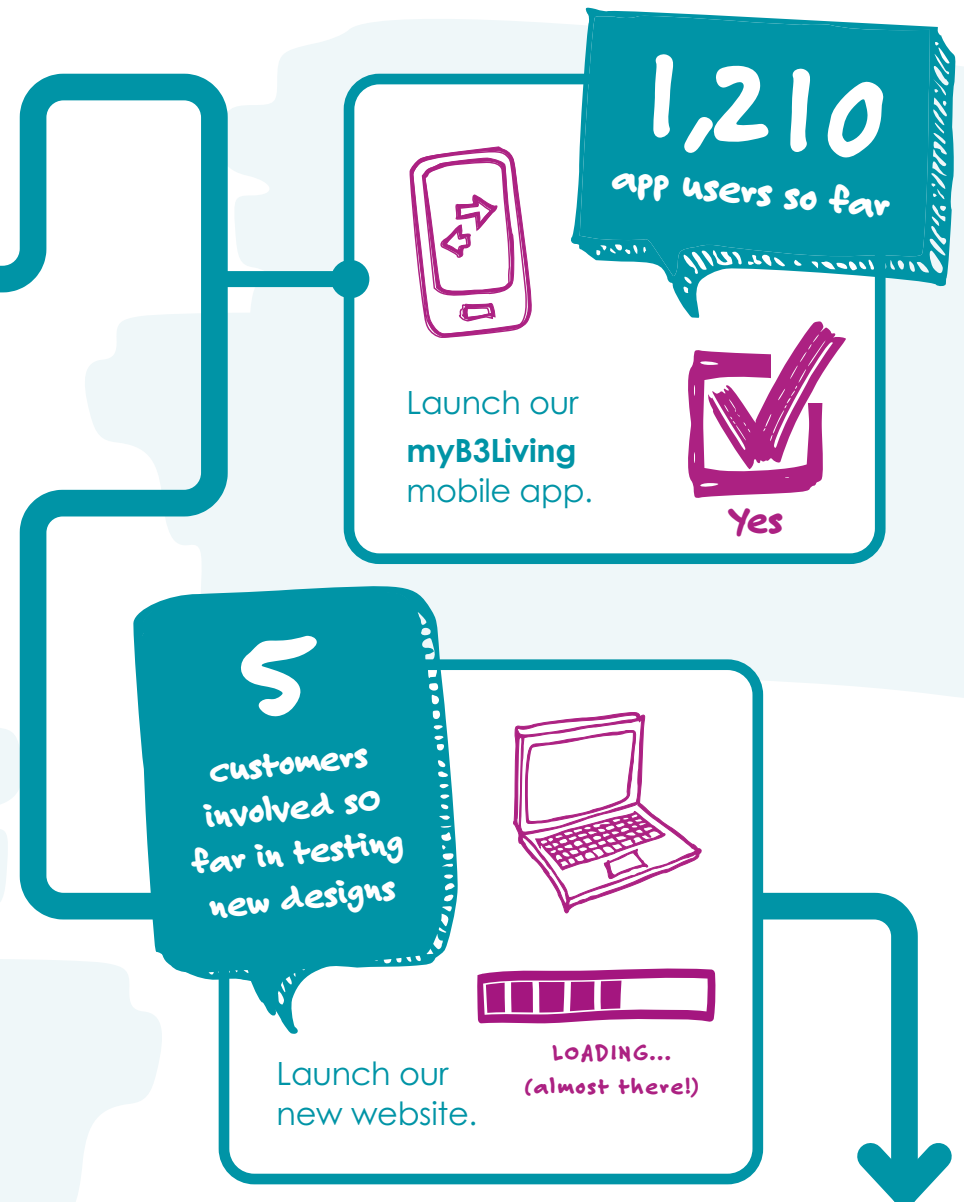
Employ a dedicated Community Safety and Anti-social Behaviour Specialist.



Yes



**B3Living Neighbourhood team**  
- say hi if you see us on your estate



# Responding to COVID

## Our response

**2,277**

Emergency repairs during 2 lockdowns.

**105**

Covid-safe lettings to help people get out of temporary hostels.

**299**

Support calls for people over 70.

**329**

Calls to vulnerable customers in the first two weeks of lockdown, checking they had access to food, prescriptions and other support.



## We donated

**£1K**

to the Broomsbourne Foodbank

**£10K**

to the JobSmart programme

**£500**

to the 'Give A Christmas Smile Project' contributing to:

**60** families Christmas dinner

**200** gifts for vulnerable children

**140** gifts for the elderly and alone

## We received

£2K



food and fuel grant from Broxbourne Borough Council – distributing **50 vouchers** to customers whose incomes were affected by COVID.

£5,737

for the Energy Redress Scheme to support **109 customers** with their energy bills.



## We set up

A partnership with **Money Advice Unit** to give customers fast-track access to financial support.



A partnership with **LEAP – Local Energy Advice Partnership**, giving our customers free energy-saving devices and lightbulbs.

A partnership with the **Community Navigator Service** for non-medical support around isolation and anxiety.



Became a member of the **Housing Network Kickstart Programme**.

A partnership with the **Broxbourne Coronavirus Community Partnership & Communities First**.



If you're struggling with the impact of COVID, **please get in touch**. We can help and assist you to find the right support.

# How did we score?



## General customer service

Our service standards say we'll always...



Be understanding, helpful and efficient no matter how you get in touch – on the phone, face to face, the lot.



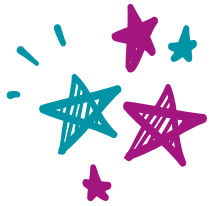
Keep your information safe and accurate.



Make it easy for you to get in touch with us and respond quickly when you do.



## Here's how we did:



# 77%

of customers happy with how we dealt with their last query/request

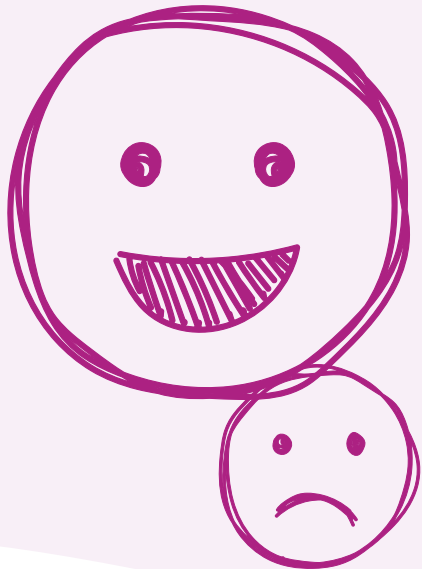


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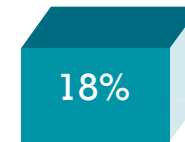
Serious data breaches

# 7

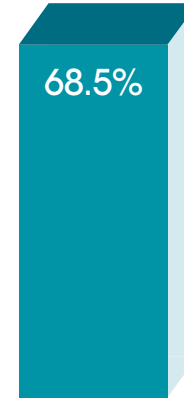
minor issues



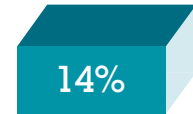
Customers think our service has:



Got better



Stayed the same



Got worse

We have a working group and action plan to breakdown what areas customers say we need to improve on

We have increased the number of ways you can get in contact with us.

You can contact us via:

- live chat
- myB3Living account
- website
- phone
- email
- social media
- chatbot





# Complaints

Our service standards say we'll always...

Apologise when we've got things wrong, be clear about what we will do to put them right, and let you know when.

## Here's how we did:

**79%**

Complaints  
resolved  
on time

**336**

complaints  
across  
**4985** homes

**280**

resolved  
informally

**52**

resolved at  
formal stage 1  
(investigation)

**4**

resolved at  
formal stage 2  
(senior manager)

**Themes:** The main themes around complaints were due to COVID and repair delays, communication, estate management and arrears.



## How are we responding?

We carried out a survey to allow us to analyse the root cause of complaints with our Housing Services team and help us understand where we can improve.



We will make a log every time you contact us so you don't have to explain your situation and have a better experience.



## New complaints procedure

### The informal stage

Where we try to resolve the complaint in the first instance.

(in 5 working days)



### Formal stage 1:

We do a full investigation.

(acknowledge in 2 working days and resolve in 10 working days)

### Formal stage 2:

A senior manager reviews what happened and investigates this further.

(acknowledge in 2 working days and resolve in 20 working days)



### Next steps

If you are unhappy with the final outcome, you can escalate your complaint to the Housing Ombudsman.\*

\* **What is an ombudsman?** The ombudsman is simply, someone who investigates complaints. We will always try to resolve your complaint in the first instance, but if you're unhappy with our final outcome at the end of the process, you can escalate your complaint to the housing ombudsman.

# Looking after your home



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



Fix things properly, on time and make sure the appointment works for both of us.

Make sure your home is safe and secure the day you move in.



Provide more homes to people waiting on the council register and more homes that people can buy through the shared ownership scheme.

## Here's how we did:



**82%**

customers said they were happy with our repairs service



**100%**

homes meet 'Decent Homes' standards



**87%**

customers felt their home was safe and secure



**72**

homes built for rent, and 25 new homes for shared ownership



We are currently reviewing the feedback we received on how to improve our repairs service and home security and will report on the changes we make.



**93%**  
safety checks in target



**100% gas**



**100% fire**



**98% water**



**98% electrical**



**100% lift repairs**



**100% asbestos**



## We spent



**£1.5m**

on planned maintenance & servicing



**£4.2m**

on improving homes



**£4.7m**

fixing repairs



# Shared services/ neighbourhood

Our service standards  
say we'll always...



Maintain all shared hallways, grounds etc, so you can be proud of your neighbourhood.



Calculate rent, and your estimated and final service charge figures, every year.

Here's how we did:

**422**  
anti-social behaviour  
cases across our  
**4,985** homes

**79%**  
satisfied  
with your  
neighbourhood

**£128k**  
clearing flytipping



## What are we doing?



We are working on a fly-tipping campaign to increase awareness of fly-tipping and bin areas.

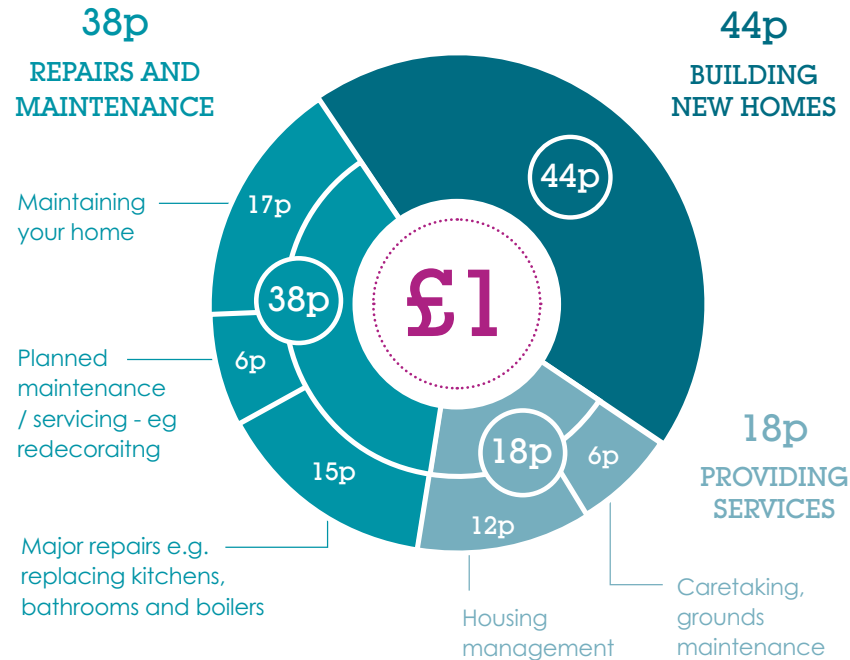


We have recruited a new Community Safety and Anti-social Behaviour Specialist to work closely on supporting ASB cases.



We are investing over £100k in CCTV cameras, refreshing the systems across 13 sites to support with anti-social behaviour, crime and fly-tipping cases.

## How we spent your rent to the £1:



Customers who described our services as good value for money

84%  
rent

71%  
service charges

## Fair access

Our service standards say we'll always...



Make sure everyone has equal access to our services and is treated fairly.

Tell you how we're performing – and see what you think.



Here's how we did:

69%  
customers felt we listened

26  
more people on the property ladder through shared ownership

354  
people over 55 supported by our Independent Living services



# What's coming up this year?

Based on your feedback last year, these are the areas we will be focusing on this year.



**We'll be out and about more.**

If you see one of our neighbourhood advisors come and say hello.



**We're bringing in experts to carry out more detailed fire risk assessments, replacing fire doors, and investigating cladding.**



**We're continuing to reduce our carbon footprint, tackle fuel poverty, and build new homes to high environmental standards.** We have a lot of work we are doing to stay on track for the net-zero target by 2050.



**We plan to improve our customer service and support for shared owners** by recruiting a dedicated Shared Ownership Advisor.



**We're going to review and improve the customer sign up process** to make it a clearer, smoother and more customer friendly experience.

**We're ending fixed-term tenancies and moving all our customers to assured.** We want you to feel comfortable in your homes knowing it's permanent.





# Equality, diversity and inclusion

We know we have more to do around equality, diversity and inclusion so we plan to improve by:

Providing equality, diversity and inclusion training for all colleagues.



Reporting on our equality, diversity and inclusion customer survey and the changes we are making based on your feedback.



Improving accessibility both online and print.



Reviewing our recruitment process and recruiting new members to our Board from underrepresented groups such as the black and minority ethnic community, people with disabilities, the LGBTQ+ community.



Did you find this information helpful?

What did you think about this report?

Did you think our performance is good enough?

## Let us know what you think by:

Scanning this QR code with your mobile camera:

## Or by visiting:

<https://forms.office.com/r/UauLBn6sVs>

**Or Call:** 01992 453 700



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

- How we have responded to your feedback on our 'you said, we did' page
- What our plans are for the future with our new corporate strategy 'Better futures'
- Our repairs and maintenance services
- Anti-social behaviour
- and much more...