



# HOW DID WE DO IN 2019-20 ?

Review of B3Living's  
customer service

IN 2018  
YOU SAID  
WE NEED  
TO FOCUS  
ON

1. Treating customers as individuals
2. Understanding customers' needs
3. Improving the quality of our communication
4. Helpfulness of staff
5. Responsiveness to any requests made

## WHAT WE DID DIFFERENTLY LAST YEAR

### New customer service standards

These standards describe what your experience with B3Living should be like and the level of service we will provide. We asked for feedback and a group of customers ranked what was most important to them. We've measured our performance against these standards over the page.

### Building links in the community

Over the last year, we have had a Community Development Manager – her name is Helen. She's built links with local groups and charities such as the Foodbank, Emmaus, CHEXS and more. When customers are struggling, we use these links to help them get support.

### Changed our Complaints Procedure

We used to have three stages in our formal complaints process but had some feedback that it took too long to get a resolution. So now this process has two stages:

#### After the informal stage

- where we try to resolve the complaint (in 5 working days)



#### Formal Stage 1

- we do a full investigation (in 10 working days)



#### Formal Stage 2

- a senior manager reviews what happened and decides whether to look into this further (in 5 working days)

OVERALL CUSTOMER SATISFACTION  
2018-19  
84%

### Launched a new strategy for managing properties

Our new strategy says we will focus on safety, maintaining things before they break and improving our homes. We will be investing significantly in major works on our properties and are looking for a contractor to work with in a long-term partnership. We're also looking at eco-friendly initiatives - e.g. hybrid vans, cycling facilities, or making homes more energy efficient.

### Changed our ethos

We now have a new code that sets out how we should act. These will shape the way we deliver our services to you. We will aim to always:

- Be honest
- Actively listen
- Take ownership
- Deliver a personalised and inclusive service
- Look for better ways to do things.

OVERALL CUSTOMER SATISFACTION  
2020  
88%

## WHAT IS COMING UP NEXT YEAR?

### How we set charges

We are doing a thorough review of this process. Things did not go as smoothly as we would have liked in March/April 2020, and we appreciate that this wasn't a good experience for some customers. We want to make sure things are right first time for everyone in the future.

### Reducing anti-social behaviour

We will be reviewing our policy to see if there are ways to improve how we handle issues in your neighbourhood. We have also won a £307,000 grant to help us invest in two estates and make them "secure by design".

### Getting your feedback

It's important that customers influence the way we work – like doing market research. So, we're going to launch some new projects and channels so you will have more opportunities to give us feedback. If you're interested in taking part, let us know by calling 01992 453700.

### There's an app for that

Our new myB3Living app will allow you to check your balance and book a repair appointment from your phone.

### Better information online

Our website needs a revamp, and we are looking into live chat as another option you could use to contact us.

# OUR NEW SERVICE STANDARDS



## Customer Services

We will always...  
be **understanding, helpful and efficient** no matter how you get in touch – on the phone, face to face, the lot.

**88%**

customers were **happy** with how we dealt with their last query/request

Customers think our service has



We will always...  
make sure everyone has **equal access to our services and is treated fairly.**

### Equality, Diversity and Inclusion

We monitor complaints and satisfaction against diversity information. **We have to consider equality, diversity and inclusion in everything we do** – all reports to our Board must cover it.

We will always...  
**tell you how we're performing** – and see what you think.

**81%** customers said we **LISTEN**

We will always...  
keep your **information safe and accurate.**

**0** serious data breaches **1** minor issue

## COMING SOON

**new ways to share your views**

We will always...  
**make it easy for you to get in touch with us** and respond quickly when you do.

**91%** customers said they **found us easy to deal with.**

**5.4 DAYS**

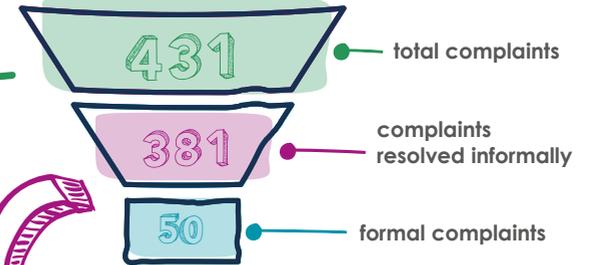
average time to resolve a complaint

**43 SECS**

average time to answer the phone

## Customer Complaints

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



### OVERALL CUSTOMER SATISFACTION

**2020**  
**88%**



## HOW ARE WE RESPONDING?

We have set up a project group to look at charges and fees. We're providing complaints training for our staff. We'll also use our new service standards and customer ethos to improve communication and service.

## Looking after your home

We will always... fix things properly, **on time** and make sure the appointment works for both of us.

**94%**

customers said they were **HAPPY** with our **repairs service**.

**90%** repairs fixed on time  
**1 DAY** average time to come out in an **emergency**  
**86%** appointments kept\*\*

\*\*Appointments cancelled by our customers are not counted in this.

We will always... make sure your home is **safe and secure** the day you move in.

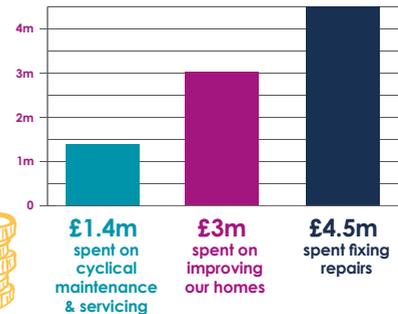
**WE SPENT \***

**99.9%**

gas checks done on time.

**100%**

fire risk assessments done on time.



\*This covers all costs for over 13,000 repairs and 3,100 non-standard planned repairs (i.e. labour, materials and admin).

**91%** customers felt their home is **SAFE AND SECURE**

## Staying independent

If you're an Independent Living customer **We will always...** make sure **our services are tailored to you** and will review your needs regularly.

**99.9%**

engagement plans completed



**Average time to respond to a customer's alarm:**

**16 SECS**

- in the community or an **Independent Living schemes**

**11 SECS**

- in our **flexi-care schemes**

## Getting on the ladder

**We will always...** make sure that we provide homes that people can buy through the shared ownership scheme through a fair, affordable and sustainable process.

**43**

homes sold through **SHARED OWNERSHIP**

## Shared services

**We will always...** maintain all shared hallways, grounds, etc so you can be proud of your neighbourhood.

**87%**

block/estate repairs fixed on time.

**£109,000**

spent clearing **flytipping**

For every **1** new **anti-social behaviour** case, we resolved

**0.6**



**We will always...** calculate **estimated and final rent** (and/or service charge) figures every year.

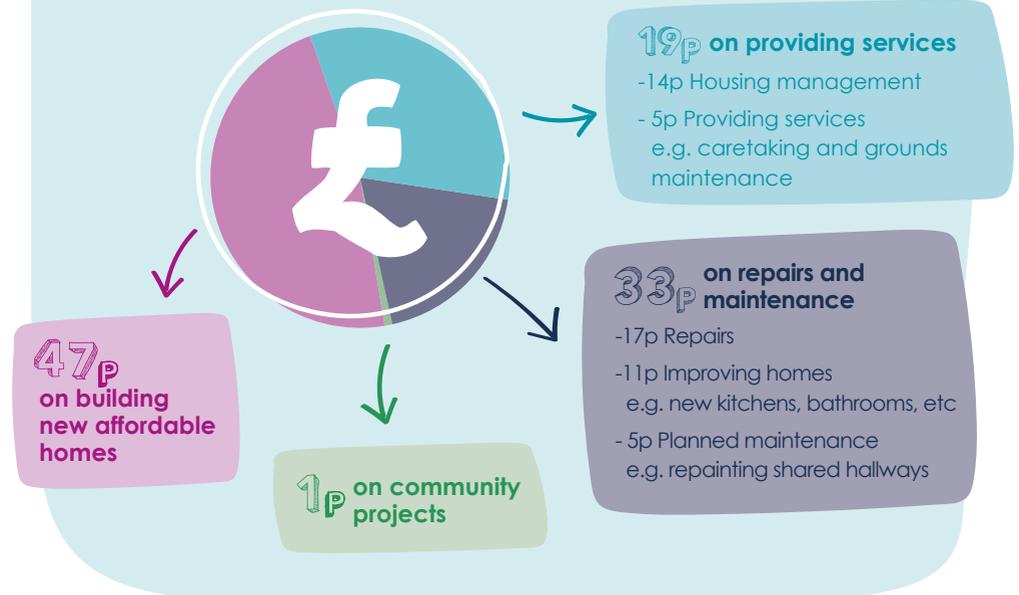
**87%**

customers said their **rent** was value for money.

**81%**

customers said their **service charge** was value for money.

For every £1 in charges, we spend:



**19p on providing services**

-14p Housing management  
- 5p Providing services e.g. caretaking and grounds maintenance

**33p on repairs and maintenance**

-17p Repairs  
-11p Improving homes e.g. new kitchens, bathrooms, etc  
-5p Planned maintenance e.g. repainting shared hallways

**47p on building new affordable homes**

**1p on community projects**

## Customer annual report

Did you find this report helpful? Are you happy with our performance?

WHAT DO YOU THINK?



The format of this report is completely new. We'd be interested to know if you liked it, or if you would like different information next year.

Call: **01992 453 700**