




# 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.



## 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**.

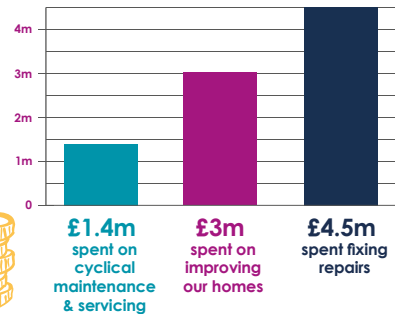
**90%** repairs fixed on time  
**1 DAY** average time to come  
out in an **emergency**  
**86%** appointments kept\*\*  
\*Appointments cancelled by our  
customers are not counted in this.

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).

## 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.

**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**

**99.9%**

engagement plans  
completed



## 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.

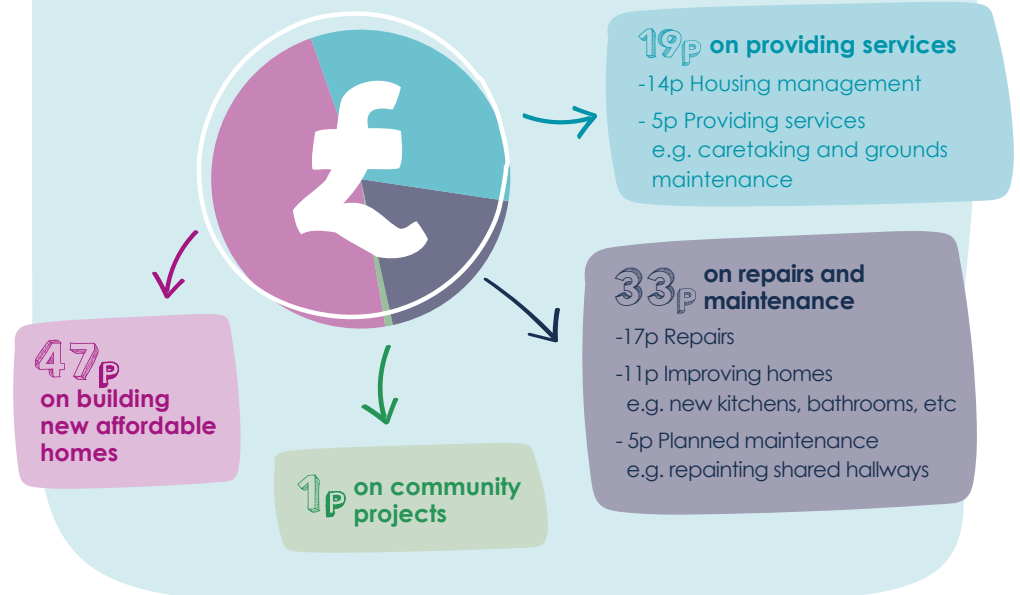
**87%**

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:**



## 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**