



**Community Conversation feedback  
June to November 2018**

*Repairs*

**You told us**

**What's changed?**

External Decoration	You told us...you have received very little notice before works commenced.	<p>We recently made the decision to bring our external decoration services in house. This has allowed us to have greater control over scheduling and how and when you are notified.</p> <p>We will now give tenants at least two weeks' notice before work starts.</p>
Planned works lifecycle (kitchen, bathroom and windows)	You told us...you were unhappy with our planned maintenance service. This includes the length of the lifecycle, planning and scheduling process and the way we communicate to you.	<p>This is currently being reviewed by our Homes panel. We aim to publish our 5-year programme later this year. Look out for further details in our Door to Door magazine, website and Facebook page.</p> <p>We will be providing greater detail about what to do if you feel your kitchen, bathroom etc require replacement on our website.</p> <p>In addition to more visibility, we will aim to notify the tenants with at least 2 weeks' notice before the survey takes place and 4 weeks before the actual works commence.</p>

Repair appointment text message	You told us...you would like to see text reminders for repairs appointments brought back.	Following your feedback, we have brought text messages back to remind you of appointments in 2019. Our operatives will shortly be able to text when they are on their way, saving you from waiting in for us to arrive.
Length of time it takes to complete a repair and the number of visits taken	You felt that...we took longer than we should when completing repairs, and that repairs should be completed first time. However, we are taking multiple visits.	<p>We aim to complete 96% of our repairs at first visit. There are however, situations where this is not possible when a different trade or materials are required to fully complete the repair.</p> <p>We report our first-time fix performance to our Board, so our performance is continuously reviewed. Any repair taking more than two visits are investigated to see if this could be avoided.</p>
Recharges	You said that...we do not make our recharge process clear to tenants. What do we recharge for and what are the costs?	Our new tenants recharge policy is newly completed and will be published shortly. This will detail 50 frequently used recharges and the costs associated.
Appointment scheduling	You said...you would like to see improvements to our repair scheduling. You find it frustrating when you are waiting for a repair to be carried out and there is an operative already working at a neighbouring property. Surely it costs Broadland Housing more money for the operative to return at a later date?	<p>Following feedback from both our community conversations and also operatives, we undertook a review into our repairs scheduling.</p> <p>We took data across a 4-month period and reviewed this to see where improvements could be made. We also provided further training for staff and made a small number of improvements to our booking system. We</p>

		<p>have now finished our review and hope that you notice an improved service in the future.</p> <p>We always take a continuous improvement approach when it comes to our appointment scheduling, therefore we are always looking at ways on how we can improve the service we provide to our tenants.</p>
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*Housing Services*

Getting support	You told us...you wanted more information on the support available to tenants and how to access this.	<p>We have a dedicated tenancy support page on our website offering information about the ways that we can help support you in your tenancy. Alternatively, you can call 0303 303 0003, and ask for the tenancy support team.</p> <p>Do you want to get online but lack confidence, or not sure where to begin? We also offer training to help tenants get online.</p>
Fly tipping	You said that...you were concerned by fly tipping at your schemes.	<p>We are currently preparing a help guide for staff on fly tipping, which we hope to publish soon. This guide will offer advice on how to manage and reduce fly tipping. Tips to help prevent fly tipping along with what to do if fly tipping happens at a scheme. This guide will ensure that we are offering the same help and guidance to tenants no matter what area you live.</p>

		<p>We have run a number of waste collection events throughout the region and will continue these in 2019. We recognise that fly tipping is an issue on our schemes and the increasing costs to remove waste has not helped matters.</p> <p>It was suggested that signage could be increased to make residents aware that fly tipping is not allowed on our schemes. We are looking into the cost of signage and whether this has reduced fly tipping at schemes where signage is already in place. We will report back in our next review.</p>
CCTV	You said that...you would like to see increased CCTV on our schemes to help reduce anti-social behaviour and fly tipping.	<p>We are currently reviewing how we deal with fly tipping and what tools we use to do this which will include investigating the value of CCTV in resolving cases and if this is something that we may consider in future.</p> <p>As we are not able to provide CCTV at every scheme, we have other tools which we use to gather evidence to use in cases of ASB. If you have a specific concern about where you live, please get in touch.</p>
Estate Services	You said that...you were unsure what was included by our Estate Services Operatives (ESO's) within your service charge.	We will shortly be launching a new Estate Services page on our website. This page will allow you to meet the team and find out more about what should be offered within your service charges and what is tenant responsibility.

		We will also be providing more information in Door to Door magazine for those with limited access to the internet.
Anti-Social Behaviour (ASB) (Dealing with neighbourhood issues)	You said...you were concerned by the number of incidences of ASB at your schemes. You also felt that Broadland Housing can often be slow to respond to cases of ASB and that when we do, we do not always do enough to tackle these. A letter is just not enough.	<p>We understand that some tenants have felt frustration at the way we have managed cases of ASB in the past. As a result, we have developed a new policy and procedure for Neighbourhood Officers to follow when dealing with incidents of ASB. This will mean that those tenants who report cases of ASB will have a clearer understanding of what will happen next, and the time scale for this. The policy will support both victims and perpetrators, working with both sides to try and resolve the issue.</p> <p>The ASB policy and procedure is currently being trialled by all Neighbourhood Officers and will be reviewed later in 2019. As part of this we will be consulting with our tenants and making any changes based on their recommendations. We will then publish further details of the policy and procedure on our website.</p>

*Communication*

Tenant engagement	You said...you would like to see more tenant engagement including face to face and online.	Your views are important to Broadland Housing and it's wonderful to see tenants wanting to actively engage with us. You can now get involved with Broadland through the following ways:
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Face to Face visits	You said that...you would like more face to face visits to discuss the issues that affect you in your neighbourhoods.	<p>We recognise that face to face contact is still very important to our tenants. We therefore include this in our tenant engagement strategy, ensuring that we give as many tenants as possible the chance to meet with us throughout the year. You can now talk to us:</p> <ul style="list-style-type: none"> <li>• During our 'Out and About' visits. A full schedule of the dates and schemes can be found on our website and Facebook page. We will also send you a letter/text message when we will be visiting your scheme.</li> <li>• At a Community Conversation event. These are held throughout the year at various locations across the region. Again, look out for details on our</li> </ul>

		<p>Facebook page or an invite through the post/text message.</p> <ul style="list-style-type: none"> <li>• By contacting your Neighbourhood Officer who can arrange to visit you and discuss any concerns you may have.</li> </ul>
Postal contact	You felt that...not everyone has access to a computer, and therefore may miss out on important updates from Broadland.	<p>One of the best ways to keep up to date on latest news and events is through our Door to Door magazine. You can sign up to receive Door to Door through the post by calling 0303 303 0003 or write to us:</p> <p>Communications Team Broadland Housing Association NCFC Carrow Road Norwich, NR1 1HU</p>
Tenants Online	You said that...you would like to manage your rent account online, book your own repairs and report cases of ASB at a time that suited you.	<p>Did you know you can access your rent account through our website? Just log into Tenants Online.</p> <p>We have made some very important changes to your online account. You can now easily update your contact details and access your rent account at a time to suit you. Coming soon...we will be launching a repairs feature, allowing you to log a new repair, check the status of an existing repair (for your home or a communal area at your scheme), or cancel/re-arrange a repair appointment.</p>

<p>Long waiting times</p>	<p>You said that...wait times to our Customer Services team have been longer than expected, with some tenants waiting in excess of 30 minutes.</p>	<p>We apologise to tenants for the recent longer than average wait times when trying to call our offices. Due to the feedback you have given us, we have been able to identify a technical issue that we have now resolved. However, we've implemented a full review of the phones system and will report the outcome to tenants. We do however, acknowledge that there is still work to be done to reduce waiting times during busy periods.</p>
<p>Team changes</p>	<p>You said that...service levels had dropped when calling in to our Customer Services team, and that queries were not always answered to a satisfactory level.</p>	<p>We have had a number of changes within our Customer Services team which has resulted in longer than average wait times at busy periods. Please bear with us whilst we train these new members of the team. Calling in with a repair? It may take them a little time to diagnose your repair whilst they are getting used to the figures and heating systems within our properties.</p> <p>Whilst we cannot comment on individual cases, we are disappointed to hear that tenants felt our level of customer care had dropped. If you feel that you have been talked to in an inappropriate or rude manner, you can ask for a complaint to be raised, or alternative email <a href="mailto:enq@broadlandgroup.org">enq@broadlandgroup.org</a> with details of your complaint. Please include date and time as this will help us to trace any calls.</p>



Opening times	You said that...you were unsure of our opening times.	We have made changes in the past year to both our Customer Services and area office opening times. We recognise that it has been some time since we published these changes and so we will be running another article in our April edition of Door to Door. Thank you for bringing this to our attention.
Appointment scheduling	You said...you would like to see improvements to our repair scheduling. You find it frustrating when you are waiting for a repair to be carried out and there is an operative already working at a neighbouring property. Surely it costs Broadland Housing more money for the operative to return at a later date?	<p>Following feedback from both our community conversations and also operatives, we undertook a review into our repairs scheduling.</p> <p>We took data across a 4-month period and reviewed this to see where improvements could be made. We also provided further training for staff and made a small number of improvements to our booking system. We have now finished our review and hope that you notice an improved service in the future.</p>
Call costs	You felt that...calls to our 0303 number was expensive, especially given the longer than usual wait times.	We are currently reviewing our phone system and speaking with our phone provider to see what alternative options there are for tenants to contact us. This could include ring back and also live chat features. In the meantime, why not log on to Tenants Online to amend your contact details or view your rent statement.