



2019 Community Conversation feedback

Repairs

You told us

What's changed?

Repair	You told us...You are unhappy about the length of wait for repairs to be completed.	<p>We are currently trialling repairs appointments based on area, allowing our operatives to spend more time on repairs and less on travel. This is to help us get through the backlog of routine repairs caused by the Covid outbreak.</p> <p>We will be looking at the data over the next few months to see whether this is a more cost and time effective way to carry out repairs.</p>
	You told us...You are unhappy about the way you are kept updated on repair appointments e.g. no set time for appointments or missed appointments by us, often with no apology.	We do know that we have some work to do around missed appointments and understand the frustrations when you are not informed. It is often hard to give exact appointment times as jobs can often over run. We hope some system changes we are making at the end of 2020 will help solve some these issues.
	You told us...Our repairs operatives often return on multiple occasions to complete one repair. This can be	We are trialling asking our operatives to phone tenants ahead of visiting the property.

	because we sent the wrong person for the job or the operative doesn't know the history of the repair when arriving.	We are hoping this will stop cases where the wrong trade is sent for a repair. This will also help the operative get a better understanding of the back history to the repair before visiting.
Service	You feel that...Our repairs service is getting worse.	We are very sorry to hear that. We have been working hard to improve our scheduling but acknowledge that there is more work to be done.
Planned works	You told us...We need to improve how we keep you updated about our planned works. You would like a schedule of dates when work should be taking place but also to be kept informed when dates change.	Unfortunately, our planned works schedule is only given as an estimated date as budgets and circumstances may change throughout the year which cause us to delay or postpone some planned works. If this is the case and you feel that an item such as windows, doors etc. has fallen into disrepair, you can request for a surveyor to come and inspect your property. This can be done through our Customer Services Team.
	You feel that...We need to be more considerate of neighbours, especially in nearby flats, when we are carrying out planned works.	<p>We have been looking at ways to improve our communication to tenants over planned works to ensure that everyone is kept as informed as possible.</p> <p>We have been contacting tenants by email in the first instance to let them now about larger planed works at schemes. Site visits now take place on some larger planned works, so that tenants can voice their concerns or get feedback on the work.</p> <p>We have also implemented a Pre and Post inspection by a supervisor for any planned</p>

		kitchen replacements. This again gives tenants the opportunity to feed back any concerns. This is also an opportunity for neighbouring tenants to discuss the works and the impact it may have on them.
	You told us...You want more consultation with tenants about the items that we install/replace in your home. Tenants should also have more choice.	Our Homes panel meet four times a year to look at and review our repairs service. Panel members look at a variety of issues that relate to our repairs services and policies. The panel welcomes new members. For more information, visit our website https://www.broadlandgroup.org/get-involved/ .
	You feel...Our external re-decoration contractors are providing a poor service.	In 2019 we brought our external redecoration service in-house. This has given us greater control over the quality of work, whilst also helping to save cost.
	You told us...You have trouble finding light bulbs (lamps) to fit your home.	We know that there have been issues in the past with BC3 lamps, with some tenants struggling to find these. We can, on some occasions, swap the light fitting to a standard bayonet lamp. If you are struggling to find a particular lamp, please contact our Customer Services Team and an operative can attend to have a check.
	You were surprised...That Broadland do not replace light bulbs (lamps) for visually impaired tenants.	We are pleased to say that we do assist in replacing lamps for the visually impaired. If you are visually impaired and require this service, please contact our Customer Services Team.
	You told us...There was not enough information about the boiler at sign up. A video of how to use boiler would have been useful.	This is something that has been discussed however, due to the varying boilers throughout our properties, this is proving

		difficult. Information videos for tenants are something that we will continue to investigate over the coming months.
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Communication

Communicating changes	You said you...Would like to see more tenant consultation when making changes to services, including scheme changes.	<p>We acknowledge that we have not always consulted with tenants when making changes to our services, however, this is something we are keen to improve on. We now have a strong Tenant Action Group, Homes Panel and Digital Panel, who look at a range of services that Broadland provide.</p> <p>We are also investigating ways we can consult with tenants when making large changes to schemes, to help tenants get the services that they really want.</p>
	You feel that...We contact you through digital technology too often. Not everyone is on email and social media, some tenants miss out.	<p>Where we hold an email address or mobile number (text message) for you, we will use this to contact you in the first instance. If we do not hold either, we will contact you by letter. Due to the Covid restrictions, we have had to pause some events or move them to a digital format as we are unable to meet face to face. Once this can happen again, we will continue to invite tenants by post, that are not on email or text.</p> <p>If you no longer receive a paper copy of our Door to Door magazine but would like to, you</p>

		can request a paper copy by emailing tenantengagement@broadlandgroup.org
	You told us...We don't communicate between teams and this can lead to delays or work being done twice.	We have recently updated our internal customer database, allowing us to save more details on a repair. We have also held training sessions for staff to encourage them to write more in-depth customer notes.
	You told us...You don't know how to find our standards of work	We are in the process of updating our repairs standards leaflet. This will be available on our website and shared via Facebook when ready.
Engagement	You feel that...We need to improve on our engagement side as there is no personal touch. You would also like to see the return of liaison officers.	<p>Engagement with tenants is something that we feel very strongly about as an organisation. We have held regular scheme events throughout the year to celebrate both new schemes (to encourage tenants to meet their neighbours) and to celebrate scheme milestones.</p> <p>We have strong tenant panels to include a Tenant Action Group, Homes Panel and Digital Panel. We have also welcomed the newly formed Community Inspectors. Our Community Improvement fund was very successful this year, helping amongst others, a tenant set up a community allotment in North Norfolk.</p> <p>We are always looking for new ways to engage with our tenants. If you would like to be involved, please visit the tenant engagement section of our website.</p>

	You said that...You would like us to bring back tenant forums	We have held regularly monthly community conversation events throughout Norfolk and North Suffolk, helping as many tenants as possible to have the opportunity to voice their opinions on our services. We also host regular tenant panels. If you would like to be involved, please see our website for more details.
	You told us...You would like to see more staff attend the 'you said, we do' sessions.	If there is a particular area of the business that you would like to discuss at your next meeting, please let your scheme manager know and they can arrange for a member of the team to be there.
	You feel that...Shareholders/members not promoted enough as they are a critical part of Broadland	We have taken your advice on board and are looking at ways to promote being a shareholder ahead of our AGM. We realise that tenants don't always understand the benefits of being a Shareholder and how they play a vital role within Broadland. Please keep an eye out in Door to Door and on social media.
	You feel that...We do not engage with families enough	We know that parents often find it difficult to spare the time to attending our meetings or have difficulty arranging childcare. We are looking at ways to make our panels more digital friendly, so that we can be as inclusive as possible. We are also trialling holding our monthly community conversations at varying times to see when works best for people.
	You said that...You would like to know how you can be more involved	That's great news. Visit our website for our full list of ways to be involved https://www.broadlandgroup.org/get-involved/

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Shared Ownership

<i>Services</i>	You told us...You were unsure about what was included with your tenancy e.g. repairs, access to tenancy support etc.	Shared Ownership responsibility is a question that we often get asked. Details of what is included can be found on your lease. ie responsibility for repairs. As a customer of Broadland Housing, you would also be able to access our tenancy support service and Neighbourhood Officer.
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Customer Services

<i>Complaints</i>	You feel that...You have to complain to get things done and that those who shout loudest get heard first.	<p>We are sorry that you feel that we don't always listen to the issues you are having. We have been looking at our data around complaints and found that tenants often don't want to launch a formal complaint, but still want to have their concerns heard. We have therefore introduced a new step in our complaints process, which is an Expression of Dissatisfaction, designed to help tenants who do not want to make a formal complaint, but feel like we are missing our set standards.</p> <p>We will monitor Expressions of Dissatisfaction to see where there are regular patterns and where we are failing tenants most often.</p>
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	<p>You told us...We could respond better when we get things wrong.</p>	<p>We understand that there is work to be done around owning up when things go wrong. We believe that better communication and being honest and open with tenants along each step of the process can help tenants feel like they are not being ignored.</p> <p>We are in the process of writing a plain English toolkit for staff. This will look at removing the 'jargon' and technical phrases from the way that we communicate to tenants, which can often be used to hide behind when things go wrong. Our aim is to be as open and transparent with tenants.</p>
	<p>You told us...We don't always listen to your complaints and miss opportunities to learn from these. Also, that the complaints procedure is not clear</p>	<p>We have improved our complaints process to now include an 'Expression of Dissatisfaction' as the first stage of a complaint. We were finding that a lot of complaints were around our failings in service and could be fixed if the tenant felt they were listened to. We appreciate that sometimes things go very wrong with our service and that standards are missed. In that instance, tenants would start at a Stage 1 – Formal Complaint where a senior manager will investigate. Full details can be found on our website https://www.broadlandgroup.org/making-a-complaint-2/</p>
<p>Long waiting times</p>	<p>You said that...Wait times to our Customer Services team have still been longer than expected.</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. These staff are now</p>

		trained and familiar with our systems. We hope that you have seen a drop in call wait times.
	You feel that...Out of hours service should be provided by Broadland Housing	Unfortunately, due to the low numbers of calls that we receive to our out of hours service, it would not be cost effective to bring this in house.
Shared learning	You feel that...We should be sharing learnings within Broadland and to tenants when things go wrong.	Community Conversation has allowed us to get a greater understanding of where we are failing our tenants. These events allow us to see patterns in issues within Broadland and see where we can make improvements. Your comments are fed back to our Executive team and have been vital in bringing change to Broadland. Thank you to all the tenants that have attended to give your views.

Housing

Estate Management	You told us...You would like to know which days/times the Estate Service Operatives (ESO) visits your scheme.	ESO visits can vary between schemes depending on what is needed at different points in the year. Some will have set days, although this is changeable depending on weather and size of jobs. Others will require more work in the winter rather than the summer... clearing leaves and cutting hedges for example. If you would like to know more information about our ESO's and the days they visit your scheme, please contact our Customer Service Team who can direct your call.
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Anti-social behaviour	You feel that...We could improve the way that we handle anti-social behaviour (ASB) at our schemes.	Thanks to your feedback, we are in the process of updating our ASB policy to ensure that we provide clear support and guidance to everyone involved. We will be consulting with tenants during the update. To be involved, please email tenantengagement@brooadlandgroup.org
	You feel that...having more staff presence at schemes where ASB is an issue would help.	Our Neighbourhood Officers cover a large geographical area and so at present, it is not always possible for them to spend long period at schemes. We will, however, be passing this feedback to the Housing Management Team who are carrying out the review into ASB to see if this is something that can be looked into for the future.
Bin stores	You told us...You would like to see improved bin stores at schemes. This includes bigger bins, replacing broken bins and installing fences and locks where fly tipping from outside the scheme is an issue.	Following your feedback, we have introduced an Estate Improvement Budget. This will enable scheme issues such as bin stores and line painting to be improved, however, it is a limited amount which is considered on those in most urgent need.
Parking	You feel that...We should manage parking spaces so that only residents are using them.	Unfortunately, we are unable to give an update on parking. Each scheme varies, with differences such as permits, location etc. so it would be difficult to give a general update. If you are experiencing difficulties with parking at your scheme, please speak with your neighbourhood officer.
Resident associations	You said...You would like to see more residents' associations set up in new schemes.	Residents' Associations are set up and managed by the tenants that live within the scheme/s. We are happy to assist you in setting up a residents' association and can

		provide you with the knowledge to help make your association a success. For more information, please speak to your Neighbourhood Officer.
Sheltered Housing	You told us...You would like to see more social activities e.g. resident groups, painting classes etc within sheltered schemes.	We always welcome new ideas for classes and groups within our sheltered schemes. Please speak with your scheme manager in the first instance to discuss the proposal. We would then need to look at whether we have space available, and what the interest would be. Unfortunately, we would not be able to contribute towards external paid classes.
	You told us...You would like to know what group activities are taking place in other sheltered schemes which you could join in.	Sadly, the new Data Protection and GDPR rules mean that we are not able to advertise or market external events happening at other schemes. This would include e.g. exercise classes provided by the local council.
Housing with Care	You told us...You would like leaflets on Housing with Care, with information about what it is, the available schemes and what the costs are.	We have updated our website with new information about how to apply for Housing with Care, along with details of each of our schemes. We are currently updating our Housing with Care leaflet as the previous version had become very outdated. We hope to launch this towards the end of the year.
	You feel we...need to promote the different types of accommodation available to older residents.	You can now visit our website to get information on our older persons accommodation. We have added an overview of Housing with Care and Sheltered Housing, along with details on

		each of the schemes throughout Norfolk and North Suffolk. Available accommodation is now advertised on our Facebook and Instagram pages.
New tenancy	You feel that...We should ensure homes are clean and tidy before a new tenant moves in.	We complete a void check when a property becomes empty to ensure that the property is in a clean liveable condition. If, however, the property is accepted through a mutual exchange, then this is taken as seen. It is the tenants' responsibility to look at the condition of the property when viewing, and take into account the cleanliness of the property. Is it then between tenants to decide and agree what condition is expected.
	You told us...The cost of moving into a Broadland Housing home is too expensive.	Our tenancy support team have been working with tenants who are facing financial difficulties and cannot afford to furnish their homes. The team have successfully secured grants for some tenants towards furniture and electrical goods. We have also been working closely with the Homes for Cathy Group to help homeless tenants access grants to furnish homes.
Saving money	You told us...You would like to see more cost effective/environmentally friendly heating in our homes.	Fuel poverty is all too real for our tenants, and as an organisation we are always looking at ways to help tenants save money on heating. We install energy efficient boilers and storage heaters into our homes, and, look at different types of heating systems to save money where we have communal schemes. Unfortunately, due to

		<p>cost, replacing these systems can only happen when the heating system is up for renewal. If you are concerned about the cost of your heating and feel like something may be wrong, please contact our Customer Services Team. They can offer advice on checking the controls on your boiler or storage heater to make sure you are on the most fuel efficient setting.</p>
<p>Fire safety</p>	<p>You said that...You would like more fire safety advice and guidance</p>	<p>Thank you for the suggestion. We have just finished a short video with our Fire Safety Manager which we hope to make available on our website and social media pages shortly. More fire safety tips will be published on our social media pages over the coming weeks and in Door to Door. We will continue to work closely with our Fire Safety Manager to ensure that we cover both within the home and communal areas.</p>