

Communication

You told us

What's changed

	<p>You feel we are poor at keeping tenants updated and informed. We are also slow at responding to queries, with many tenants having to chase a response.</p>	<p>We know that communication across all areas of Broadland is something that needs to be improved. This was raised at almost all community conversations during 2022!</p> <p>We are currently updating our customer charter and service standards. This will include how quickly Broadland staff should be responding to tenant enquiries.</p> <p>We know that we need to do more to change this and will be looking at this over the coming months. Your feedback throughout 2023 will show us if these changes are working.</p>
	<p>You said that Broadland relies too heavily on communicating via email and text. Not all tenants have access to the internet or are able to use a tablet or smart phone.</p>	<p>We do ask that all our residence state their preferred means of communication and this information is placed against their tenant details. Where possible, we do still contact some tenants via letter where this is their preferred contact method.</p> <p>We are able to offer a paper version of our Door to Door magazine which offers latest news and safety information from Broadland Housing. If you would like to receive a copy in the post, please contact our customer services team on 0303 303 0003.</p>

Antisocial Behaviour (ASB)

	<p>You told us tenants are often afraid to speak out or give evidence about ASB.</p>	<p>A complainant's details always remain anonymous to the perpetrator – even if a case needs to go to court. There are ways we can try to maintain the anonymity of the complainant. Tenants can report using Tenants online or by calling in, to speak with a neighbourhood officer. Face to face appointments can be made away from the home so that Broadland staff are not seen.</p>
	<p>You feel that Broadland does not deal with ASB and that issues are not fixed.</p>	<p>When we take a call to say that ASB is occurring, we will open an ASB case, and the neighbourhood officer will send out relevant forms for logging your complaint. They will agree to contact the tenant on a regular basis to update them and in return they will ask the tenant to provide regular updates of incidents as evidence.</p> <p>Sometimes the expectation of what we can achieve is higher than the action we can take, and it is the neighbourhood officer's responsibility to advise of what a tenant can realistically hope to see as a result. If evidence continues to be provided, the NHO will work hard to follow the process and escalate the case through each stage – often working with outside agencies such as the police, the local council who may hold different or more relevant powers than ourselves. Without</p>

		evidence provided on a regular basis, the neighbourhood officer will have no other option but to close the case.
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Other

	You told us you would like to see our area offices open again to tenants. What is the future for these?	During lockdown we started operating differently and our staff are now hybrid-home workers. This means that they are not always based at an office. You may be invited for appointments with a member of staff at the office, or someone that is convenient to you. There are no plans to have staff permanently on reception.
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Housing Management

	You asked us how we decide which tenants live in our homes	Most of the local councils around Norfolk and Suffolk provide a 'Choice Based Lettings' policy. They will carry out their necessary interviews and checks, and the Council will present us with the person who is top of their list for our property. We will then interview the incoming tenant, to assess if we feel that tenant would be suitably matched to the empty home, looking at their finances as well as determining if the new tenant will need extra support around them to sustain their tenancy.
	You feel that smaller communities are being forgotten.	We will be visiting some of our smaller communities during our out and about programme this year. Please contact your neighbourhood officer should you wish to

		discuss anything with them in the meantime.
	You feel Broadland should be knocking on more tenants' doors. You would also like to see neighbourhood officers at schemes more often, including scheme walkarounds with tenants.	We have reintroduced our out and about programme, with the aim of visiting as many tenants as possible. Look out for drop in surgeries, twilight walkabouts and larger scheme events also taking place throughout 2023.
	You told us you are not sure who is your neighbourhood officer.	Use our handy online checker to find out who your neighbourhood team are: www.broadlandgroup.org/contact-us/local-delivery-teams/
	You would like to see Broadland's lettable standards included in a tenant sign up pack	We are currently reviewing our Allocations process and aim to include information regarding this for all sign up's, once the review has taken place.

Repairs

	You told us you would like see improvements made to repair appointment times, including a text sent to confirm repair appointment and a choice of repair appointment times.	<p>Following feedback received from both customers and colleagues, we have reverted back to operating appointment times with an AM (08:00 - 12:00pm) or pm (after 12:00pm) arrival time.</p> <p>Whilst we understand this is not always convenient for everyone, we will make special arrangements where necessary if certain times of the day cannot be met.</p> <p>You should still receive a text or email notification prior to the appointment. We are working towards including job details in all messages.</p>
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	<p>You told us wait times for repairs are unacceptable, with some repairs taking up to 4 months. Repairs were also cancelled with no notice.</p>	<p>As a whole, wait times have reduced, and in most cases we are not looking at 4 month wait times, except for Category E repairs which are currently on hold.</p> <p>We continue to operate different repair categories as below and aim to complete within the published timescales.</p> <p>Emergency - 4 Hours Emergency - 24 Hours Urgent - 5 working days Category A - 30 Days Category B - 60 Days Category C - 90 Days Category D - 120 Days Category E - postponed until further notice.</p> <p>There will be times when we are unable to complete the work within the published timescales but continue to seek improvement to keep wait times to a minimum.</p> <p>More information on our repair's timescales please visit Priority repairs 2022 - Broadland Housing Group (broadlandgroup.org)</p>
	<p>You feel that our £50 charge for no access on repairs appointments is unfair.</p>	<p>We recognise this figure may seem excessive and it is not appropriate for the majority of customers. But sadly, there are cost implications to us when we've made</p>

		an appointment and we're unable to gain access.
	You feel Broadland should use generic parts in all their homes e.g. radiator valves, electrical sockets. This would mean that operatives could carry more materials on their vans instead of having to reschedule appointments.	We are in the process of replacing most of our commonly used fittings to the same type throughout our properties, however, this will take time. We now have a set materials list in all our new build properties.
	You are concerned that Broadland isn't quality checking contractors working on behalf of Broadland. You feel there has also been snagging issues with some of the larger projects.	We are working to improve our contractor management process; this will lead to us inspecting works more closely.
	You told us calling cards have been left when tenants have been at home.	We are sorry this has happened. Calling cards should only be left when a repairs operative has been unable to reach the tenant. Please contact our customer services on 0303 303 0003 so we can investigate why this has happened.
	You told us that repairs aren't being fixed on the first visit, and that we often send someone out more than once for the same job.	We will have a firm focus on 1 st time fixes over the next twelve months as we realise this is important to our customers. We are reviewing 1 st time fix performance within local delivery teams.
	You feel that guttering is not cleared regularly and that a programme needs to be implemented.	Gutter clearance is not included within your service charges. To report a blocked gutter, please contact our customer services team who can book in the repair for you.

Customer Services

	You told us you experience long wait times when calling our customer services team.	Unfortunately, we continuing to see longer wait times than expected. We have had some unexpected absence as well as recruiting new members of the team which has contributed to this whilst we continue training. It is something the customer services team leader is working on to improve within the team and we look to publish service standards in the future which will include wait times.
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Shared Ownership

	You told is it is unclear what your responsibilities are as a shared owner e.g. boiler service etc.	We know that this is something that often causes confusion. As a shared owner, you are responsible for any repairs to your property. This also includes boiler servicing. You can find more details about this within your lease agreement.
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Estate Services (ESO's)

	You told us that it isn't clear what is included within your grounds maintenance service charge and how often our Estate Services Operatives should be visiting.	We have developed our ESO service standards which are now available on our website and shortly around schemes. Please see our website for more information https://www.broadlandgroup.org/tenants/about-your-broadland-home/estate-services-team-2/
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Tenant Engagement

	You told us you would like to get more involved.	That's great news! We have number of ways for tenants to be involved from completing short surveys, to joining one of our panels. Keen to improve the area you live, why not become a community inspector. For more information please visit Get involved! - Broadland Housing Group (broadlandgroup.org)
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