



Stronger Voices



Customer Engagement Update

Customers are at the heart of everything we do



- 1500 people now signed up as Customer Voices to help us develop our services
- So far you have shaped changes in allocations, repairs, our websites and services for families
- You have taken part in surveys, focus groups and other activities to tell us your views
- These have been online and in person across our RSLs and in local communities

Families Research

The Families research project was the first one we carried out after the pandemic. It was carried out during 2022 and more than 1800 households took part. Some of things you told us were:

Relationships with Housing Officers were good and very important to you

You really appreciated the vouchers we have provided to help with the pandemic and cost of living

Interacting with us was generally easy

You liked the location of your homes, the relationships with neighbours, and generally felt safe and secure

Improvements were required in the repairs service – particularly around communication and quality of work

There is a need for larger homes – families should be involved in the design of these

We could improve communication and understanding around ASB

In some areas there could be improvements in safe places to play

Multi-storey flats are not ideal for families

Families Research – what we have done



Some of the things we have done based on your feedback:

Returned to annual visits to each household by Housing Officers

Continued our “Here for You” support

Strengthened our Customer First Centre so we can answer even more queries straightaway

Worked with customers to develop a new app that meets your needs in tracking repairs

Tenant led regeneration – reducing multi-storey flats & increasing larger homes

A focus on increasing the number of larger homes in our new build developments

Reviewing our Hate Crime approach with customers

Providing more feedback on complaints through our Annual Report

Repairs Service



As well as feedback from the families research, you told us through complaints and other events that repairs was a big focus for you.

This year customers have been involved in developing the new “**Book it, track it, rate it app**” to ensure it meets your needs for better communication about repairs.

The app has now been launched for a range of repairs (coming shortly in Wheatley Homes South) and we will shortly ask those who were involved in developing it how they are finding it to use.

The app also allows us to collect your views on the repairs service with an almost instant survey. So far our ratings are at 4.5/5 for Wheatley Homes Glasgow and Loretto and 4.2/5 for Wheatley Homes East

We use the ratings to talk to customers who are unhappy with their repair so that we can resolve issues as quickly as possible

Other areas



Customers took part in the review of our **Hate Crime Policy**. You said you were happy with your experience of the process. You did ask for more specific information to be included on the process to report hate crime. We have now finalised the policy and incorporated this information to ensure the process is better understood. You also highlighted potential nervousness about reporting crime and anti-social behaviour. We will continue to look into ways to make this easier for you.

Our **Allocation Policy** was revised last year. As part of your review you told us that combining LivingWell properties and medical needs in the same priority group was confusing. We have now created separate priority groups.

In Wheatley Homes South allocations were still done the basis of points and through a paper based system. You told us you wanted more digital access and more ability to choose your home. The new system is now in place and allows customers to apply for homes online. You can also bid for homes in the same way as customers in most other parts of Group.

What's coming next



Customer Engagement

- We are reviewing our customer engagement framework and Stronger Voices Programme to make sure it meets your needs. We have already surveyed those registered as Customer Voices and held some focus groups. We will also be discussing this at some RSL events.

Tenant Scrutiny Panel

- Our Scrutiny Panel has about 40 tenants who have volunteered to take a more intensive role in looking at our performance and services.
- As well as reviewing performance figures the panel is taking an in depth look at aspects of some services. They will be doing two of these reviews this year. The first one is already underway and will look at communication for repairs including the implementation of Book it, Track it, Rate it. Later in the year the panel will look at an aspect of our environmental service.

Websites

- We are reviewing our websites with customers at focus groups to identify improvements that can be made



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