



## Scotland viewpoint team report 20<sup>th</sup> February 2025

### Background

Customers John A, Ellen, Robyn I (chair), Ellen M, and Bruce B met in Dundee with Bryony Willett (director of Scotland), Lynsey Beckett (risk and compliance), Simon Clennell (customer service centre), Darren Barnett (Tivoli) and Ronika (engagement)

### Complaints process

Following a presentation on the complaints process which you can find [here](#), viewpoint asked what happens if Home Group doesn't own all the flats in a block? Bryony explained Home Group has to show it's taken 'reasonable endeavours' to put any problems or issues right. Customers suggested that at stage two, a phone call (from a senior member of staff) in addition to the letter would be a good personal touch and improve customer relationships with Home Group

Action	Owner
Check if a phone call is made at stage two	Bryony

### Customer service centre

Simon outlined the proposed plans for the Scotland specific service at the customer service centre which will be rolled out in the spring. You can find the slides [here](#). Viewpoint reiterated that communication between customers, Home Group and contractors is key and still needs improving. The Scottish dialect doesn't work so well with automated systems and customers would rather be put straight through to an advisor. Customers asked

- Is there a hard of hearing option - no but live chat is available
- Is it a free phone number? No, it's a local rate

Action	Owner
Involve customers from Scotland in a mystery shopping exercise once the service is up and running	Simon
Communicate to customers in advance what information they need before ringing the service centre e.g. tenancy reference	Simon

### Customer promise assessments

Customer promise assessment on 12<sup>th</sup> February 2025 in Gilmerton not complete due to follow up phone calls to customers not available on the day. Promise assessment in Dundee planned for 5<sup>th</sup> March.

Action	Owner
Provide reports for customer promise assessment in Gilmerton and Whitfield streets for next viewpoint meeting	Becky

Arrange assessments in Glasgow, East Balornock, Dundee, Mill O Mains and Dumfries and Galloway. Look at satisfaction and complaints data for additional neighbourhoods.	Scotland team
---	---------------

## Annual assurance statement to the Scottish housing regulator

Viewpoint answered questions sent by Lynsey from the compliance team which you can find [here](#). Summary of responses below

- **Communication:** Don't assume all customers want to communicate digitally, many prefer in person, ask customers their preference and use them
- **Where the money goes:** this goes out with the rent consultation letter
- **Becoming a Board member:** information on our website and training in 2024
- **Feedback** is sought but we don't always get to hear if it was acted on

## Performance monitoring – Tivoli

Darren from Tivoli updated viewpoint on the grounds maintenance service including scheduling, reporting, additional works and community projects. Customers raised individual issues for Darren to take back and resolve. You can find slides [here](#)

Action	Owner
Look into and resolve individual issues raised by customers	Darren

## Customer satisfaction action plan

The action plan is discussed on a monthly basis by the Scotland operational team. You can find a pdf of the plan [here](#). Outstanding actions include

- Customer involvement approach for Scotland
- Inconsistent rents and service charges due to acquisition of properties
- Dissatisfaction with Novus the repairs and maintenance contractor

Action	Owner
Viewpoint to visit Novus office and customer service centre	Bryony

## What viewpoint want out of being an involved customer

Viewpoint reviewed the 'you said/ we did' for 2024 and agreed items to be carried over to next year which are highlighted on the report [here](#). They agreed that brilliant involvement would be: being valued, listened to, supported to get involved from a community level, meaningful feedback with more, diverse customers

Action	Owner
Carry over outstanding actions and pass feedback to new engagement person once recruited.	Bryony

**Date of next meeting: April, to be confirmed with Scotland team**