



Scotland viewpoint team report 5th November 2024

Background

Customers John A, Linda C, Robyn I, Wendy M, and Bruce B (chair) met in Dundee with Bryony Willett (director of Scotland) and Shona Mitchell (senior advisor)

Complaints performance scrutiny

Following an update on Home in Scotland's complaints performance, which you can find [here](#), viewpoint asked

- Why can't housing managers log a complaint on their behalf without them having to call the customer service centre?
- Confirmation that customers are always informed when a new housing manager was appointed for their area as there has been some recent recruitment.

Action	Owner
Add discussion on complaints process to next meeting agenda.	Karen/Bryony
Check if all customers with a new housing manager have been advised and provide an update on progress at next meeting	Karen

Customer promise assessments

Viewpoint members are disappointed that the customer promise assessment was cancelled in November and would like the following to happen

- Training for new assessors
- Edinburgh as planned on 12th February 2025 in Gilmerton
- Dundee in March to replace the cancelled session to cover Kirkconnell Terrace, Summerfield, Kilbride and Kilwinning streets
- Glasgow (East Balornock) early in the new financial year.
- Salamander Court, completed in 2015 so alternatives being considered
- Mill O Mains in Dundee
- Dumfries and Galloway.
- Potential mid-market rent assessments - completed as part of mixed tenure developments in 2023

Action	Owner
Confirm details of February 12th customer promise assessment in Edinburgh with viewpoint members. Gilmerton	Ronika
Date for Dundee customer promise assessment - 5th March.	Ronika
Check if assessments have already been completed in the other requested neighbourhoods and book in for 2025	Ronika
Arrange training for new customer assessors	Ronika

Annual rent consultation

Viewpoint feels the proposed rent increase for April 2025 is reasonable (it is still subject to board approval), and lower than customers had been expecting. Customers are reassured that the existing level of service would continue based on current financial assessments. They agreed a new format for the letter to customers to advise them of the final agreed rent increase in February, with information specific to Scotland. **Bryony confirmed that we will do a prize draw to encourage customers to take part in the rent consultation as suggested by viewpoint.**

Performance monitoring – Abby Cleaning

Scott, Chloe and Alex from Abby Cleaning updated viewpoint on recent changes to improve the level of service, including

- employing property inspectors who work independently of cleaning teams to carry out checks.
- staff have new, visibly branded items so they can be more easily spotted in our communities.
- process to ensure service delivery and steps taken to resolve some issues being experienced in Glasgow.

Customers said they had noticed improvements recently and that they liked the idea of 'mystery shopper' style inspections to ensure quality of service.

Any other business

Customers feel there is a lack of follow-up and action on their views and expressed the desire to build a better two-way relationship.

Action	Owner
Send viewpoint reports from August and November and invite Scotland customer board members to all viewpoint meetings	Brooke
Invite relevant colleagues from Tivoli and customer service centre	Shona/ Ronika
Produce a 'you said we did' for viewpoint 2024 to show actions	Ronika

Agenda for next meeting Dundee community centre 20th February

- Contractor performance monitoring – Tivoli, grounds maintenance contract, including a schedule of work with detail of frequency and what it covers.
- Customer promise assessments
- What customers want out of being an involved customer
- Complaints process
- Customer service centre to discuss the process of customer calls and follow up actions.