



## Scotland Viewpoint 13<sup>th</sup> June 2023

### Background

Customers Bruce B (chair), Robyn I, Ellen Mc, Janet Mac, Jane H, Linda C, Wendy Mc met at Apex Hotel, Dundee with colleagues David Firth, Gary Ballingall and Jonny Watson (Maintenance) John (Novus) Chas Leung (Business Support) David Molyneux-Johnson (Customer Service Centre) Colette Small and Megan Hesmondhalgh (Engagement team).

### Performance monitoring

Customers reviewed performance across Scotland against repairs, voids and complaints. Viewpoint feel that increased customer scrutiny of Novus has led to service improvements, which is evident in most recent performance updates. While monthly void loss continues to reduce, customers expressed concerns regarding long term void properties. Customers said

- Applying a 'penny debit' to Dumfries and Galloway void properties creates an inaccurate record of void loss
- Use low-demand properties to house refugees
- What is being done with the bedsits on North Erskine Road? They have been empty for over a year

**Action: Chas to find out the plan for properties on North Erskine Road.**

### Novus performance monitoring

Viewpoint scrutinised recent maintenance performance and agreed that while there is still work to be done, there have been noticeable service improvements. John explained that the backlog of repairs from the winter period has been successfully reduced and Novus are focussing on keeping appointments and getting jobs right first time. Customers said:

- The quality of work is more important than the number of repairs completed
- Consider using temporary staff when there are spikes in repairs
- Don't use complaints as a measure of success, just because a complaint isn't made doesn't mean a customer is satisfied
- Develop a user guide for new thermostats being installed

*You always listen to what we have to say and strive to make improvements*

### Actions:

**Colette to escalate Wendy's repair issues raised at Board.**

**John to investigate fault with new thermostats not connecting correctly and work with Jonny to develop user guide for customers.**

## **Grounds maintenance and cleaning contract**

Customers quizzed Gary on what's included in the contract specification for grounds maintenance and cleaning. Viewpoint said that the cleaning contract is not being delivered to specification and expressed concern that unless customers know what is included, they aren't empowered to challenge Home Group and the contractor. They made the following recommendations:

- Share a copy of both contract specifications with all customers
- Display sign in sheets in communal areas so that customers can monitor if cleaners have visited
- Check if service is being delivered to specification during estate walkabouts

**Action: Gary to act on customer recommendations and investigate whether the strip of land at Whitfield is included in the grounds contract.**

## **Customer forum**

Wendy, Linda, Ellen and Bruce volunteered to attend the next customer forum meeting. Viewpoint agreed their question for senior leaders.

- **Safe Place to Live** - nationally, Home Group conduct fire safety inspections and higher risk building surveys. Are the outcomes and recommendations from these feedback to the relevant Viewpoint teams? What timescale are recommendations completed?
- **Reliable Repairs** - How does Home Group monitor quality assurance?

**Actions: Wendy, Linda, Ellen and Bruce to attend Customer Forum. Viewpoint to track recommendations from Robertson Gate and Salamander Court.**

## **Customer service centre**

Viewpoint reviewed performance and are pleased to see improvements in average time to answer calls and quality assurance. Customers discussed opportunities to be involved in upcoming projects at the service centre and agreed to the following:

- Voice of Home Scotland, Ellen, Wendy, Maureen
- Recruitment, Bruce
- Quality assurance, Robyn and Bruce

The group are keen to find out more about the upcoming use of artificial intelligence and would like to visit the customer service centre.

**Actions: Colette and Megan to arrange customer service centre visit. David to involve customers in agreed projects.**

## **Agenda and Priorities for next meeting on 12<sup>th</sup> September**

Ellen agreed to chair the next viewpoint team meeting and agenda priorities include:

- Fire Risk Assessment recommendation tracking
- Customer Forum feedback
- Abbey Cleaning attendance

**Action: Colette and Megan to create agenda based on customer priorities.**