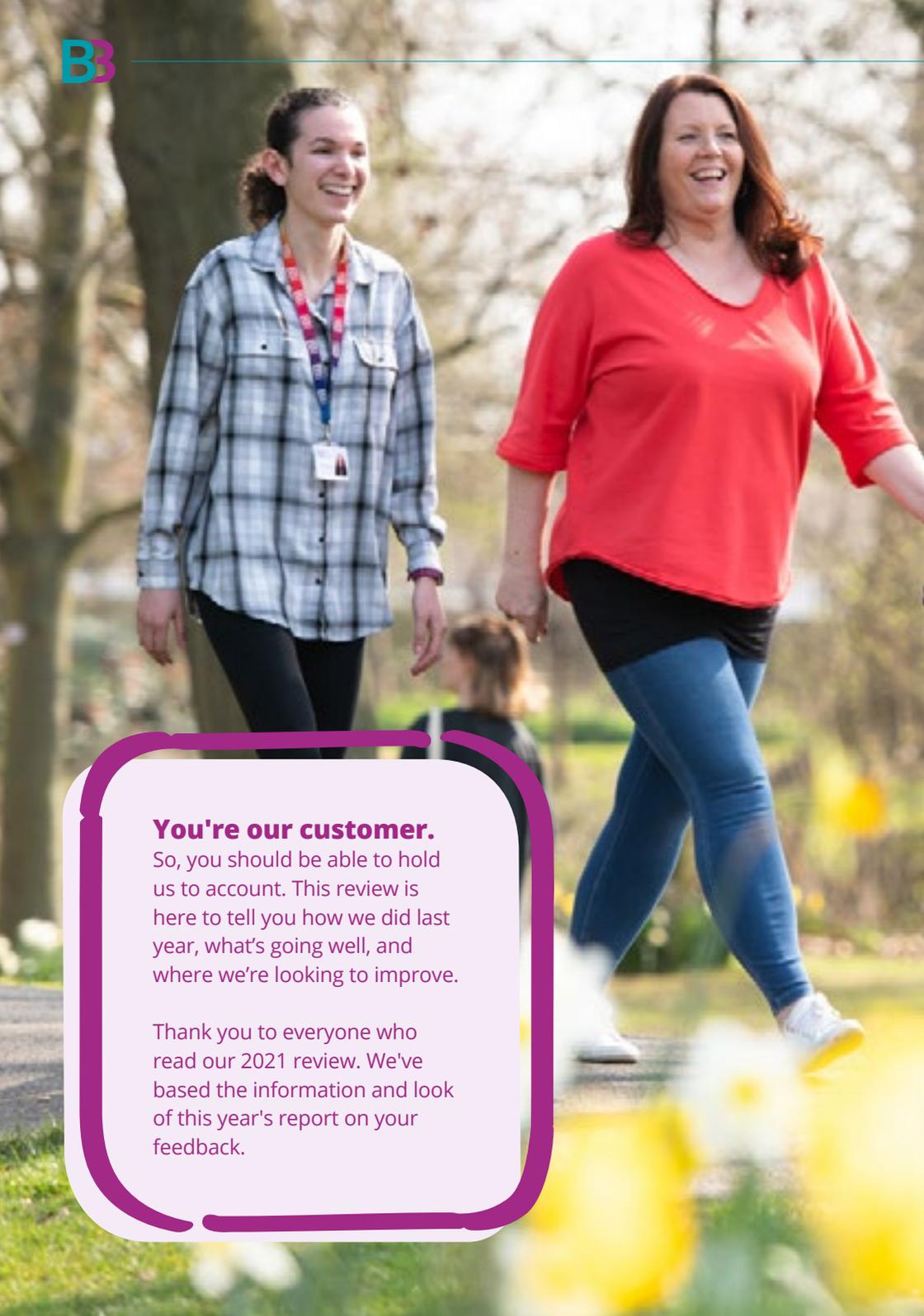


*How's it  
going?*

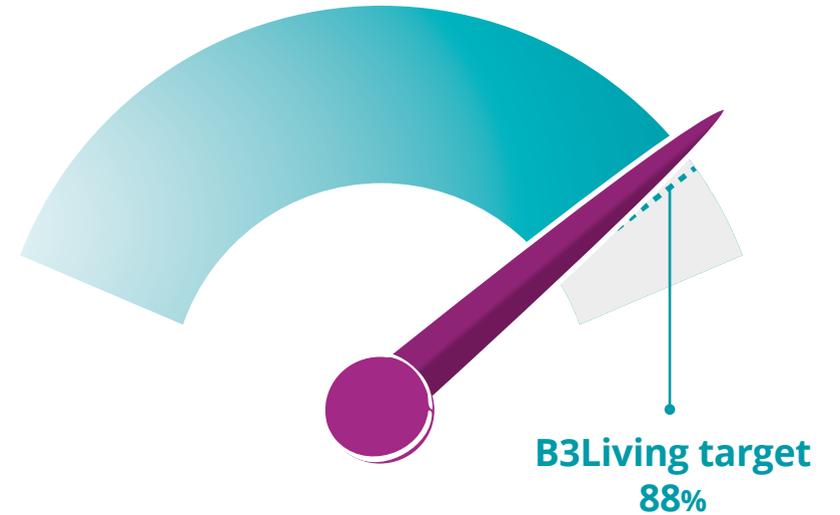
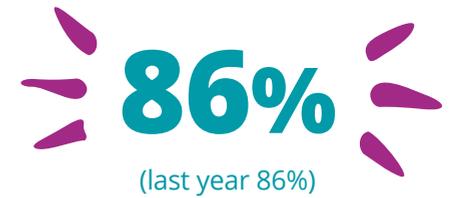
**ANNUAL REVIEW** of the  
customer service we offer you



# How did we do in 2021/22

Let's start with the key figure...

**Overall customer satisfaction** with B3Living services:



## What's behind this number

This score is based on 1,030 responses to our telephone survey – that's 1 in 5 of all our customers. It runs every three months, with an independent company. They call a random sample of customers.

### You're our customer.

So, you should be able to hold us to account. This review is here to tell you how we did last year, what's going well, and where we're looking to improve.

Thank you to everyone who read our 2021 review. We've based the information and look of this year's report on your feedback.

# Your feedback matters...

So, based on last year's feedback (set out in our 2021 report) we have:

### Brought in a dedicated Shared Ownership Advisor.

Her name is Lorraine.



### Put together an Equality, Diversity and Inclusion action plan.

As part of this we've started checking how easy our letters are to read, looking at our language and translating key documents. We've put an accessibility tool on our website and have stopped printing on shiny paper.



### Launched the Greener Herts project.

We're working with two nearby housing associations to get all our homes using less energy. We've started by recruiting a joint Sustainability Lead and launching a Green Panel. We also did a thermal scan on all our homes to see who needs more insulation.



### Phased out fixed-term tenancies.

In March, we switched anyone left on a fixed-term tenancy to an assured tenancy.



### Reopened our Holdbrook Hub.

This gives us a base for local services and charities in Waltham Cross. Activities running out of the Hub include Citizens' Advice, a Community Fridge, PCSO surgeries, and school holiday sports programmes.



### Signed up to Together with Tenants.

The commitments in this Charter are all about building a closer working relationship with our customers.



### Put safety first.

This year we started replacing fire doors in our blocks, doing more detailed fire risk assessments, and we fitted more CCTV to stop fly-tipping.



### Been out and about more.

Our caretakers and grounds teams kept working all through the 2021 lockdowns and we've joined events with partners like One YMCA, Citizens Advice and Love Hoddesdon. We plan to start hosting our own events again in 2022.



### What we haven't managed to do yet:

We wanted to review the process for new customers. We still plan to do this, but we found out that we needed to sort out some of our other systems first – e.g. our website.

We're glad that despite the difficult year, most of our customers are feeling happy with our service. But we want to improve things for the 14% who didn't feel as satisfied.

**Keep reading for more details on how well we're performing and what we're doing to improve the services you use.**

# Our scores

How we performed against our service standards

**How did we compare to last year?** Keep an eye out for the up and down arrows...

↑ **Improvement / Increase**

↓ **Decrease / Decline**



# General customer service

Our service standards say we'll always...



## How we did...

**79%** ↓  
Customers happy with how we dealt with their last query

**0**  
Serious data breaches

**7 Minor breaches.** (Where we've shared data unnecessarily, but its low level, only affecting individuals and unlikely to impact their lives.)

## How customers think our service has changed



*You said, we did...*

We want these scores to improve, so next year we will:

- ✓ **Change how we record our contact with you**, so you don't have to explain yourself over and over and so we can make sure things don't get missed.
- ✓ **Change our letters and leaflets** so we're using the right tone when we contact you.
- ✓ **Change our service standards.** We'll make them more detailed and do spot checks on how we're doing against them twice a year.

# Complaints

Our service standards say we'll always...



Apologise when we've got things wrong, be clear about what we will do to put them right, and let you know when.

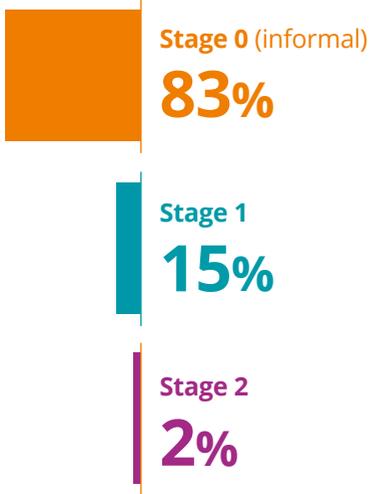
## How we did...

**91%** ↑  
Complaints resolved on time

**68**  
Total complaints made (for every 1,000 homes we manage)

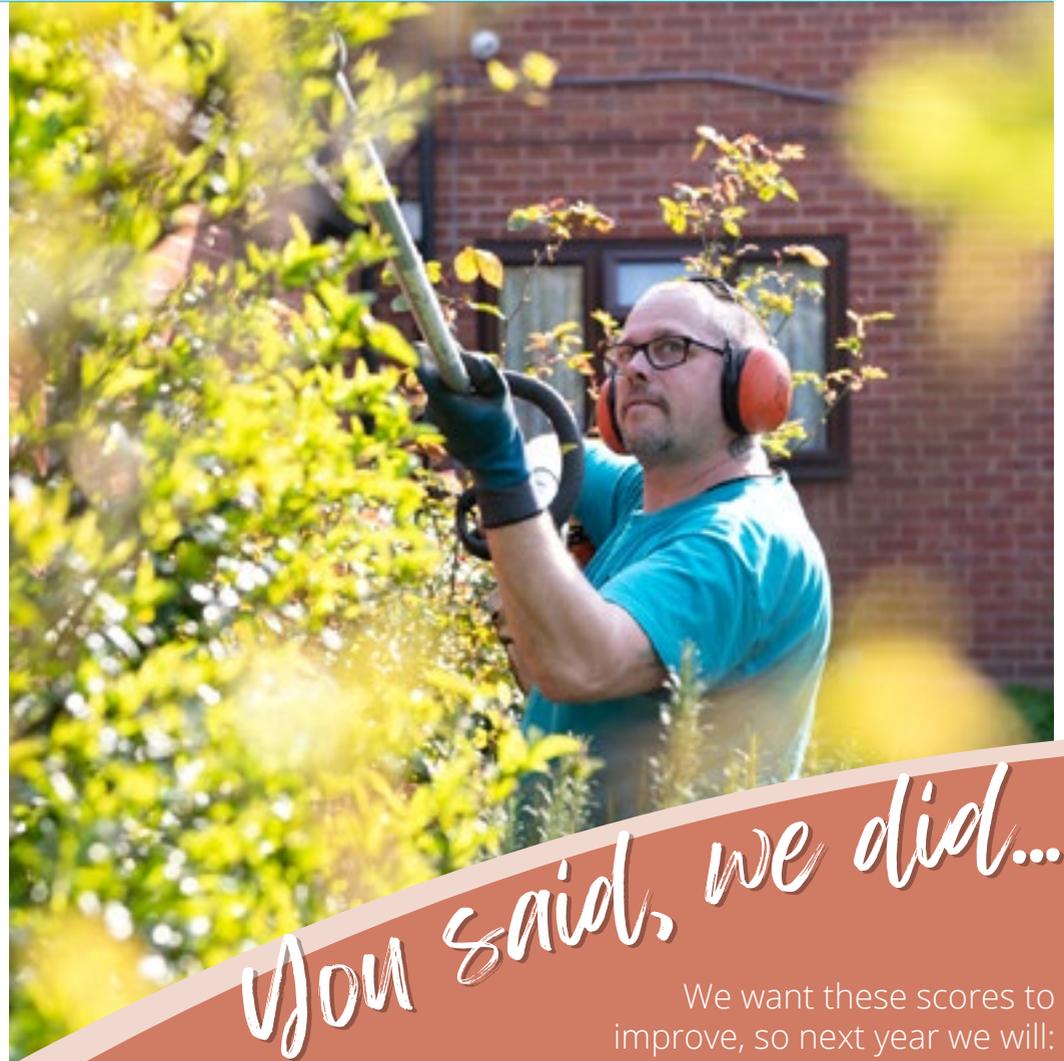
**34%**  
Customers satisfied with how we dealt with their complaint

## When complaints were closed...



## Themes in our complaints... (in order of frequency)

- 1 Grass cutting
- 2 Repairs delays
- 3 Issues in new build homes
- 4 Keeping you updated
- 5 Communication



*You said, we did...*

We want these scores to improve, so next year we will:



**Get a new grass cutting contract.** This was one of our biggest complaints, so we'll be involving you in the process and making it clear what you pay for.



**Change the structure of our repairs service.**



**Review how we work with developers to sort defects in new homes.**

## Accessing the complaints process

You can raise a complaint via the phone, online or in person. Last year we tried to make our complaints process easier to access. We...

✓ Made a new complaints section on our website, with a link to this on the homepage.

✓ Promoted our new live chat service.



## B3Living and the Housing Ombudsman

We aim to follow the Housing Ombudsman's checklist against their **Complaint Handling Code**. We completed their checklist and are following all their recommendations, although there are a couple of areas we need to improve:

- 1 Making a note of why we were late responding to a complaint – and whether we agreed any delays with the customer involved.
- 2 Keeping customers updated when there are delays.

To read the full checklist, visit our website <https://www.b3living.org.uk/for-customers/feedback-and-complaints/complaints/complaint-handling-code/self-assessment/>



Next year we'll focus on training to make sure everyone in our team is putting complaints through correctly and improving our complaints letters and leaflets.

# Looking after your home

Our service standards say we'll always...



Fix things properly, on time and make sure the appointment works for both of us.



Provide more homes to people waiting on the council register and more homes that people can buy through the shared ownership scheme.



Make sure your home is safe and secure the day you move in.

## How we did...

**82%**

customers said they were happy with our repairs service

**88%** ↑

customer feel their home is safe and secure

**100%**

homes meet 'Decent Homes' standards

**100%** ↑

safety checks done in target  
(this includes checks for fire risks, gas safety, lifts, asbestos, and water safety)

## We spent...

**£2.2m** ↑  
on planned maintenance & servicing

**£4.8m** ↑  
on improving homes

**£5.1m** ↑  
fixing repairs

## Cutting carbon

**TOP**  
SAP rating

**Silver**  
our sustainability score (SHIFT)

**85.4%**  
EPC C or above

This is the energy efficiency score for our homes – so the cost per m<sup>2</sup> of heating, hot water, lighting, pumps and fans.

**Our homes have the best ratings compared to 40 other landlords.** !



*You said, we did...*

We want these scores to improve, so next year we will:



**Review the structure of our repairs service** so you get a better service.



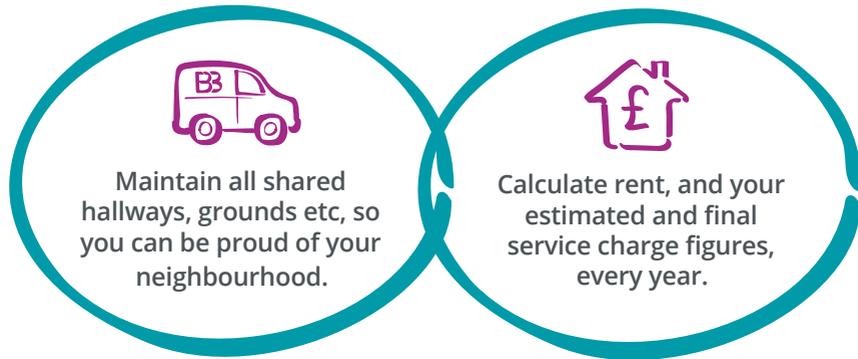
**Change the standard for our empty homes.** Following your feedback, we now fit carpets, blinds, recycling bins and water saving kits, and we've upgraded to a sparkle clean.



**Use our new Green Panel** to help us decide how to make our homes use less energy while keeping customers satisfied.

# Neighbourhoods / shared services

Our service standards say we'll always...



## How we did...

**82%** ↑  
customers were satisfied with their neighbourhood as a place to live

**60**  
neighbour cases (for every 1,000 homes we manage), also called anti-social behaviour

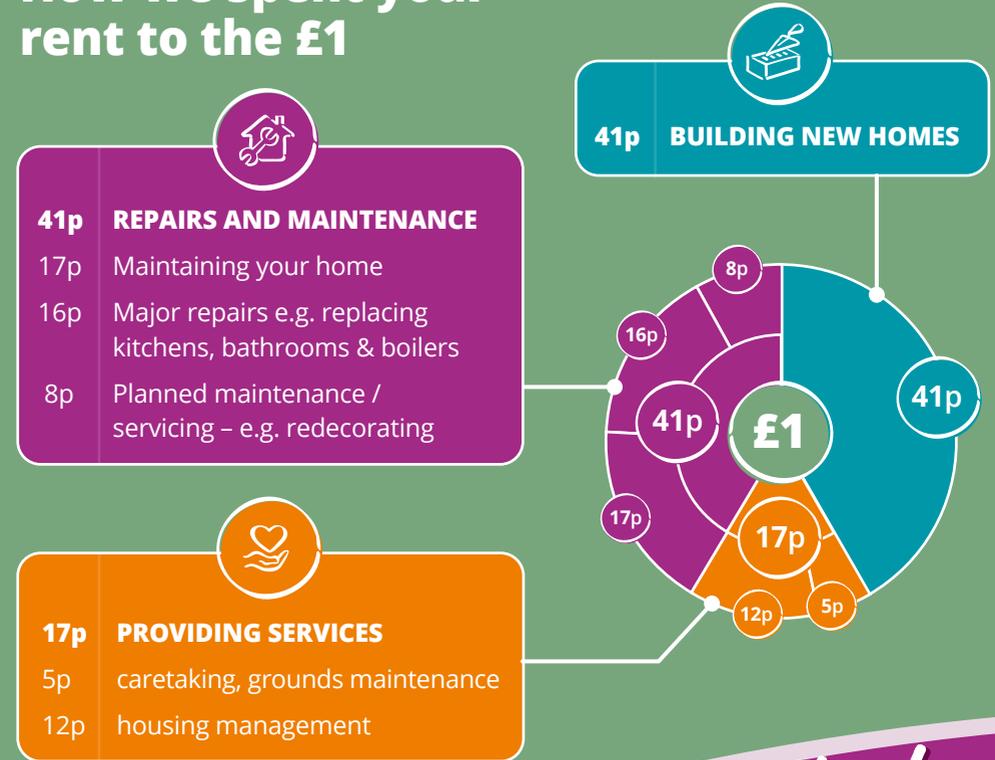
**£173k**  
spent clearing fly-tipping

Customers were satisfied we offer value for money:

**88%**  
for their rent

**88%**  
for their service charges

## How we spent your rent to the £1



*You said, we did...*

We want these scores to improve, so next year we will:



**Visit our estates and host more events** so we can meet with you.



**Introduce a survey** to see how well you feel we are doing on anti-social behaviour cases.



**Set aside a 'support fund'**. After we consulted customers on rents, they asked for a safety net for people who come up against challenges and can't pay rent.

## Fair access and respect

Our service standards say we'll always...



Make sure everyone has equal access to our services and is treated fairly.



Provide more homes to people waiting on the council register and more homes that people can buy through the shared ownership scheme.



Tell you how we're performing – and see what you think.

### How we did...

**75%** ↑

customers felt we listened

**119** ↑

helped to find a home

**378** ↑

people over 55 supported by our Independent Living services



**76**

moving off the council's into a brand new B3Living rented home

**43**

buying a home through the part buy, part rent scheme (shared ownership)



*You said, we did...*

We want these scores to improve, so next year we will:



**Use our new Customer Coach** to help customers struggling to get the support they need.



**Reach out to customers we haven't heard from in a while.** We'll check if they need any support and if there's a reason they can't access our services.



**Recruit more members to our Customer Community,** who input into our decisions.



**Start using the Government's new Tenant Satisfaction Measures** to make our performance more visible to you.

## What do you think? We want to know.

Scan the codes below to quickly send in your votes / views.

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### **Tell us how you think we're performing against our service standards.**

Are there any we should be focusing on?



### **Tell us if this report was helpful.**

Does this make you feel confident that we're doing a good job?



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**Or call: 01992 453 700**

If you would like to see more information about topics we have touched on within the report, please visit our website to find out more. We have pages on:



- **How we've responded to your feedback on our 'you said, we did' page.**
  - **What our plans are for the future with our new corporate strategy 'Better futures'.**
  - **Our repairs and maintenance services.**
  - **Anti-social behaviour.**
- and much more...